Virtual Care Innovation Network

A community health collaboration founded by **KAISER PERMANENTE**®

Clinic Connection Track Kickoff Webinar
March 2, 2021

Please use the chat box to ask questions.

This webinar is being recorded.

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Housekeeping Reminders

Audio
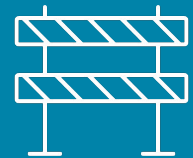Link your audio to video if you called in via phone

Chat Box
Please chat in your questions

Name
Add your organization to your name

Tech Issue
Private chat Nhi Tran for assistance

Clinic Connection Breakout *Agenda*

- Welcome & Setting the Stage (5 min)

- Program Overview (12 min)

- Peer Connection & Engagement (13 min)

- Wrap Up & Next Steps (5 min)

Program Team

Bijal Shah
Program Manager

Juliane Tomlin
Senior Manager

Nhi Tran
Program Coordinator,
Clinic Connection Track

Waterfall Chat

Type in the chat your response, but DO NOT PRESS "SEND / ENTER" until we prompt you to do so:

Which of your organization's accomplishments over the past year surprised you the most?

Program Overview
(12 min)

VCIN - Clinic Connection

Washington - 5 health centers
- CHAS Health
- Cowlitz Family Health Center
- Neighborcare Health
- Unity Care NW
- Valley View Health Center

Oregon - 3 health centers
- Clackamas County Health Centers
- Neighborhood Health Center
- Wallace Medical Concern

California - 8 health centers
- Bay Area Community Health
- Marin Community Clinics
- Roots Community Health Center
- San Francisco Department of Public Health Fourteen Primare Care Health Centers
- San Mateo County Healthcare for Homeless and Farmworker Health Program
- South Bay Family Health Care
- TrueCare
- Vista Community Clinic

Maryland, Virginia, & D.C. - 5 health centers
- Community of Hope
- GPW Health Center
- HealthWorks for Northern Virginia
- Mary's Center for Maternal and Child Care Inc.
- Unity Health Care

Hawaii - 2 health centers
- Kokua Kalihi Valley Comprehensive Family Services
- West Hawaii Community Health Center

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Clinic Connection Track Objectives

Goal

23 organizations engage with peers to solve challenges related to providing and sustaining virtual care delivery

Drivers to Achieve Outcome

Peer learning and engagement

Content, tools & resources to support your journey

Spotlighting progress and success

Offerings & Expectations

Time Commitment: 2-3 hrs/month

Monthly Virtual Convenings:
- Networking
- Peer Consultation
- Spotlight presentations
- Content / Inspiration

At least one person from your organization should plan on attending each month.

Participate in required **program evaluation** activities.
- Submit **virtual care utilization data** for primary care and behavioral health segmented by modality of care. (3 times)
- Participate in 1 phone interview during the program (<60 min)
- Submit survey responses (2x, 15 min each)

Option to participate in **select Applied Project Track activities** such as virtual site visits, webinars and peer-sharing conversations.

Access to **online resources,** tools, and a platform to support peer sharing and learning

Program Structure

We are here!

Kickoff	Focus #1	Focus #2	Focus #3	Focus #4	Spread & Sustain /Program Close
• March 2021	• Apr-Jun	• Jul-Sept	• Oct-Dec	• Jan-Mar	• Apr-May 2022
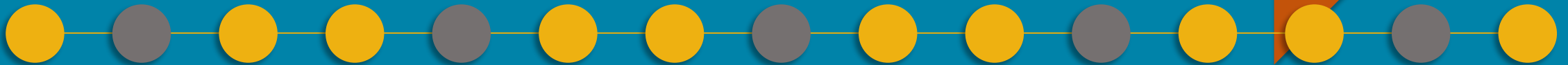
🟡 **Monthly Virtual Convenings**
- Content / Inspiration
- Peer Consultation / Ideation
- Spotlight Presentations

⚫ Quarterly convenings with Applied Project Track

CCI | CENTER FOR CARE INNOVATIONS

Cohort Interests

Shift to Virtual Care
- Provider / Care-Team / Patient buy-in & satisfaction
- Reliable / User-friendly technology & equipment
- Payment structure that reimburses
- Patient experience and preferences are prioritized
- Technical support for providers and patients to connect
- Clarity on which visits need to be in-person and which are most conducive to virtual

Health Care for Homeless
- Equipment for care team to use (shelters)
- Privacy considerations (shelters)
- Coordination between health center and external agencies / shelters
- Multiple doors of ACCESS to care (shelters, street medicine, etc.)

Care Team / Care Delivery
- Staff model that supports remote work
- Virtual Team-Based Care (defined roles, workflows, etc.)
- Team cohesion & communication
- Operational infrastructure (training, adequate staffing, policies & procedures, coordination for lab / referrals)

Patient Engagement
- Building / Sustaining patient-care team relationships
- Patient adoption of portal, texting, and other communication modalities
- Engaging "harder to reach" patients (non-English speakers, homeless, low digital literacy)
- Patients can connect to their providers EASILY regardless of housing or personal device.

Population Health
- Access to self-monitoring devices for self-management
- ID / Address gaps in care virtually
- Reimbursement (some measures are not supported by telehealth reimbursement like BMI, BP screening)

Digital Barriers / Health Equity
- Equity-centered design, innovation, and organizational decision making for tech solutions
- Translation services are available for all types of visits
- Patient access regardless of coverage, devices, or data plan
- Technology literacy and comfort
- Rural medicine barriers addressed (broadband, remote access)
- Home technology for patients' homes (tablets, secure messaging, wi-fi hotspots)
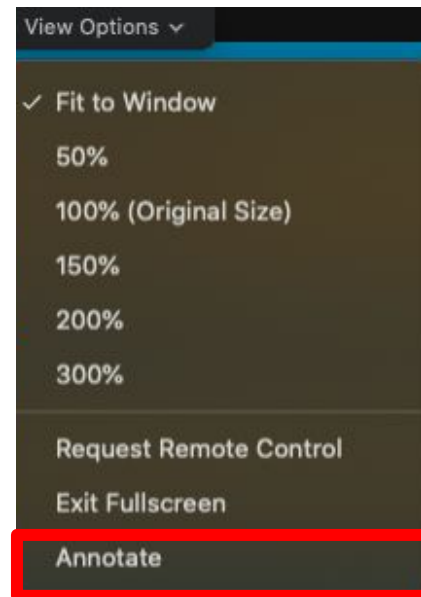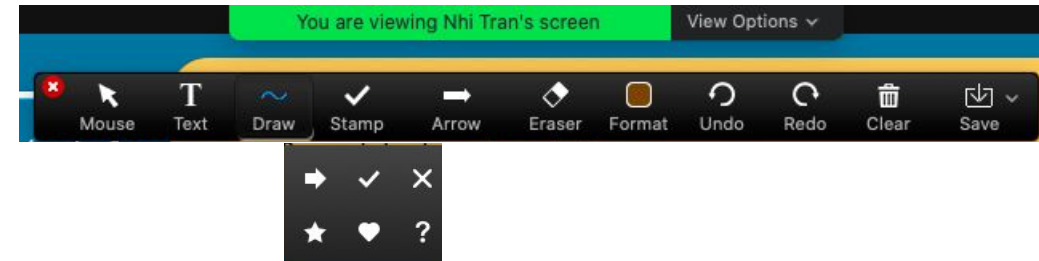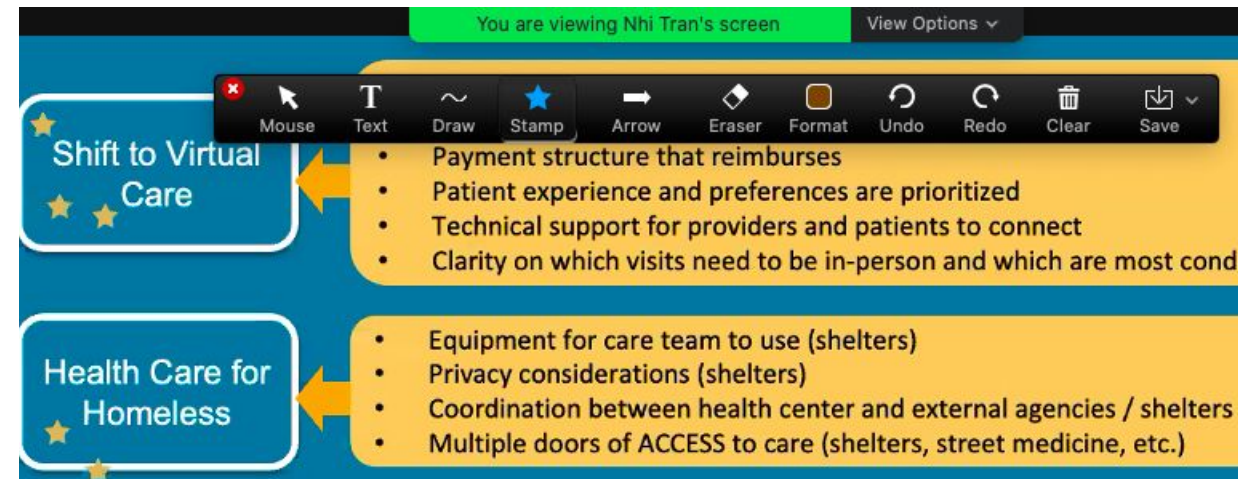
Annotation Activity

1. Click View Options at the top
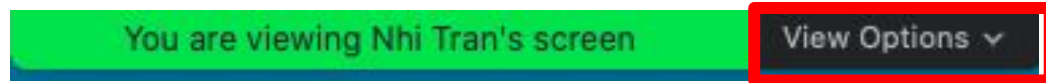
2. Choose the Annotate option

3. Choose an annotation tool

4. Click to annotate the slide

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Waterfall Chat

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What are you excited to learn from Kaiser Permanente in future sessions?

Peer Engagement & Connection (13 min)

Group Breakouts

- Spend 10 minutes meeting 2 other members of the Clinic Connection Track

- Each person should spend about 2 minutes sharing

Share the following with your peers:

1   Your Name & Role

2   Organization, Location, Population Served

3   What does success at the end of this program look like to you?

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Next Steps (5 min)

Save the Dates!

Booster Webinar #1: Evaluation Process Overview
Thursday, March 25th
12:00 – 1:00pm PST

What's the Club?
- **Assignment #1 Due**
Wednesday, March 31st
By 3:00pm PST

Virtual Convening #1:
Tuesday, April 6th
12:00 – 1:30pm PST

Virtual Convening #2:
Tuesday, May 4th
12:00 – 1:30pm PST
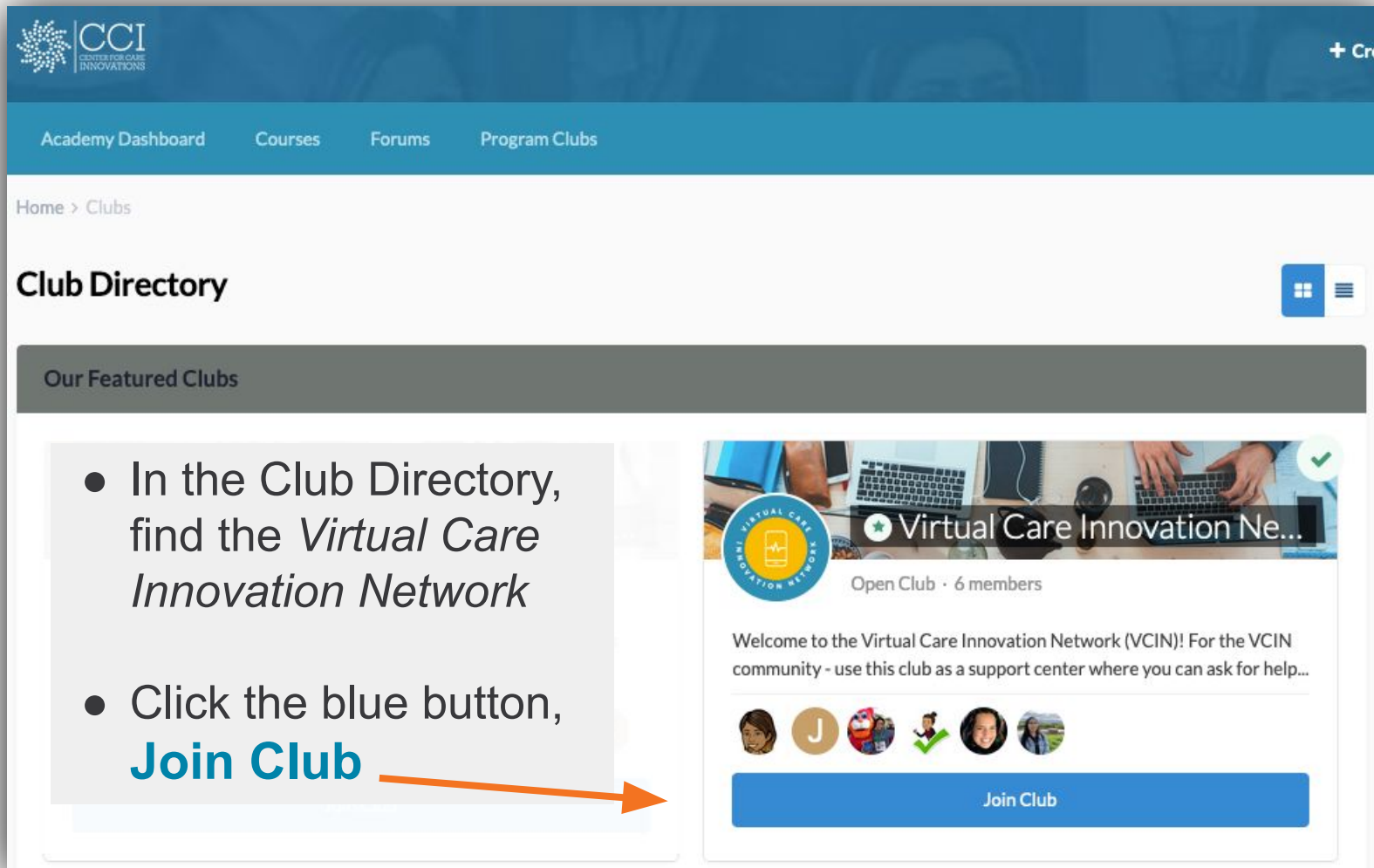
Virtual Care Innovation Network Club
Join the Club on CCI Academy!

- Find the most up-to-date announcements, information on upcoming webinars and events, and resources

- Ask for help or advice from peers and participate in discussions related to virtual care

- Generate ideas by learning what others are doing
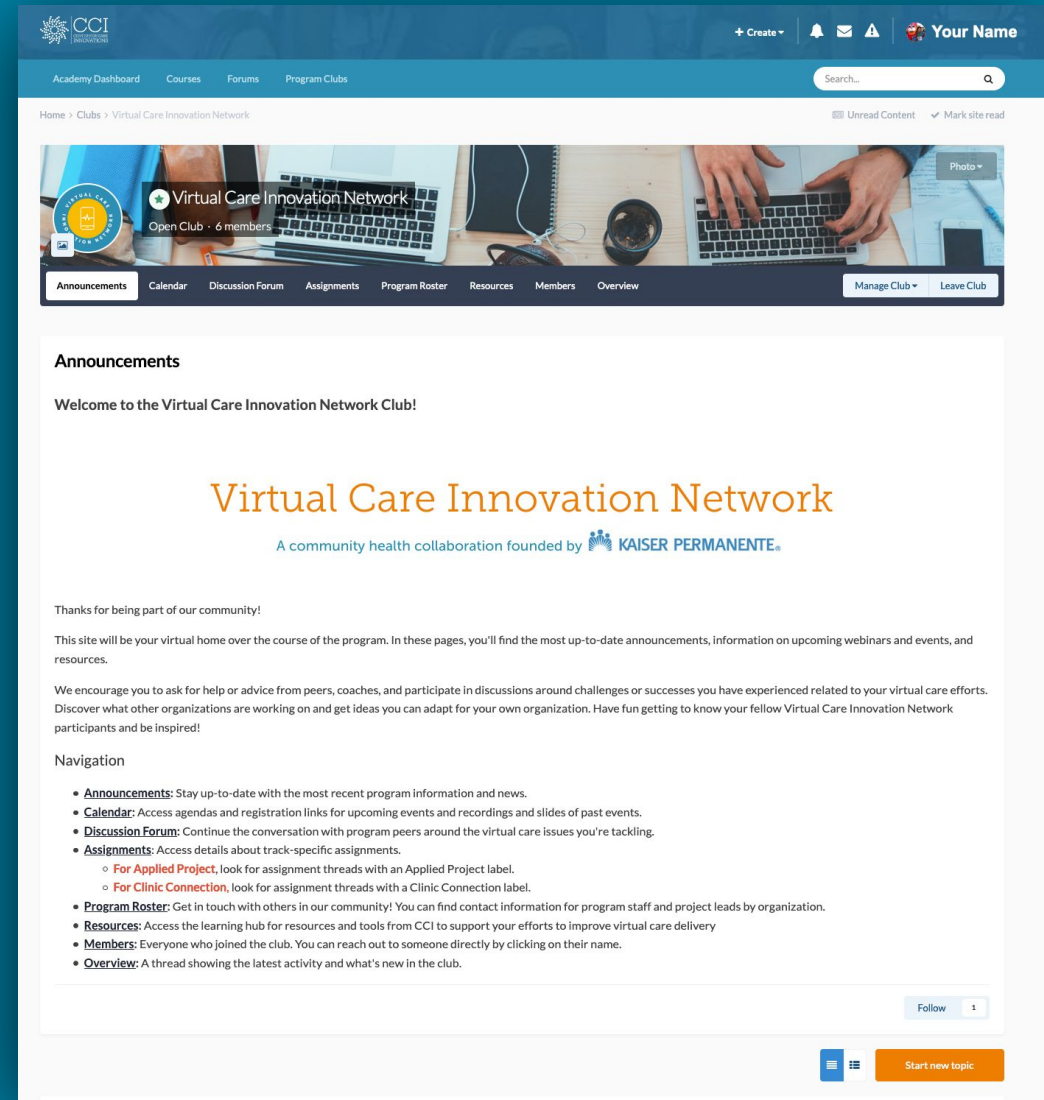
Virtual Care Innovation Network Club
How to join the club

📌 In a follow-up email, you'll receive the link with quick instructions to log in to your account.

📌 Joining the VCIN Club will ensure that you'll have access to all attachments, links and more!

Assignment #1
<u>Due</u>: Wednesday, March 31st by 3:00pm PST

Join the Virtual Care Innovation Network Club

Introduce yourself on the Virtual Care Innovation Network Club
- Change your profile picture
- Update your personal info on your profile
- Confirm project lead on Program Roster Tab

Pre-Work for Virtual Convening #1 – instructions will come in a follow up email

Thank you!

For questions, contact:

Bijal Shah
(she/her/hers)

Program Manager

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Nhi Tran
(she/her/hers, they/them/theirs)

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Clinic Connection Track

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