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!*

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Center for Care Innovations
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

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
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
**Breakout Rooms**

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

*You’ll have 15 minutes!*

**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.

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**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
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 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?
*You’ll have 15 minutes!

### Breakout Rooms

**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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**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.
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
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.

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
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?
Next Steps
How Did We Do?

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

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<th>2022</th>
<th>Jan</th>
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<td>Tuesday, February 22nd 12 - 2 PM PDT</td>
<td>Thursday, March 17th 12 - 1:30 PM PDT</td>
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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