Share & Learn #2
I Agenda

1. Housekeeping & Agenda Review
2. Share & Learn Overview
3. Participant Presentations
4. Break
5. Participant Presentations
6. Breakout Rooms: Driver Diagrams
7. 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 Overview
Define the problem you will solve over the next 15 months and set a target.

Uncover the current state. Learn from those that experience your processes.

Select and create tests of change that may improve your processes.

Test your improvement ideas and measure their impact.

Hardwire and spread successful tests.
Presentation Overviews:

1. Share AIM statements and population of focus

2. Share highlights or any Aha! Moments from journey map and interviews

3. Learn the following from your peers –
   - How is the organization using the driver diagrams or high-level rapid testing plan to reach their AIM statement?
   - What did they learn?
   - Where do they plan on going, changing and or implementing in the coming months
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.

Center for Pan Asian Community Services (room 1)
Topic: Reduction of No Shows using WellApp, a secure texting platform

CommuniCare Health Centers (room 2)
Topic: Mobile Medicine for Primary Care Services

Community Clinic of Maui (room 3)
Topic: Virtual Care for Homeless on Maui

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

*You’ll have 15 minutes!*
We’re currently in Share & Learn Breakouts

Virtual Care Innovation Network

If you experience any technical issue and/or need help getting into your breakout, please private chat Weslei Gabrillo
In the Zoom Chat, tell us:

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

*You’ll have 15 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.

Country Doctor Community Health Centers (room 1)

**Topic:** Remote Patient Monitoring for Hypertension

Eisner Health (room 2)

**Topic:** Improving Telehealth Services for Housing Insecure Patients

Family Health Centers of Baltimore (room 3)

**Topic:** Improving the Health of Uncontrolled Diabetic Patients

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

**Country Doctor Community Health Centers (room 1)**

- Topic: Remote Patient Monitoring for Hypertension

**Eisner Health (room 2)**

- Topic: Improving Telehealth Services for Housing Insecure Patients

**Family Health Centers of Baltimore (room 3)**

- Topic: Improving the Health of Uncontrolled Diabetic Patients
We’re currently in Share & Learn Breakouts

If you experience any technical issue and/or need help getting into your breakout, please private chat

Weslei Gabrillo
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 3
Step 1:  
Then, follow the steps below to join the breakout room of your choice:

Golden Valley Health Centers (room 1)  
Topic: Building Video Visit Program for Pediatric and Adult Care

Los Angeles Christian Health Centers (room 2)  
Topic: Leveraging Telehealth to Improve Rates of Untested and Uncontrolled Diabetes

Mission City Community Network (room 3)  
Topic: Improving Control of Hypertension in Vulnerable Populations

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.
We’re currently in Share & Learn Breakouts

Virtual Care Innovation Network
A community health collaboration founded by KAISER PERMANENTE.

If you experience any technical issue and/or need help getting into your breakout, please private chat

Weslei Gabrillo
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?
Virtual Care Innovation Network
Project Specific Driver Diagrams
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!
Driver Diagram Breakouts

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

**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.

Patient Portal Enrollment & Engagement (room 1)
- Facilitator: Angela Sherwin

Increased Access & Capacity for Virtual Care (room 2)
- Facilitator: Nhi Tran

Mobile Units (room 3)
- Facilitator: Jed Heibel & Bijal Shah

Remote Patient Monitoring (room 4)
- Facilitator: Sofi Bergkvist & Ally Ottesen

*You’ll have 20 minutes!
We’re currently in Driver Diagram Breakouts

If you experience any technical issue and/or need help getting into your breakout, please private chat Wesley Gabrillo
Next Steps
How Did We Do?

Take the next minute to answer our virtual event poll.
Upcoming Showcase

CCI Tech Solutions Showcase: Digital Equity — Dec. 21 at 12pm PT. In this showcase, we’ll be focusing on digital literacy and digital inclusion. You’ll hear stories from people and organizations on the front lines working towards equitable access to the benefits of technology.

Catalyst RFA

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. This opportunity is only open to California organizations. The application deadline is November 19th at 5 PM PDT.

Calendar Invites

VCIN participants will receive calendar invites for the remaining events of 2022 from Nhi. 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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<td><strong>Sept</strong></td>
<td><strong>Oct</strong></td>
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<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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<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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*Save the Dates!*
# Share & Learn Presentation Schedule

## Teams Presenting on
January 18, 2022, 12 – 2 PM PDT

1. Clinica Family Health
2. Clinica Msr. Oscar A. Romero
3. Greater Baden Medical Services
4. KCS Health Center
5. Neighborhood Healthcare
6. Outside In
7. Peach Tree Health
8. Petaluma Health Center
9. Public Health – Seattle & King County
10. San Francisco Community Clinic Consortium
11. So Others Might Eat
12. STRIDE Community Health Center
13. Total Health Care
14. Tri-State Community Healthcare
15. West County Health Centers
Questions?

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