Virtual Care Innovation Network

A community health collaboration founded by KAIser PerMANENTe.

Virtual Convening #3
July 20, 2021

Please use the chat box to ask questions.

This webinar is being recorded.
Renaming Yourself in Zoom

Step 1
“Participants”
At the bottom of your Zoom screen, click on the “Participants” icon.

Step 2
“More > Rename”
Find your name at the right of the screen and hover over it; select “More” > “Rename.”

Step 3
Enter Your Name
Please make sure to enter your full name followed by your organization’s name.

Step 4
“Rename”
Click “Rename” or hit the “enter” key to complete the name change. That’s it!
Connecting Your Phone to Zoom Audio

Step 1
Find “Mute”
At the bottom of your Zoom screen, click the upside-down carrot (^K) next to “Mute.”

Step 2
“Switch to Phone Audio”
Choose the option “Switch to Phone Audio” in the list.

Step 3
“Phone Call”
In the pop-up, make sure the “Phone Call” tab is selected. Follow the instructions. *Do not skip this step!*

Step 4
Enter Your IDs
Enter your Meeting ID and Participant ID.
Agenda

- Welcome
- Program Overview Refresher
- Cohort Conversations
- Program Reminders & Next Steps
Program Overview Refresher
Objective for Clinic Connection Track

1. Applied Project Track

2. Clinic Connection Track

Engage with peers to discuss and solve challenges related to providing and sustaining virtual care.
Program Expectations

• **Identify a project lead**: Your organization agrees to appoint a project lead to participate in all virtual learning sessions and report learnings back to your organization.

• **Attend virtual learning sessions**: Your organization is required to send your project lead to all virtual learning sessions. Each session will be 1.5-2 hours in duration.

• **Complete pre-work assignments**: Your organization is expected to complete assignments throughout the program that will support you in advancing your project.

• **Share best practices and challenges**

• **Participate in evaluation and communication activities**:
  • Submit data reporting
  • Participate in interviews & surveys

• **Submit final narrative and expenditure reports**
Remote Support
(Required for Project Lead & Recommended for Team Members)

Virtual Webinars
(Required for Project Lead & Encouraged for 1 additional representative)

Kickoff Webinar
March 2, 2021

Virtual Convening #1
April 6, 2021

Virtual Convening #2
May 4, 2021

Hot Topics in Virtual Care
June 8, 2021

Virtual Convening #3
July 20, 2021

Evaluation & Reporting
(Required)

Evaluation Process Overview
March 25, 2021
Project Leads & Data/IT Leads Only
(Optional)

Data Submission
1 of 3
Due: June 15, 2021

VCIN Club & Learning Hub
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<td>Remote Support (Required for Project Lead &amp; Recommended for Team Members)</td>
<td>VCIN Club &amp; Learning Hub</td>
<td>Virtual Webinars (Required for Project Lead &amp; Encouraged for 1 additional representative)</td>
<td>Share &amp; Learn #1 September 21, 2021</td>
<td>Virtual Convening #4 October 19, 2021</td>
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<td>Evaluation &amp; Reporting (Required)</td>
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Virtual Webinars
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VCIN Club & Learning Hub

Share & Learn #3
January 18, 2022

Virtual Convening #6
February 2022 – Date TBD

Virtual Convening #7
April 2022 – Date TBD

Final Convening Celebration!
May 2022 – Date TBD

Evaluation & Reporting
(Required)

Final Narrative & Final Report
Due: June 15, 2022

Data Submission
3 of 3
Due: June 15, 2022
Find and register for all VCIN virtual convenings/webinars related to Clinic Connection Track.

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

- In the Club Directory, find the Virtual Care Innovation Network
- Click the blue button, Join Club
Cohort Conversations

5 minutes for sharing, 3 minutes for discussion

1. What is your organization doing well when it comes to virtual care?

2. What is currently your biggest challenge?

3. Do you have something that you’ve been testing that you’d like to share with your peers? Or do you have any questions for your peers about things they are doing?
Cohort Conversations

Step 2:
A menu will pop up with a list of all breakout rooms. Hover over your assigned breakout room, then select “Join.”

Step 3:
Click “Yes” to confirm, and you will be moved to that breakout room.

Step 1:
When breakout rooms open, a popup will show up above the Breakout Room icon. Click Breakout Rooms.

*Find your organization under your assigned breakout room:

Bijal Shah (room 1)
- Clackamas County Health Centers
- West Hawaii Community Health Center
- Neighborcare Health
- Roots Community Health Center
- Wallace Medical Concern
- Marin Community Clinics
- TrueCare
- Community of Hope
- San Francisco Health Network
- South Bay Family Health Care
- Vista Community Clinic

Nhi Tran (room 2)
- Valley View Health Center
- HealthWorks for Northern Virginia
- Kokua Kalihi Valley Comprehensive Family Services
- Bay Area Community Health
- CHAS Health
- GPW Health Center
- Unity Health Care
- San Mateo County
- Cowlitz Family Health Center
- Neighborhood Health Center
- Mary’s Center

*You’ll have 60 minutes!
Please share something you learned from your peers that you'll take back to your organization.
Next Steps
We want your feedback!
Post-Webinar Survey | 2 minutes
## Save the Dates!

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<tr>
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<th>2021</th>
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<td><strong>Jul</strong></td>
<td><strong>Aug</strong></td>
<td><strong>Sept</strong></td>
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| Virtual Convening Webinars (Clinic Connection) | Virtual Convening #3  
July 20  
12 – 1:30 PM PST | Virtual Convening #4  
October 19  
12 – 1:30 PM PST |
| **Aug**                  | (CANCELLED)  
Combined Convening #2  
August 17  
12 – 1:30 PM PST | Combined Convening #3  
September 21  
12 – 2:00 PM PST |
| **Sept**                 | **Oct**                                   | **Nov**                                   |
| Quarterly Expert Webinars (in partnership with Applied Project Track) | Combined Convening #4  
November 18  
12 – 2:00 PM PST | Virtual Convening #5  
December 16  
12 – 1:30 PM PST |
| **Oct**                  | **Nov**                                   | **Dec**                                   |
|                          | Virtual Convening #4  
October 19  
12 – 1:30 PM PST | Combined Convening #5  
January 18  
12 – 2:00 PM PST |
| **Dec**                  | **Jan**                                   | ****                                      |
|                          | Combined Convening #5  
January 18  
12 – 2:00 PM PST | **              |
Resources

Check out CCI’s favorite virtual care articles, and feel free to share articles you’re reading on the “Virtual Care Articles & Reading!” thread in the Club.

Learning Hub
Access the Learning Hub for resources to support your efforts to advancing virtual care.

Catalyst Design Dash
CCI Academy short course that involves a rapid, team-based exercise that walks you through phases in a design thinking approach to problem solving.

ABCs of Quality Improvement (QI)
Short-Course series that provides a step-by-step approach to improving performance through brief videos, interactive activities, and peer sharing.
Thank you!

For questions, contact:

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