Virtual Care Innovation Network

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
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)
Agenda

- Welcome
- Program Background
- Program Overview
- Telehealth at Kaiser Permanente
- Track Specific Orientation
What excites you most about participating in the Virtual Care Innovation Network?
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
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.
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.
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
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
- CIGAS 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
- KC's 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

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

Hawaii - 4 health centers
- Community Clinic of Maui Inc.
- Hawaii Health and Harm Reduction Center
- Kukui Kalihi Valley Comprehensive Family Services
- West Hawaii Community Health Center
Applied Project Track Participants

36 organizations from 8 states:

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)

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<th>1,000 – 10,000</th>
<th>10,000 – 50,000</th>
<th>50,000 – 100,000</th>
<th>100,000+</th>
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<td>18</td>
<td>6</td>
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Clinic Connection Track Participants

23 organizations from 6 states:

- CA (8)
- HI (2)
- OR (3)
- WA (5)
- VA (2)
- DC (3)

6 EHR Systems represented:
- Epic (8)
- eClinicalWorks (6)
- NextGen (4)
- GE Centricity (1)
- Athena Health (1)
- Other (3)

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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