

# Virtual Care Innovation Network

A community health collaboration founded by  KAISER PERMANENTE®

## Kickoff Webinar

March 2, 2021



Please use the chat box to ask questions.



This webinar is being recorded.

# Zoom Housekeeping

Take a moment now to please  
**Rename yourself with your organization**



1

Click the  
participants icon at  
the bottom of your  
ZOOM screen



2

On the right-hand  
side of ZOOM,  
hover over your  
name & click  
“Rename”



3

Add your full  
name &  
organization's  
name



4

Click “Rename” to  
confirm



KAISER  
PERMANENTE®

# Zoom Housekeeping

*Are you using the phone for your audio?*

**Please connect your Zoom video with your phone audio**

1

Click on the upside down carrot (^) icon to the right of Mute/Unmute button

2

Choose the “Switch to Phone Audio” option

3

In the pop-up box, click the “Phone Call” tab

4

Follow instructions for dialing in

5

Enter your Meeting ID & Participant ID

(DO NOT SKIP THIS STEP)



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# Agenda



Welcome



Program Background



Program Overview



Telehealth at Kaiser Permanente



Track Specific Orientation



Please share in the chat box:

*What excites you most about  
participating in the Virtual Care  
Innovation Network?*

A photograph of an older man with glasses, wearing a light blue button-down shirt, smiling while looking at a tablet computer. The image has a light blue overlay. A dark blue banner is at the bottom left.

# Program Background

# Center for Care Innovations

Strengthening the Health and Well-Being of Underserved Communities



## Spark

New ways of working & creative problem solving



## Seed

The research, testing & implementation of fresh approaches



## Spread

Successful innovations, so our network rapidly adopts best practices







# Program Team



**Tammy Fisher**  
Vice President



**Juliane Tomlin**  
Senior Manager



**Bijal Shah**  
Senior Program Manager



**Wes Gabrillo**  
Program Coordinator,  
Applied Project Track



**Nhi Tran**  
Program Coordinator,  
Clinic Connection Track





# National Partners



NATIONAL  
HEALTH CARE  
*for the*  
HOMELESS  
COUNCIL



# Initiative Goals



Expand access to high-quality virtual care, including supporting homeless health care providers to address the complex needs of individuals experiencing homelessness



Support the safety net to rapidly design, test, learn and share virtual care strategies



Support the sustainability of the health care safety net to serve communities impacted by COVID-19 by supporting continued reimbursement for telehealth



# Strategies

- **Training & technical assistance:** Develop and disseminate training & technical assistance to enable safety net providers to effectively institutionalize virtual care capabilities
- **Engagement:** Catalyze wide engagement of safety net health care providers in transformation activities through grants that will enable them to dedicate time and resources to the activities.
- **Advocacy:** Support continued reimbursement for virtual care modalities.
- **KP expertise:** Translate and disseminate KP's virtual care best practices.
- **Health care for the homeless providers:** Support deep practice transformation for providers serving people experiencing homelessness and at risk for COVID-19.





NATIONAL  

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HEALTH CARE  
*for the*  
HOMELESS  

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COUNCIL

*Grounded in human rights and social justice, the NHCHC mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness.*

# NHCHC Team



**Darlene Jenkins, DrPH**  
Senior Director of Programs



**Courtney Pladsen, DNP, FNP-BC**  
Director of Clinical and Quality  
Improvement



**Tineciaa Harris MSPH, MS**  
Clinical and Quality Improvement  
Manager





CENTER FOR COMMUNITY HEALTH AND EVALUATION

# VCIN Evaluation



Natasha Arora  
Evaluation co-lead



Erin Hertel  
Sr Eval & Learning  
Consultant



Maggie Jones  
Evaluation co-lead



Abbie Lee  
Project Manager

## Goals of the evaluation

- Understand **reach** and telehealth **utilization** across the network
- Identify **promising practices** for delivering virtual care in the safety net and to patients experiencing homelessness
- Understand the **contribution** of VCIN to organizations' virtual care efforts
- Provide **real time feedback** to CCI about program progress and participant experience
- Synthesize and **communicate results** and learnings from the program to key stakeholders

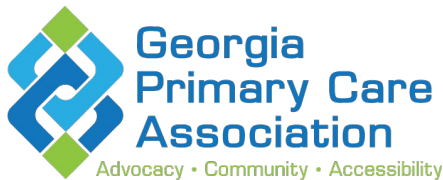
## Guiding evaluation principles

- Provide value to stakeholders by providing information to inform learning and improvement
- Minimize burden on participating organizations
- Ensure sufficient reach and rigor for credible results
- Build trust to increase candor and support learning

### To learn more about the evaluation:

Attend the **VCIN Booster Webinar #1 – Evaluation Process Overview**  
Thursday, March 25 from 12-1 pm PT

# Local Partners



A photograph of an older man with glasses, smiling and looking at a tablet device. He is wearing a light blue button-down shirt. The image has a blue tint and a semi-transparent blue bar at the bottom containing the text 'Program Overview'.

# Program Overview

# Program Tracks

## Virtual Care Innovation Network

Redesign virtual care to expand and strengthen access to high-quality care enabling all patients to benefit from these services.



### 1. Applied Project Track

Advance a specific project to improve virtual care delivery for a population who faces significant barriers accessing care.



### 2. Clinic Connection Track

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



### 3. Learning Hub Track

Access resources and tools to support your efforts to improve virtual care delivery.

# Program Participants

## Washington - 8 health centers

- Country Doctor Community Health Centers
- Public Health Seattle and King County
- Yakima Neighborhood Health Services
- CHAS Health
- Unity Care NW
- Neighborcare Health
- Cowlitz Family Health Center
- Valley View Health Center

## Oregon - 5 health centers

- Outside In
- Multnomah County Community Health Center
- Wallace Medical Concern
- Clackamas County Health Centers
- Neighborhood Health Center

## California - 27 health centers

- Alliance Medical Center
- Asian Health Services
- Bay Area Community Health
- Clinica Msr Oscar A Romero
- CommuniCare Health Centers
- Eisner Health
- Elica Health Centers
- Family Health Centers of San Diego Inc
- Golden Valley Health Centers
- KCS Health Center
- LifeLong Medical Care
- Los Angeles Christian Health Centers
- Marin Community Clinics
- Mission City Community Network
- Neighborhood Healthcare
- Northeast Valley Health Corporation

- Peach Tree Healthcare
- Petaluma Health Center
- Roots Community Health Center
- San Francisco Community Clinic Consortium
- 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
- TriState Community Healthcare Center
- TrueCare
- Vista Community Clinic
- West County Health Centers

## Colorado - 4 health centers

- Colorado Coalition for the Homeless
- Clinica Family Health
- Denver Health and Hospital Authority
- STRIDE Community Health Center

## Hawaii - 4 health centers

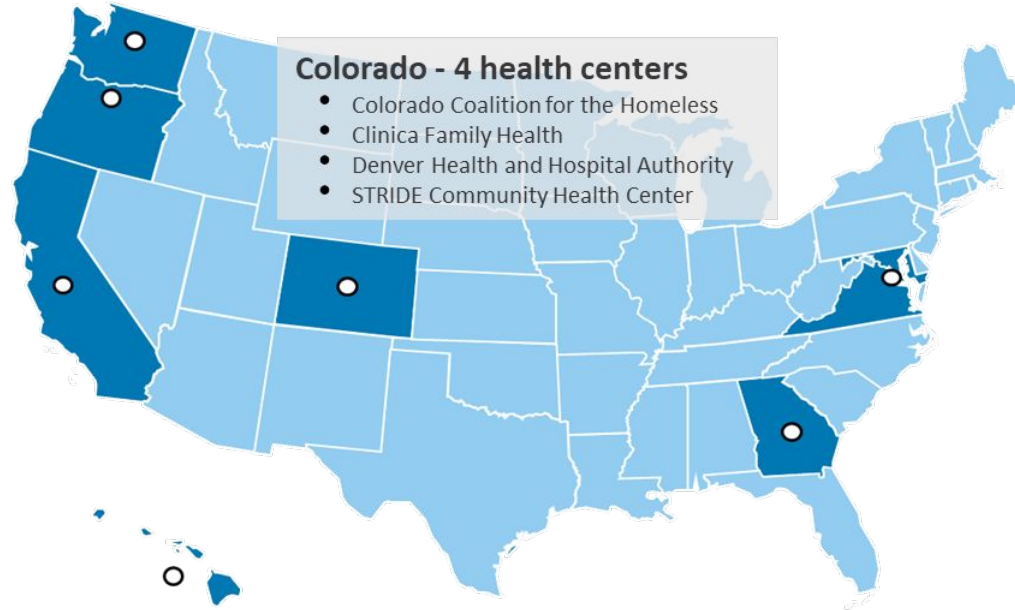
- Community Clinic of Maui Inc.
- Hawaii Health and Harm Reduction Center
- Kokua Kalihi Valley Comprehensive Family Services
- West Hawaii Community Health Center

## Maryland, Virginia, & D.C. - 10 health centers

- Community of Hope
- Family Health Centers of Baltimore, Inc.
- GPW Health Center
- Greater Baden Medical Services
- HealthWorks for Northern Virginia
- La Clinica del Pueblo
- Mary's Center for Maternal and Child Care Inc.
- So Others Might Eat
- Total Health Care
- Unity Health Care

## Georgia - 1 health center

- Center for Pan Asian Community Services Inc Community Health Center





# Applied Project Track Participants

36 organizations from 8 states:



(19)



(4)



(1)



(2)



(3)



(2)



(3)



(2)

**Focused on 5 populations experiencing barriers to accessing virtual care**

Homelessness (20) | Limited English Proficiency (10) | Chronic Conditions (6) | Seniors (3) | Rural Populations (2)

**9 EHR Systems represented:**

eClinicalWorks (10) | Epic (9) | NextGen (8) | GE Centricity (3) | Athena Health (2) | Other (4)

Patients Served Annually	1,000 – 10,000	10,000 – 50,000	50,000 – 100,000	100,000+
Number of Organizations	9	18	6	3

# Clinic Connection Track Participants

23 organizations from 6 states:



6 EHR Systems represented:

Epic (8) | eClinicalWorks (6) | NextGen (4) | GE Centricity (1) | Athena Health (1) | Other (3)

Patients Served Annually	1,000 – 10,000	10,000 – 50,000	50,000 – 100,000	100,000+
Number of Organizations	2	13	7	1

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

**Track Specific Orientation**



Look for your organization's name to the right.



**If you see your organization,**

- 1) Copy the Zoom link in the chat box
- 2) Leave this meeting
- 3) Join the Clinic Connection meeting using the new link

Don't see your organization? Stay put!



See you next time, Clinic Connection Organizations!



Chat Wes Gabrillo with any questions!

# Clinic Connection Organizations

## California

- 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

## Hawaii

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

## Maryland, Virginia, & D.C.

- Community of Hope
- GPW Health Center
- HealthWorks for Northern Virginia
- Mary's Center for Maternal and Child Care Inc.
- Unity Health Care

## Oregon

- Clackamas County Health Centers
- Neighborhood Health Center
- Wallace Medical Concern

## Washington

- CHAS Health
- Cowlitz Family Health Center
- Neighborcare Health
- Unity Care NW
- Valley View Health Center