Share & Learn #4
1. Housekeeping & Agenda Review
2. Share & Learn Overview
3. Participant Presentations
4. Break
5. Participant Presentations
6. Next Steps & Wrap Up
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
Project Lifecycle

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

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

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

4. Test & Refine
   Test your improvement ideas and measure their impact.

5. Implement & Spread
   Hardwire and spread successful tests.

We are here!
<table>
<thead>
<tr>
<th>Round 1</th>
<th>Round 2</th>
<th>Round 3</th>
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<tr>
<td>Clinica Mr. Oscar A. Romero</td>
<td>Petaluma Health Center</td>
<td>Greater Baden Medical Services</td>
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<td>So Others Might Eat</td>
<td>Outside In</td>
<td>STRIDE Community Health Center</td>
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<td>Peach Tree Healthcare</td>
<td>San Francisco Community Clinic</td>
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<td>Consortium</td>
<td>Total Health Care</td>
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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.
We’re currently in Share & Learn Breakouts

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
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.

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
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: 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.

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

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

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

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

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

Topic: Improve Patient’s Management of Hypertension and Diabetes through Telehealth Cohorts
We’re currently in Share & Learn Breakouts

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

**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!

**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!

**Upcoming Showcase**

**Equity Collaborative RFA**

**Calendar Invites**
## Save the Dates!

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<tr>
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<th>Jan</th>
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<tr>
<td><strong>Clinic Connection Convenings</strong></td>
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Questions?

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