



# CCI

CENTER FOR CARE  
INNOVATIONS

## Share & Learn #3

Virtual Care Innovation Network

A community health collaboration founded by  KAISER PERMANENTE.

JANUARY 18, 2021, 12 – 2 PM PDT

# I Agenda

- 1 Housekeeping & Agenda Review
- 2 Share & Learn Overview
- 3 Participant Presentations
- 4 Break
- 5 Participant Presentations
- 6 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!*

# I 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

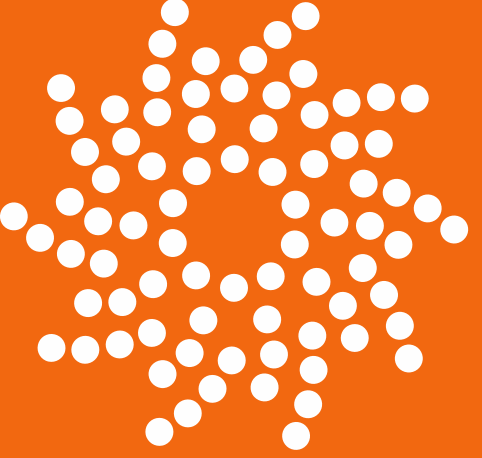
Represent your organization and add your organization's name to your name.



## Tech Issues

### Here to Help

Chat Nhi privately if you are having issues and need tech assistance.



# Share & Learn Overview

# Project Lifecycle

 We are here!



March & April '21

1. Define

Define the problem you will solve over the next 15 months and set a target.



May & June '21

2. Discover

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



July & August '21

3. Prioritize & Design

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



September – February '22

4. Test & Refine

Test your improvement ideas and measure their impact.



March – May '22

5. Implement & Spread

Hardwire and spread successful tests.



# Round 1

Family Health  
Centers of  
Baltimore

West County  
Health Centers

# Round 2

Clinica Family  
Health Centers

Neighborhood  
Healthcare

# Round 3

KCS Health Center

Public Health Seattle &  
King County

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Center for Care Innovations





# Presentation Overviews:



1. Share AIM statements and population of focus



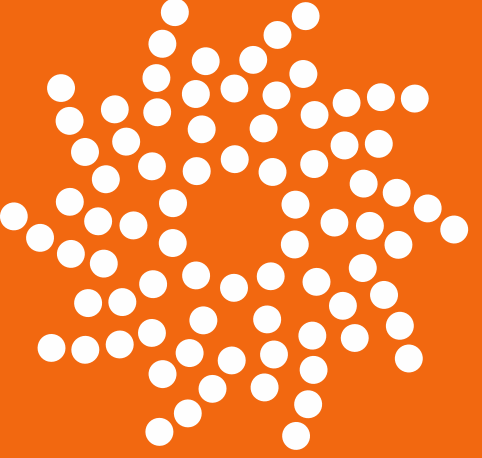
2. Share highlights or any Aha! Moments from journey map and interviews



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



# Breakout Rooms

*\*You'll have  
15 minutes!*

## Family Health Centers of Baltimore (room 1)

**Topic:** FLIP Program – Implementing a Remote Patient Monitoring Program in a FQHC

## West County Health Centers (room 2)

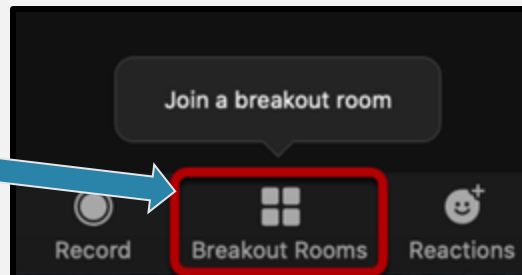
**Topic:** CARE+, integrating psycho-social rehab into primary care

**\*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**.

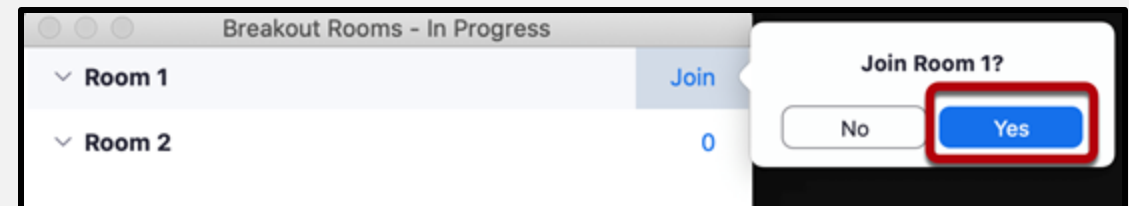


### Step 2:

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.



**We're currently in Share & Learn Breakouts**

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

**Ally Ottesen**

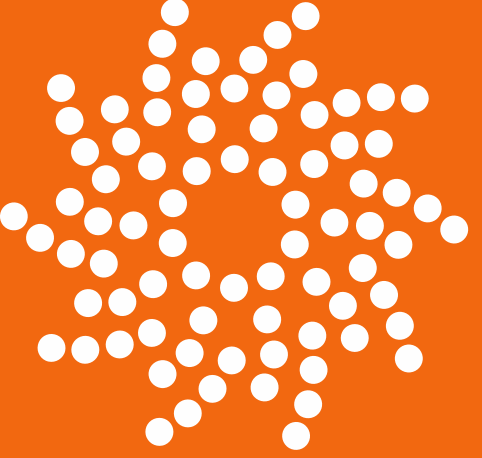


# Breakout Room Takeaways

**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

*\*You'll have  
15 minutes!*

## Clinica Family Health (room 1)

**Topic:** The Journey of Electronic Engagement:  
Staff and Patients

## Neighborhood Healthcare (room 2)

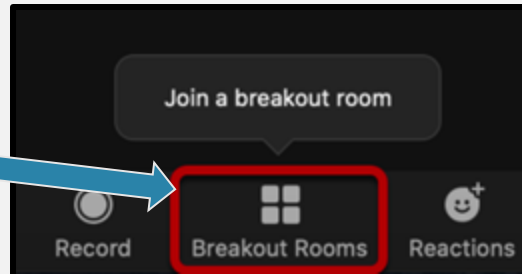
**Topic:** Remote Patient Monitoring to Reduce  
Hypertension in Diabetic Patients

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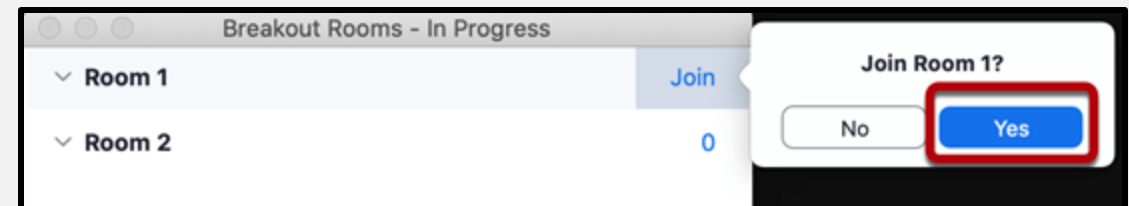


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# Breakout Room Takeaways

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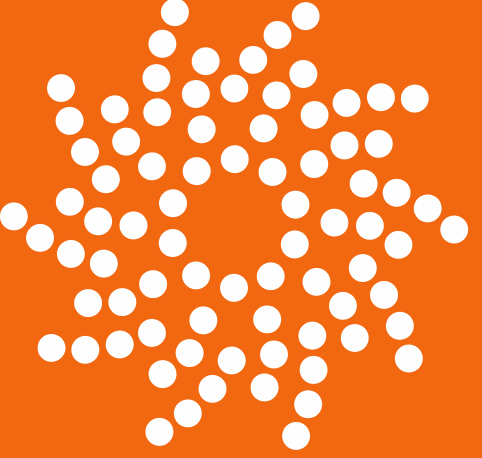
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1. Which team did you hear from?
2. What's one learning that resonated with you & why?



# Break





# Round 3



# Breakout Rooms

*\*You'll have  
15 minutes!*

## KCS Health Center (room 1)

**Topic:** Virtual Behavioral Health Services for Shelter Patients

## Public Health Seattle & King County (room 2)

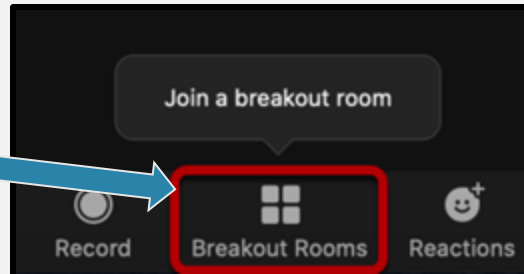
**Topic:** Health Care for the Homeless/Mobile Medical My Chart Usage

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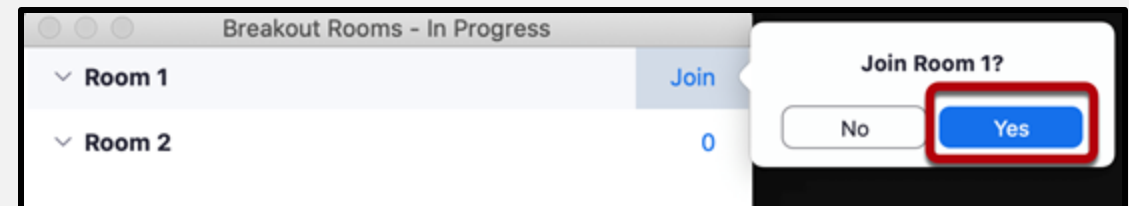


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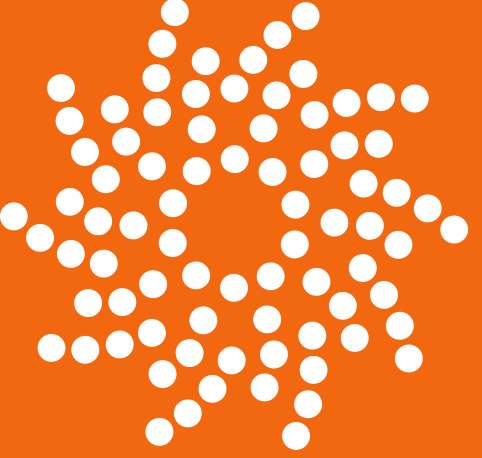


# Breakout Room Takeaways

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# Next Steps

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### How Did We Do?

Take the next minute to answer our virtual event poll.



# I Announcements



## Upcoming Showcase

[Telehealth During the Pandemic and Beyond: Lessons and Tools from California Safety-Net Organizations](#) — *Jan 26, 2022 at 12pm PT*. In this session, we take you inside the *Connected Care Accelerator*, a program that helped safety-net organizations build their telehealth capabilities to ensure access to care. We'll share data on trends and variations in telehealth use and provider and care team perceptions of telehealth. Hear some success stories about changing workflows and adopting new technologies, as well as discover useful tools and emerging promising practices, such as patient education tools to encourage video visits! Come ready with your questions and suggestions for how to evolve telehealth services for our patients into the future.



## Recording for Digital Equity Showcase

Did you miss CCI's last Technology Solutions Showcase? Now you can [rewatch our session on digital equity](#), featuring Community Tech Network and Cell-Ed, two organizations both committed to digital equity by helping people acquire the skills needed to access the benefits of technology.



## Calendar Invites

The remaining calendar invites have been sent by Nhi. Please reach out if you did not receive them, have any questions, or any updates to your contact information.



# Save the Dates!

2022					
	Jan	Feb	Mar	Apr	May
Clinic Connection Convenings				Virtual Convening #6 Tuesday, April 19th 12 - 1:30 PM PDT	
Applied Project Convenings (Clinic Connection participants are expected to attend the Share & Learn webinars)	★ Share & Learn #3 Tuesday, January 18th 12 – 2:00 PM PDT	Share & Learn #4 Tuesday, February 22nd 12 - 2 PM PDT	Content Webinar #4 Thursday, March 17th 12 - 1:30 PM PDT		AP & CC Final Convening Tuesday, May 31st 12 – 2 PM PDT

# Share & Learn #4 Presentation Schedule

## Teams Presenting on February 22, 2022, 12 – 2 PM PDT

1. Clinica Msr. Oscar A. Romero
2. Greater Baden Medical Services
3. Outside In
4. Peach Tree Health
5. Petaluma Health Center
6. San Francisco Community Clinic Consortium
7. So Others Might Eat
8. STRIDE Community Health Center
9. Total Health Care
10. Tri-State Community Healthcare

# I Questions?



**Angela Sherwin**  
She/her/hers

Program Manager  
[angela.sherwin@careinnovations.org](mailto:angela.sherwin@careinnovations.org)



**Nhi Tran**  
She/her/hers, they/them/theirs

Senior Program Coordinator  
Applied Project Track  
[nhi@careinnovations.org](mailto:nhi@careinnovations.org)



**Ally Ottesen**  
She/her/hers, they/them/theirs

Program Coordinator  
Clinic Connection Track  
[allison@careinnovations.org](mailto:allison@careinnovations.org)