

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.

I 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 (^) 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.



Step 4

Enter Your IDs

Enter your Meeting ID and Participant ID.
Do not skip this step!





Agenda



Welcome



Program Overview Refresher



Cohort Conversations



Program Reminders & Next Steps

A photograph of a middle-aged Black man with glasses, wearing a white button-down shirt, smiling as he looks at a tablet computer. The image has a light blue overlay. A dark blue banner is at the bottom.

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**

March 2021

April 2021

May 2021

June 2021

July 2021

Remote Support

(Required for Project Lead & Recommended for Team Members)



VCIN Club & Learning Hub



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



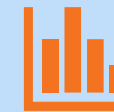
Virtual Convening #3
July 20, 2021

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

Remote Support

(Required for Project Lead & Recommended for Team Members)



VCIN Club & Learning Hub



Virtual Webinars

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



Share & Learn #1
September 21, 2021



Virtual Convening #4
October 19, 2021



Share & Learn #2
November 18, 2021



Virtual Convening #5
December 16, 2021

Evaluation & Reporting

(Required)



Data Submission
2 of 3
Due: December 15, 2021

Jan 2022

Feb 2022

Mar 2022

Apr 2022

May 2022

Remote Support

(Required for Project Lead & Recommended for Team Members)



VCIN Club & Learning Hub



Virtual Webinars

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



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)

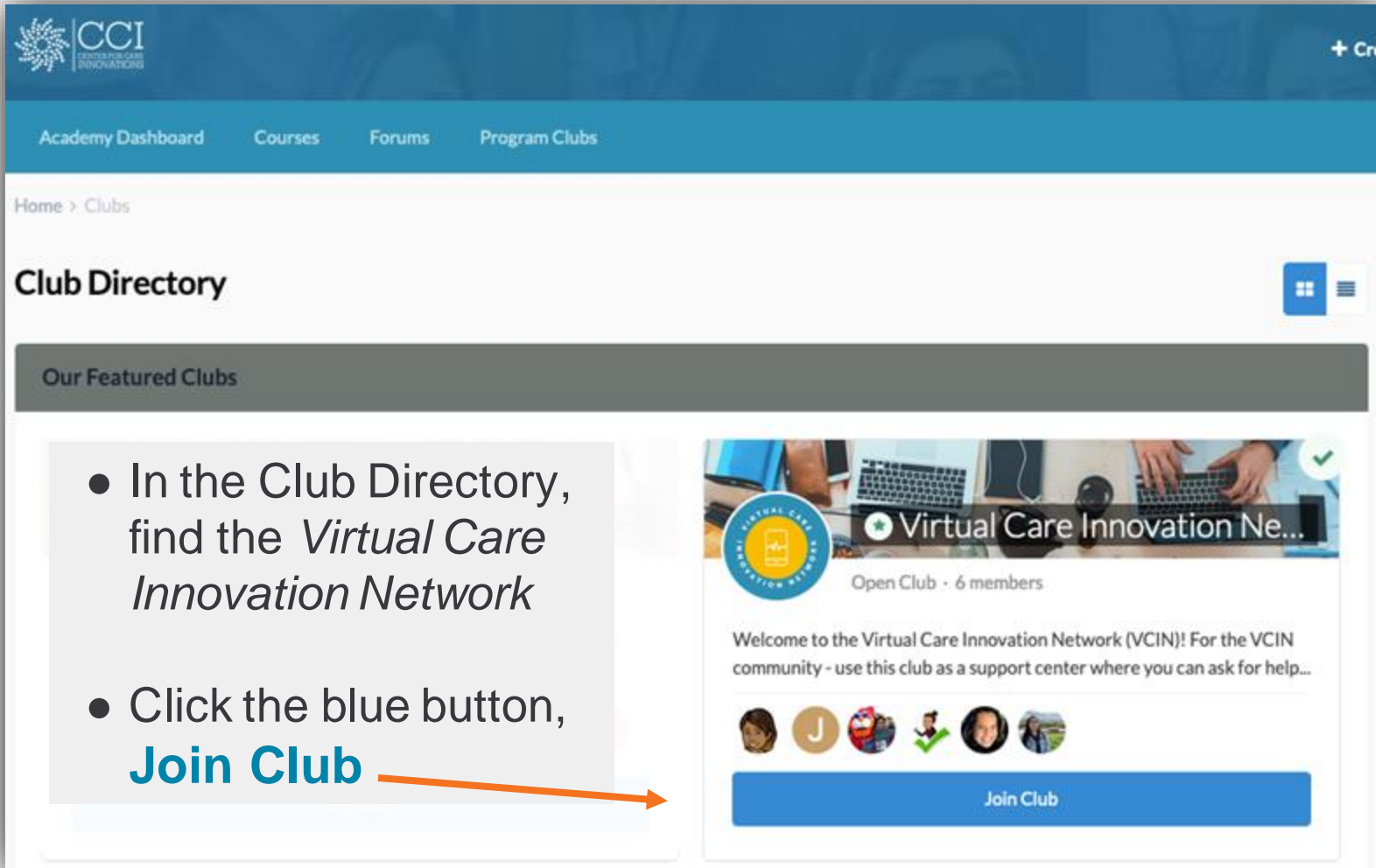


Final Narrative & Final Report
Due: June 15, 2022



Data Submission 3 of 3
Due: June 15, 2022

Virtual Care Innovation Network Club



The screenshot shows the CCI Academy Club Directory. The top navigation bar includes 'Academy Dashboard', 'Courses', 'Forums', and 'Program Clubs'. Below the navigation, the 'Club Directory' section is visible. A grey bar highlights 'Our Featured Clubs'. A callout box on the left contains two bullet points: 'In the Club Directory, find the *Virtual Care Innovation Network*' and 'Click the blue button, **Join Club**'. An orange arrow points from the 'Join Club' text to the 'Join Club' button on the club card. The club card for 'Virtual Care Innovation Network' shows it is an 'Open Club' with '6 members'. The card includes a welcome message: 'Welcome to the Virtual Care Innovation Network (VCIN)! For the VCIN community - use this club as a support center where you can ask for help...'. Below the message are profile icons of members and a prominent blue 'Join Club' button.

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

📌 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!

A photograph of a middle-aged Black man with glasses, wearing a white button-down shirt, smiling as he looks at a tablet computer. The image has a light blue tint. A dark blue horizontal bar is overlaid at the bottom left, containing the text 'Cohort Conversations' in white.

Cohort Conversations

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

*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

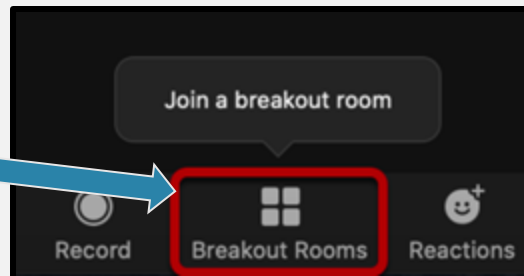
*Then, follow the steps below to join your assigned breakout room:

**You'll have 60 minutes!*

Step 1:

When breakout rooms open, a popup will show up above the *Breakout Room* icon.

Click **Breakout Rooms**.

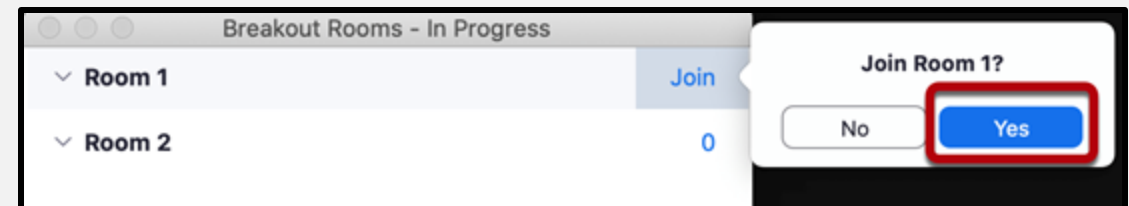


Step 2:

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.





Please share in the chat box:

*Please share something you learned from
your peers that you'll take back to your
organization.*

A close-up photograph of a middle-aged Black man with glasses, wearing a light blue button-down shirt. He is smiling and looking down at a tablet computer he is holding in his hands. The background is a bright, out-of-focus office or home setting. The entire image has a light blue color overlay.



Next Steps

We want your feedback!

Post-Webinar Survey | 2 minutes



Save the Dates!

| 2021 | | | | | | | 2022 |
|--|---|--|--|---|---|--|------|
| Jul | Aug | Sept | Oct | Nov | Dec | Jan | |
| 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 | | Virtual Convening #5 December 16 12 – 1:30 PM PST | |
| Quarterly Expert Webinars (in partnership with Applied Project Track) | | (CANCELLED) Combined Convening #2 August 17 12 – 1:30 PM PST  | Combined Convening #3 September 21 12 – 2:00 PM PST | | Combined Convening #4 November 18 12 – 2:00 PM PST | 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.



CCI
CENTER FOR CARE
INNOVATIONS

Thank you!

For questions, contact:



Bijal Shah

(she/her/hers)

Senior Program
Manager

bijal@careinnovations.org



Nhi Tran

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

Program Coordinator
Clinic Connection Track

nhi@careinnovations.org