I Agenda

1. Housekeeping & Agenda Review
2. Baseline Data Findings
3. Share & Learn Overview
4. Participant Presentations
5. Break
6. Participant Presentations
7. Affinity Group Discussions
8. 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.
Evaluation Update - Baseline Data Findings

Natasha Arora, MS
Evaluation & Learning Associate
Center for Community Health and Evaluation
VCIN Baseline Clinical Data
Preliminary Analysis

9/21/2021
What data were collected and what can it tell us?

**Data collected**
- Thank you for sharing your data!
- Each VCIN health center submitted:
  - # of visits and # of unique patients for each modality
- Segmented data reported in the applied project track only:
  - Payer: 33 HCs
  - Language, age: 24 HCs
  - Race/Ethnicity: 20 HCs

**What can it tell us?**
- Current telehealth utilization patterns across VCIN health centers, in order to:
  - Characterize use of virtual care in the safety net
  - Inform policy & advocacy efforts
  - Allow health centers to benchmark their progress

**Limitations**
- Some data corrections still in progress; will incorporate these at next analysis timepoint
- Limited info on VCIN applied projects
Primary care telehealth utilization

• Large range in the amount of primary care provided by telehealth; in the middle quartiles, percent telehealth ranges from 13% to 57% of all visits

• Vast majority of telehealth is provided by telephone; for the median health center, only 3% of telehealth visits are done by video

• Smaller health centers show a greater range of percentage of visits that were done virtually; larger health centers did fewer virtual visits (as a percentage of all visits)
Large variation in amount of primary care telehealth (as a percentage of all visits) provided by VCIN health centers
Large variation in amount of video telehealth (as a percentage of telehealth) provided by VCIN health centers
Smaller health centers vary in amount of telehealth provided (as % of all visits); larger health centers tend to provide less
Behavioral health telehealth utilization

• Vast majority of behavioral health is occurring via telehealth; most health centers are doing more than 80% of BH visits via telehealth
• Video utilization is somewhat higher than primary care
Vast majority of behavioral health is provided by telehealth (over 80% of all visits)
Large variation in amount of behavioral health provided by video, but overall more than in primary care
Utilization patterns by demographic categories

• **No clear differences** in telehealth utilization by any of the demographic categories for which we have data (age, payer, race/ethnicity, language)
  ▪ There may be slightly lower telehealth utilization for pediatrics
Utilization patterns by health center categories

- **Small health centers vary more** in their percentage of telehealth used
- **No clear differences in utilization between:**
  - 330H grantees and other health centers
  - health centers based on percentage of patients served who are experiencing homelessness
  - percentage of patients who identify as BIPOC
Next steps & your takeaways

Next steps
• We will be reaching out to some sites about data questions or corrections
• We are interested in looking at video utilization by video platform – drop your video platform (with health center name) into the chat!

Your takeaways
• What surprised you (or didn’t) about these data?
• What do you hope to learn about telehealth utilization across the cohort?
Share & Learn Overview
Project Lifecycle

1. Define
   March & April ‘21
   Define the problem you will solve over the next 15 months and set a target.

2. Discover
   May & June ‘21
   Uncover the current state. Learn from those that experience your processes.

3. Prioritize & Design
   July & August ‘21
   Select and create tests of change that may improve your processes.

4. Test & Refine
   September – February ‘22
   Test your improvement ideas and measure their impact.

5. Implement & Spread
   March – May ‘22
   Hardwire and spread successful tests.

We are here!
Order of Events

1. Review the presentation topics
2. Select the topic you’re most interested in learning more about
3. Learn the following from your peers –
   • What the organization is working to improve
   • What they learned while conducting their current state assessment
   • Where they plan on going in the coming months
<table>
<thead>
<tr>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 3</th>
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<td>Alliance Medical Center</td>
<td>Elica Health Centers</td>
<td>LifeLong Medical Care</td>
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<td>Asian Health Services</td>
<td>Family Health Centers of San Diego</td>
<td>Denver Health</td>
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<td>Hawaii Health and Harm Reduction Center</td>
<td>Northeast Valley Healthcare Corporation</td>
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<td>Multnomah County Health Department</td>
<td>La Clinica del Pueblo</td>
<td>Yakima Neighborhood Health Services</td>
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Round 1
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.

Alliance Medical Center (room 1)
Topic: Increasing Patient Portal Enrollment and Utilization

Asian Health Services (room 2)
Topic: Launching a Continuous Care & Smart BP Monitoring in a Low English Proficiency Community

Colorado Coalition for the Homeless (room 3)
Topic: Virtual Care for the Homeless

Multnomah County Health Department (room 4)
Topic: Improving Video Visits for our BIPOC Community
We’re currently in Share & Learn Breakouts

If you experience any technical issue and/or need help getting into your breakout, please private chat Ally Ottesen
Breakout Room
Takeaways

In the Zoom Chat, tell us:

1. Which team did you hear from?
2. What’s one learning that resonated with you & why?
Round 2
**Breakout Rooms**

**Elica Health Centers (room 1)**

Topic: Increasing Virtual Visit Access and Utilization for the Unhoused

**Family Health Centers of San Diego (room 2)**

Topic: Improving Access to High Quality Virtual Care to Patients with Limited Resources

**Hawaii Health and Harm Reduction Center (room 3)**

Topic: Behavioral Health Services via Telehealth from Mobile Medical Unit

**La Clinica del Pueblo (room 4)**

Topic: Remote Patient Monitoring

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

**Step 1:**
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**Step 2:**
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**Step 3:**
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We’re currently in Share & Learn Breakouts

If you experience any technical issue and/or need help getting into your breakout, please private chat Ally Ottesen
Breakout Room Takeaways

In the Zoom Chat, tell us:

1. Which team did you hear from?
2. What’s one learning that resonated with you & why?
Break
Round 3
**Breakout Rooms**

**LifeLong Medical Care (room 1)**
**Topic:** Development of RPM Services: BP At-Home Program & Tablet Accessibility for Seniors

**Northeast Valley Healthcare Corporation (room 3)**
**Topic:** Partnering with Community Partners to Offer Telehealth Visits to Homeless Clients

**Denver Health (room 2)**
**Topic:** Improving Telehealth Video Visits and MyChart Access for Non-English Speaking Patients

**Yakima Neighborhood Health Services (room 4)**
**Topic:** Enhancing Access to Digital Health for Patients Experiencing Homelessness

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

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We’re currently in Share & Learn Breakouts

If you experience any technical issue and/or need help getting into your breakout, please private chat Ally Ottesen
Breakout Room Takeaways

In the Zoom Chat, tell us:

1. Which team did you hear from?
2. What’s one learning that resonated with you & why?
Affinity Groups
Affinity Groups
Objectives for this session

For the next 20 minutes you & your peers will have an opportunity to:

- Discuss learnings from your peer’s presentations related to the topic you’ve selected
- Discuss challenges associated with the topic at hand
- Share bright spots & lessons learned thus far
- Brainstorm potential future tests and solutions

A facilitator will be present to keep time and help guide the conversation.

Remember to be curious, ask questions & have fun!
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Step 3:
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We’re currently in Affinity Group Breakouts

Virtual Care Innovation Network

If you experience any technical issue and/or need help getting into your breakout, please private chat Ally Ottesen
Breakout Room Takeaways

In the Zoom Chat, tell us:

What’s one learning that resonated with you & why?
Next Steps
How Did We Do?

Take the next minute to answer our virtual event poll.
## Save the Dates!

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<thead>
<tr>
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<th>2021</th>
<th>2022</th>
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<tr>
<td><strong>Clinic Connection Convenings</strong></td>
<td><strong>Virtual Convening #4</strong>&lt;br&gt;October 19&lt;br&gt;12 – 1:30 PM PDT</td>
<td><strong>Virtual Convening #5</strong>&lt;br&gt;December 16&lt;br&gt;12 – 1:30 PM PDT</td>
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<tr>
<td><strong>Applied Project Convenings</strong>&lt;br&gt;(Clinic Connection participants are expected to attend the Share &amp; Learn webinars)</td>
<td><strong>Share &amp; Learn #1</strong>&lt;br&gt;September 21&lt;br&gt;12 – 2:00 PM PDT</td>
<td><strong>Share &amp; Learn #2</strong>&lt;br&gt;November 18&lt;br&gt;12 – 2:00 PM PDT</td>
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<td><strong>Share &amp; Learn #3</strong>&lt;br&gt;January 18&lt;br&gt;12 – 2:00 PM PDT</td>
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Please submit your team roster with the contact information for each team member, and indicate who is the Project Lead(s). This will help us schedule calendar invites for the Virtual Care Innovation Network events in 2022.

Currently, this survey is only for Applied Project teams. For Clinic Connection teams, please reach out directly to Nhi as you have been doing previously.

Link to Survey: https://www.tfaforms.com/4933072
1. Center for Pan Asian Community Services
2. Clinica Family Health
3. Clinica Msr. Oscar A. Romero
4. CommuniCare Health Centers
5. Community Clinic of Maui
6. Country Doctor Community Health Centers
7. Eisner Health
8. Family Health Centers of Baltimore
9. Golden Vally Health Centers
10. Greater Baden Medical Services
11. Los Angeles Christian Health Centers
12. Mission City Community Network

1. KCS Health Center
2. Neighborhood Healthcare
3. Outside In
4. Peach Tree Health
5. Petaluma Health Center
6. Public Health – Seattle & King County
7. San Francisco Community Clinic Consortium
8. So Others Might Eat
9. STRIDE Community Health Center
10. Total Health Care
11. Tri-State Community Healthcare
12. West County Health Centers
• Transitioning from group coaching to individual coaching in October
• Teams may receive individual coaching on a monthly basis until March 2022
• Each team is required to meet with your coach for at least 1 coaching session
• Teams are encouraged to invite your entire team to attend these sessions; Project Lead and one other team member are required to attend
• During individual coaching, teams may receive the following support:
  • Problem solving challenges that arise during testing,
  • Requesting resources to support project advancement,
  • And other needs as they come up!
Questions?

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