Virtual Convening #4

Virtual Care Innovation Network
OCTOBER 19, 2021, 12 – 1:30 PM PDT
Agenda

1. Housekeeping & Agenda Review
2. Breakout Rooms: Share & Learn Debrief
3. Cohort Spotlight
4. Open Discussion
5. Next Steps & Wrap Up
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!*
Housekeeping

- **Mute**
  - Minimize Interruptions
  - Please make sure to mute yourself when you aren’t speaking.

- **Chat**
  - Go Ahead, Speak Up!
  - Use the Zoom chat to ask questions and participate in activities.

- **Naming**
  - Add Your Organization
  - Represent your organization and add your organization’s name to your name.

- **Tech Issues**
  - Here to Help
  - Chat Nhi privately if you are having issues and need tech assistance.
Share & Learn Debrief
Breakout Session (20 minutes)

In a group of 4, please share the following with your peers. Each person should take around 5 minutes:

• Your name & organization
• Which teams did you hear from at the Share & Learn?
• What promising practices did you hear that excited you?
• Did you take any of these promising practices back to your organization? What are your next steps?
<table>
<thead>
<tr>
<th>Organization</th>
<th>Presentation Topic</th>
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<tbody>
<tr>
<td>Alliance Medical Center</td>
<td>Increasing Patient Portal Enrollment and Utilization</td>
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<td>Asian Health Services</td>
<td>Launching a Continuous Care &amp; Smart BP Monitoring in a Low English Proficiency Community</td>
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<td>Colorado Coalition for the Homeless</td>
<td>Virtual Care for the Homeless</td>
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<td>Denver Health</td>
<td>Improving Telehealth Video Visits and MyChart Access for Non-English Speaking Patients</td>
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<td>Elica Health Centers</td>
<td>Increasing Virtual Visit Access and Utilization for the Unhoused</td>
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<td>Family Health Centers of San Diego</td>
<td>Improving Access to High Quality Virtual Care to Patients with Limited Resources</td>
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<td>Hawaii Health and Harm Reduction Center</td>
<td>Behavioral Health Services via Telehealth from Mobile Medical Unit</td>
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<td>La Clinica del Pueblo</td>
<td>Remote Patient Monitoring</td>
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<td>LifeLong Medical Care</td>
<td>Development of RPM Services: BP At-Home Program &amp; Tablet Accessibility for Seniors</td>
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<td>Multnomah County Health Department</td>
<td>Improving Video Visits for our BIPOC Community</td>
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<td>Northeast Valley Health Corporation</td>
<td>Partnering with Community Partners to Offer Telehealth Visits to Homeless Clients</td>
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<tr>
<td>Yakima Neighborhood Health Services</td>
<td>Enhancing Access to Digital Health for Patients Experiencing Homelessness</td>
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Breakout Room Takeaways

In the Zoom chat box, share:

What promising practice did you learn about during the Share & Learn that excited you?
Cohort Spotlight
Cohort Spotlight

Jared Christenot, MBA
Quality Officer
Kokua Kalihi Valley Comprehensive Family Services

Dr. Nathan Tan, MD
Associate Clinical Director
Kokua Kalihi Valley Comprehensive Family Services
Open Discussion
<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Project Lead Name</th>
<th>What is your organization doing well in virtual care?</th>
<th>What is currently your biggest challenge?</th>
<th>Do you have something they’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?</th>
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<tr>
<td>Bay Area Community Health</td>
<td>Nicole Bueno</td>
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<tr>
<td>CHAS Health</td>
<td>Roy Cantu</td>
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Open Discussion

• What has been going well?
• What has been challenging?
• What learnings from the Share & Learn and today’s webinar are you hoping to use or test in the future?
Next Steps
How Did We Do?

Take the next minute to answer our virtual event poll.
Learn to Solve Problems in a Human-Centered, Collaborative, Creative Way

6-month Virtual Training Program

Application Deadline
November 19, 2021 at 5:00 PM

www.careinnovations.org/catalyst-2022
Upcoming Showcase

CCI Tech Solutions Showcase: Remote Patient Monitoring, Connected — Oct. 22 at 12pm PT. In this showcase, we’ll be focusing on RPM that’s “connected,” meaning devices are able to automatically transmit health data over Wi-Fi or cellular service. You’ll hear stories from frontline health workers and see demos from promising digital health vendors.

CCI Tech Solutions Showcase: Remote Patient Monitoring, Unconnected — Nov. 30 at 12pm PT. In this showcase, we’ll be focusing on RPM that’s “unconnected,” meaning the data must be manually reported and documented. You’ll hear stories from frontline health workers and see demos from promising digital health vendors.

Do You Want to be a Catalyst? — Now, it's your chance to get involved in Catalyst, our award-winning training program that teaches an approach to problem solving that is rooted in understanding people’s needs and experiences. Learn about the application process, building new mindsets, and how you can contribute to the future of community health.

VCIN participants will receive updated calendar invites for the remaining events of 2021 from Nhi and new calendar invites for events in 2022 from Ally. Please reach out if you have any questions or any updates to your contact information.
# Save the Dates!

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<th>2021</th>
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<tr>
<td><strong>Oct</strong></td>
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<tr>
<td><strong>Clinic Connection Convenings</strong></td>
<td>Virtual Convening #4</td>
<td>Virtual Convening #5</td>
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<tr>
<td></td>
<td>October 19</td>
<td>December 16</td>
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<td>12 – 1:30 PM PDT</td>
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<td><strong>Nov</strong></td>
<td>Share &amp; Learn #2</td>
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<td><strong>Dec</strong></td>
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<td>Share &amp; Learn #3</td>
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<td>January 18</td>
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<td><strong>Jan</strong></td>
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*Clinic Connection participants are expected to attend the Share & Learn webinars*
Questions?

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