Monthly *Share & Learn*

July 8, 2020 (12:30 – 1:30pm)

Welcome to our third monthly *Share & Learn*!

*We kindly ask that you do the following:*

- **Connect audio with visual** - make sure you’re logged in on both audio *and* visual. If calling in by phone, enter your participant ID (your ID is displayed at the top of your Zoom screen). **Do this now by pressing *#number#*** on your phone (e.g.: #24#).

- **Rename yourself** and please **include your organization**, e.g.: *Wes (CCI)*. Hover over your name in the *Participants* list and click **Rename**.

- **We invite you to turn on your video** if you have capability - we’d love to see your face, and our breakout discussions will be more connective!
Additional housekeeping items

1. All participants will NOT be muted upon entry.

   To mute/unmute yourself:
   - Via computer - *Click the microphone icon on lower left of your Zoom screen*
   - On the phone - *Press *6*

2. Please do not put us on hold.

3. Feel free to chat in your questions.

4. This webinar is being recorded in the main room only.
   *The link to this recording will be available later this week.*

5. Please complete a quick survey at the end of this session.

   Please type in your **name** & **organization** in the chat box –
   and the names of anyone in the room with you!
What you can expect today

By the end of our webinar, you will have:

- ID’d new resources and TA aimed to accelerate skill-building and collaborative learning
- Reviewed PHASE 2020 team charters and newly identified disparities goals
- Discussed approach and needs to reach disparities goals

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<th>AGENDA</th>
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<tr>
<td>12:30 – 12:35</td>
<td>• Welcome</td>
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| 12:35 – 12:45 | • Introducing new TA:  
  • ABCs of QI short course series  
  • Small group coaching  
  • High-level summary of Team Charters and Disparities Goals |
| 12:50 – 1:15 | • **Breakout Session**: Discussion on Team’s Health Disparities Goals |
| 1:15 – 1:25 | • Report-back *(reconvene in main room)* |
| 1:25 – 1:30 | • Wrap-up and Next Steps |
Technical Assistance

**Share & Learn Webinars**
- **Frequency:** Monthly
- **Objective:**
  - “Just in time” content
  - “Bright spot” interviews
  - Breakouts
  - Peer sharing & consultation
  - Problem solving

**Expert Interview w/ Q&A (Webinar)**
- **Frequency:** Monthly?
- **Objective:** Deep dive interview with expert(s) and time for participant Q&A
- Open to broader CCI Community (could use BS Virtual team)

**CCI Academy**
- **Frequency:** Ongoing
- **Objective:**
  - Online platform for content delivery and peer engagement
  - **Topic:** Starting with most relevant QI support to meet teams where they are

**Coaching Calls w/Denise**
- **Frequency:** Monthly (4-5 options for teams to select from)
- **Group Makeup:** Groups of 3-4 teams
- **Objective:** Share their work / progress and get feedback from other teams

**Group Coaching Calls**
- **Frequency:** Monthly
- **Objective:** 1 on 1 support for grantees as the work toward their goals.
CCI Academy’s ABCs of QI

• **Frequency:** Ongoing

• **Objective:** Online platform for content delivery and peer engagement

• **Topic:** Starting with most relevant QI support to meet teams where they are

• Intended audience: Individuals and teams engaged in improvement work, including those who are:
  
  • New to QI or experienced and desiring a review
  
  • Seeking help on specific topics or with specific tools
  
  • Participants/grantees in a CCI-supported program

• **Launch Details**
  
  • Available in August 2020

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## CCI Academy’s ABCs of QI

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<td>5.4 Do/Study/Act - The Value of Rapid, Iterative Testing (Ramping-Up)</td>
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<td>6 - Implementation: Operationalizing Changes</td>
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<td>6.3 Sharing Your Improvement Story</td>
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How Will This Curriculum Be Used

- Build QI capacity and capability for individuals and teams
- “How-to” resource library for application of QI tools and templates
- Improve the effectiveness and efficiency of monthly coach check-ins
- Step-wise approach to developing and implementing an improvement project
- Accelerate learning through connections to peer sharing (CCI Academy Forum/Group)
- Facilitates documentation of improvement progress and storyboard completion

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Here’s What You Can Expect

academy.careinnovations.org/short-courses/

Empathy and the Open-ended Interview

- Empathy and Why it is So Important
- Identify a Person’s Experience
- Prepare for an Open-Ended Interview
- Conduct an Open-Ended Interview
- 4 Ways to Use the Data From Your Interview

Key Takeaways
Group Coaching Calls

- **Frequency:** Monthly (4-5 options for teams to select from)
- **Group Makeup:** Groups of 3-4 teams
- **Objective:** Share their work / progress and get feedback from other teams

- This is a TEST – PDSA
- Intended to connect content to CCI Academy and/or webinar content
- Focus of August Group Coach Call
  - Measurement Plan
  - Establishing Run Charts
  - Identifying Health Equity Drivers
- Prep during July 1:1 Coach check-ins
Summary of PHASE Grantee Project Aims

**Controlled BP**
- Alameda Health Systems
- Chapa-De
- Community Health Center Network
- Golden Valley
- One Community Health
- San Joaquin County Public Health
- Valley Health Team

**Controlled A1c**
- Community Medical Centers
- Elica Health Centers

**Controlled BP and A1c**
- Community Health Partnership
- San Francisco Community Clinic Consortia
- San Francisco Health Network
- San Mateo Community Health

**Other**
- RCHC (Patient/Team Partnership)
Health Equity Focus

African American Population
- Alameda Health System (HbA1c)
- Community Medical Center (BP)
- Golden Valley (BP)
- One Community (BP)
- San Francisco Health Network (BP and Depression Screening)
- San Joaquin Public Health (BP)
- San Mateo Medical Center (BP)

Native Population
- Chapa-De (BP)

Health Center-selected Population
- Community Health Center Network
- Community Health Partnership

Uninsured Patients
- Redwood Community Health Coalition (HbA1c)

Homeless Population
- San Francisco Community Clinic Consortium (BP)

To Be Determined
- Elica
- Valley Health

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Breakout Group Discussion
(25 min)

Group Makeup: 3-4 Teams

Questions to consider:

1. Why did you choose the disparities goal that you did?
2. How do you intend to understand and address the drivers of these disparities?
3. What do you expect your biggest challenge will be?
4. What support do you need? (From us? From your leadership?)
Let’s have a volunteer share from each of breakout…

• What bright spots did you hear?
• What are teams planning on doing to understand their disparities?
  ▪ Are there any teams engaging with patients / communities?
• What support do you need?
Stay tuned for upcoming events in July and August:

- Health Equity Expert Panel
- Patient-Family Engagement Webinar *in service of Improvement*
- SMBP featuring AMA
  - *Thurs, July 23 @ 12:00pm PDT*
- Next PHASE/TC3 Share & Learn
  - *Wed, August 12 @ 12:00pm PDT*

*Please respond to our quick poll*
Stay Engaged with Us!

CCI:
Weslei Gabrillo: Weslei@careinnovations.org
Juliane Tomlin: Juliane@careinnovations.org
Alexis Wielunski: Alexis@careinnovations.org

Kaiser Permanente:
Michael Cox: Michael.P.Cox@kp.org

Center for Community Health and Evaluation:
Carly Levitz: Carly.E.Levitz@kp.org
Crystal Dinh: Crystal.X.Dinh@kp.org