



CCI

CENTER FOR CARE
INNOVATIONS

Share & Learn #4

Virtual Care Innovation Network

A community health collaboration founded by  KAISER PERMANENTE.

FEBRUARY 22, 2022, 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

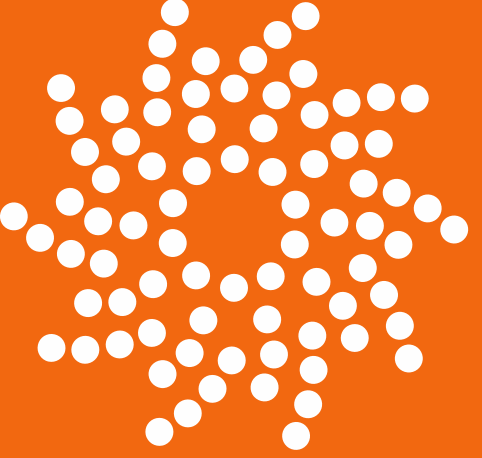
Represent your organization and add your organization's name to your name.



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

Clinica Msr. Oscar A.
Romero

So Others Might Eat

Peach Tree Healthcare

Round 2

Petaluma Health Center

Outside In

San Francisco
Community Clinic
Consortium

Round 3

Greater Baden
Medical Services

STRIDE Community
Health Center

Tri-State Community
Healthcare

Total Health Care

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Center for Care Innovations





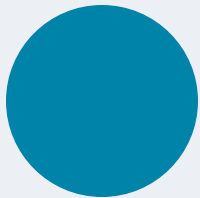
Presentation Overviews:



1. Share AIM statements and population of focus

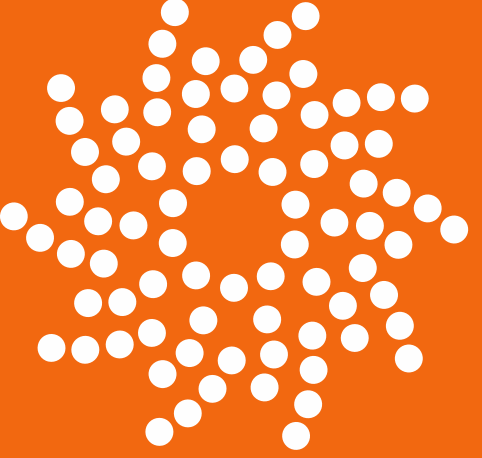


2. Share highlights or any Aha! Moments from journey map and interviews



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
20 minutes!*

Clinica Msr. Oscar Romero (room 1)

Topic: Improving virtual visits outcomes in the undocumented and/or unhoused individuals

So Others Might Eat (room 2)

Topic: Telehealth Kiosks

Peach Tree Healthcare (room 3)

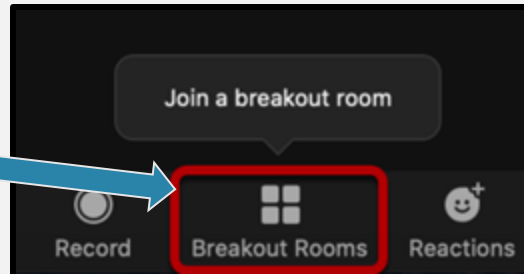
Topic: Remote Patient Monitoring for Hypertensive Patients

***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**.

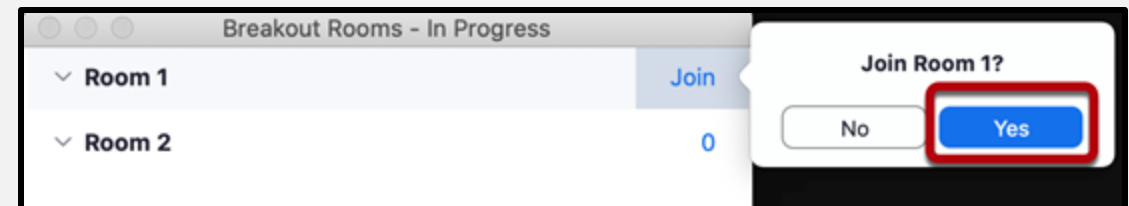


Step 2:

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

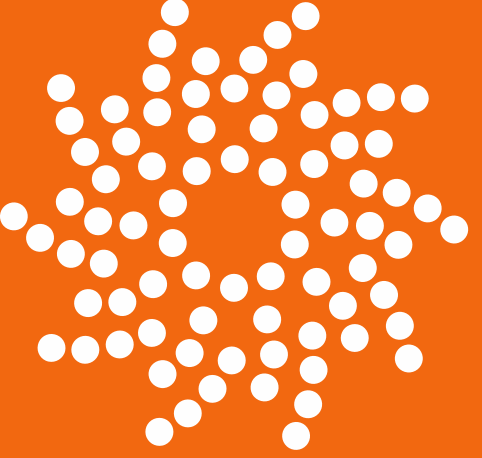
Nhi Tran



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
20 minutes!*

Petaluma Health Center (room 1)

Topic: Tech Solutions to Improve Scheduling and Decrease Hold Time through Multi-Channel Chat and Machine Learning

Outside In (room 2)

Topic: RPM Devices to Improve BP Control in Hypertensive Patient Population

San Francisco Community Clinic Consortium (room 3)

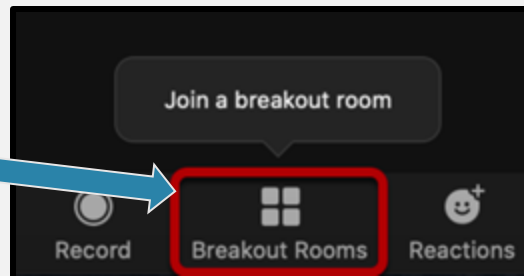
Topic: Report from the Streets: A Cell Phone Distribution Pilot to Support Virtual Care for Unhoused Patient

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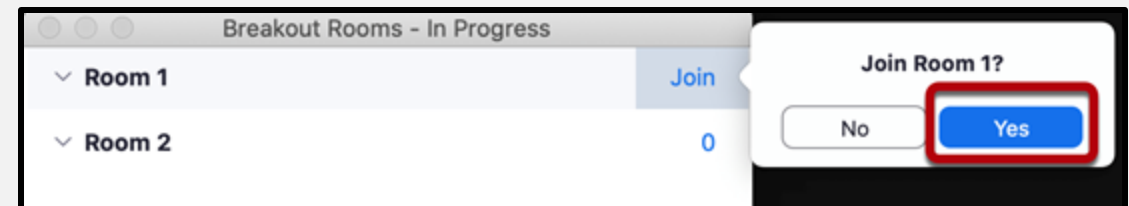


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Weslei Gabrillo



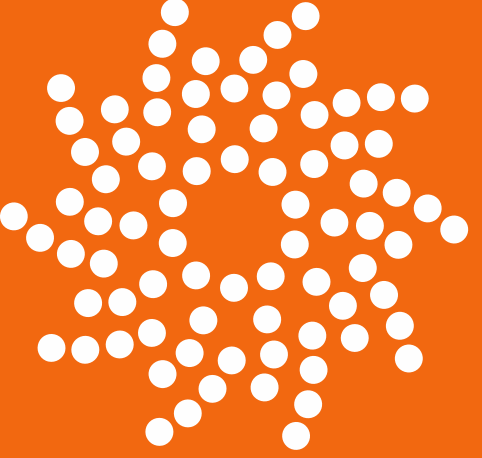
Breakout Room Takeaways

In the Zoom Chat, tell us:

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

Break





Round 3



Breakout Rooms

**You'll have
20 minutes!*

STRIDE Community Health Center (room 1)

Topic: Workflow and Training Optimization for Video Visits at FQHC for Senior Care and Behavioral Health

Tri-State Community Healthcare (room 2)

Topic: Improving Productivity and Complete Records Rate for Two "Telehealth Only" Providers

Total Health Care (room 3)

Topic: Improve Patient's Management of Hypertension and Diabetes through Telehealth Cohorts

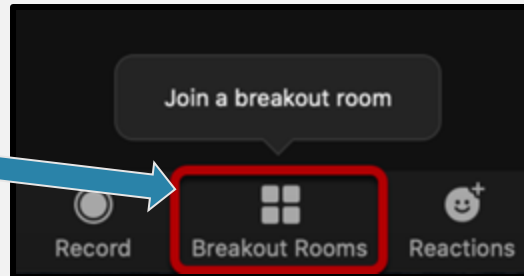
Greater Baden Medical Services (room 4)

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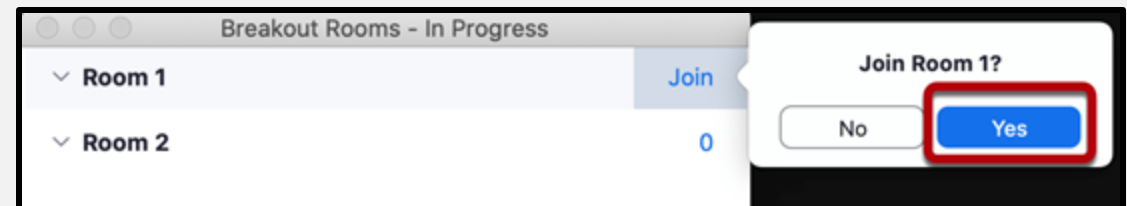


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We're currently in Share & Learn Breakouts

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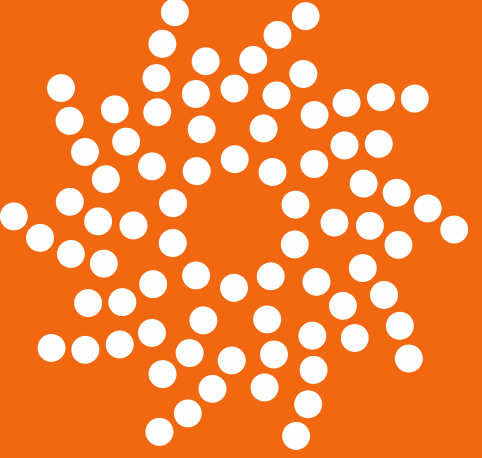
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Breakout Room Takeaways

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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

[State of Equity: Healthcare for our Safety Net](#)

March 8, 2022 10-11 PDT

This webinar seeks to bring together people who are driven to create equitable access to affordable healthcare. Join the conversation!



Equity Collaborative RFA

[Connected Care Accelerator: Equity Collaborative](#)

March 16, 2022 Application Deadline


In partnership with the California Health Care Foundation (CHCF) and Cedars-Sinai, the Center for Care Innovations (CCI) is launching a new program designed to reduce disparities in telehealth for California patients, check out the application!



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

I Questions?



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She/her/hers

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

Senior Program Coordinator
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thank
you