

Virtual Care Innovation Network

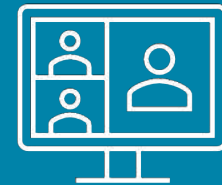
A community health collaboration founded by  KAISER PERMANENTE.

Virtual Convening #1

April 6, 2021



Please use the chat box
to ask questions.



This webinar is being
recorded.

Zoom Housekeeping

Take a moment now to please
Rename yourself with your organization



1

Click the participants icon at the bottom of your ZOOM screen



2

On the right-hand side of ZOOM, hover over your name & click "Rename"



3

Add your full name & organization's name



4

Click "Rename" to confirm



Zoom Housekeeping

Are you using the phone for your audio?

Please connect your Zoom video with your phone audio

1

Click on the upside down carrot (^) icon to the right of *Mute/Unmute* button

2

Choose the “Switch to Phone Audio” option

3

In the pop-up box, click the “Phone Call” tab

4

Follow instructions for dialing in

5

Enter your Meeting ID & Participant ID

(DO NOT SKIP THIS STEP)





Agenda



Welcome



Icebreaker



Program Reminders



Affinity Group Discussions



Next Steps

Clinic Connection Track Organizations

Oregon - 3 health centers

- Clackamas County Health Centers
- Neighborhood Health Center
- Wallace Medical Concern

California - 8 health centers

- Bay Area Community Health
- Marin Community Clinics
- Roots Community Health Center
- San Francisco Department of Public Health Fourteen Primare Care Health Centers
- San Mateo County Healthcare for Homeless and Farmworker Health Program
- South Bay Family Health Care
- TrueCare
- Vista Community Clinic

Washington - 5 health centers

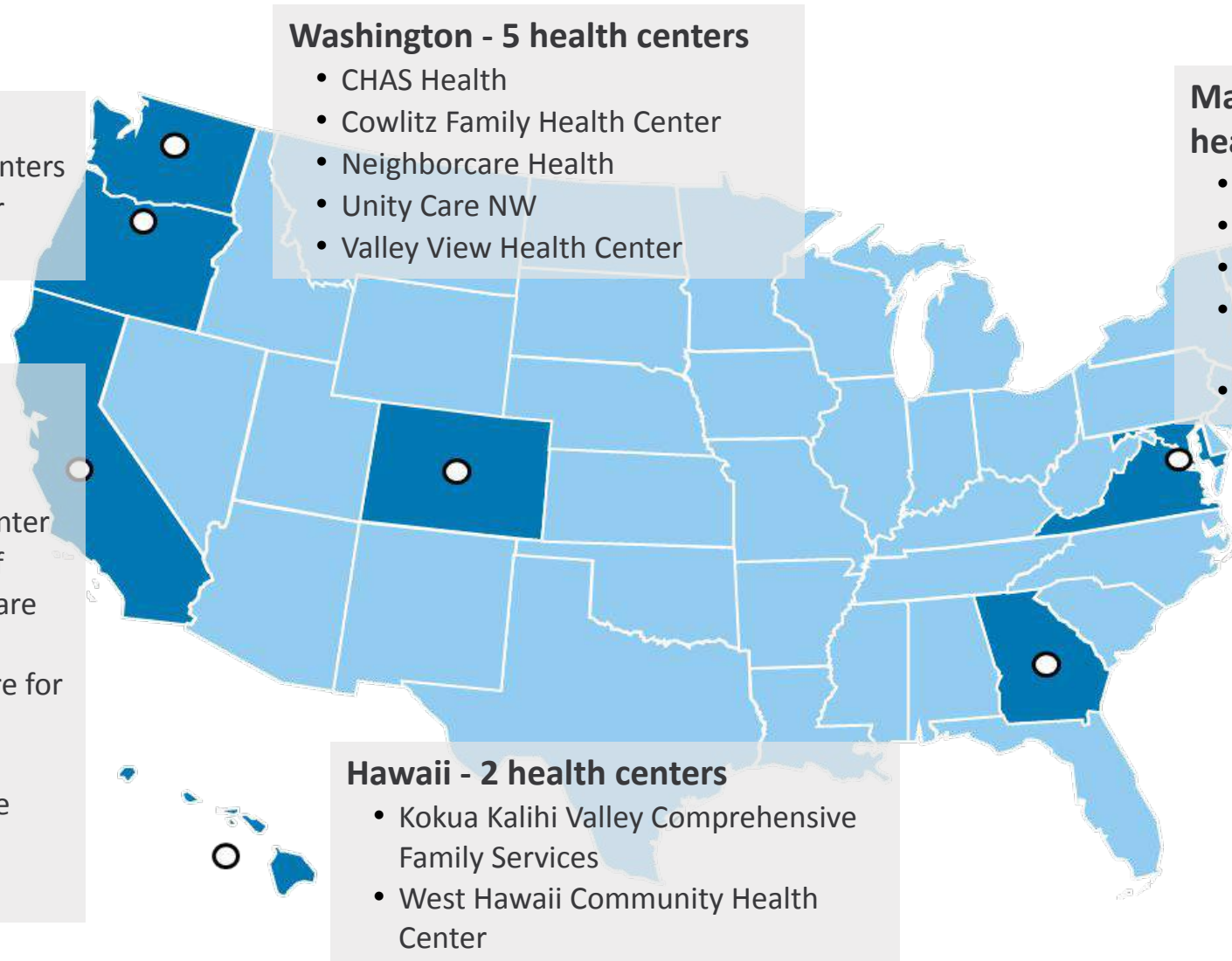
- CHAS Health
- Cowlitz Family Health Center
- Neighborcare Health
- Unity Care NW
- Valley View Health Center

Maryland, Virginia, & D.C. - 5 health centers

- Community of Hope
- GPW Health Center
- HealthWorks for Northern Virginia
- Mary's Center for Maternal and Child Care Inc.
- Unity Health Care

Hawaii - 2 health centers

- Kokua Kalihi Valley Comprehensive Family Services
- West Hawaii Community Health Center



Icebreaker

- Spend 4 minutes meeting with a fellow program participant.
- Spend about 2 minutes sharing about yourself and your organization.
- Repeat 3 more times!



Share the following with your peers:

- 1 Your Name & Role
- 2 Organization & Location
- 3 What is your organization doing well when it comes to virtual care?
- 4 What is an immediate virtual care challenge your organization is trying to solve?



Please share in the chat box:

What did you hear from your peers that resonated with you?

Virtual Care Successes & Challenges



Successes

- Virtual behavioral health programming | Unity Care NW & Neighborcare Health
- Drive-thru Services | San Mateo County Healthcare for Homeless and Farmworker Health Program
- Extended hours care via telephone | Marin Community Clinics
- Patient Access | Clackamas County Health Centers
- RPM & Care coordination | Mary's Center
- Staff trainings & equipment optimization | San Francisco Health Network & South Bay Family Health Care
- Video visits | West Hawaii Community Health Center & Vista Community Clinic
- Virtual care workflows | Valley View Health Center, Roots Community Health Center, and Wallace Medical Concern
- Virtual Rooming by Medical Assistants | Community of Hope
- Transitions from video to phone | HealthWorks for Northern Virginia



Challenges

- Digital divide & barriers | Valley View Health Center & HealthWorks for Northern Virginia
- Interpreter services for video | Mary's Center
- Optimizing provider equipment & setup | South Bay Family Health Care
- Quality improvement program for virtual care | Roots Community Health Center
- Telehealth stations – patient engagement | San Mateo County Healthcare for Homeless and Farmworker Health Program
- Video Visits – patient engagement | Clackamas County Health Centers, Neighborcare Health, West Hawaii Community Health Center, Community of Hope, & Vista Community Clinic
- General video visit workflows | Marin Community Clinics & Wallace Medical Concern
- Virtual care workflows | Unity Care NW & San Francisco Health Network

Participant Expectations

This track is designed for organizations to engage with peers to discuss and solve challenges related to providing and sustaining virtual care.

Time Commitment: 2-3 hrs/month



Participate in peer-to-peer sharing sessions. We request that each organization limit webinar attendance to two team members.



Role of the Project Lead:

- Main point of contact for organization
- Share learnings from virtual convenings with colleagues
- Forward program newsletter and any other communications to team as needed



Only one assignment per organization must be submitted as pre-work.

Convening Structure

	2021							2022	
	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Virtual Convening Webinars (Clinic Connection)	Virtual Convening #2 May 4 12 – 1:30 PM PST		Virtual Convening #3 July 20 12 – 1:30 PM PST			Virtual Convening #4 October 19 12 – 1:30 PM PST		Virtual Convening #5 December 16 12 – 1:30 PM PST	
Quarterly Expert Webinars (in partnership with Applied Project Track)		Combined Convening #1 June 8 12 – 1:30 PM PST		Combined Convening #2 August 17 12 – 1:30 PM PST	Combined Convening #3 September 21 12 – 2:00 PM PST		Combined Convening #4 November 18 12 – 2:00 PM PST		Combined Convening #5 January 18 12 – 2:00 PM PST

Report Out Dashboard

Excel Clinic Connection Report Out Dashboard

File Home Insert Draw Page Layout Formulas Data Review View Help Tell me what you want to do Viewing

Clipboard Font Alignment Number Tables Cells Editing Analysis

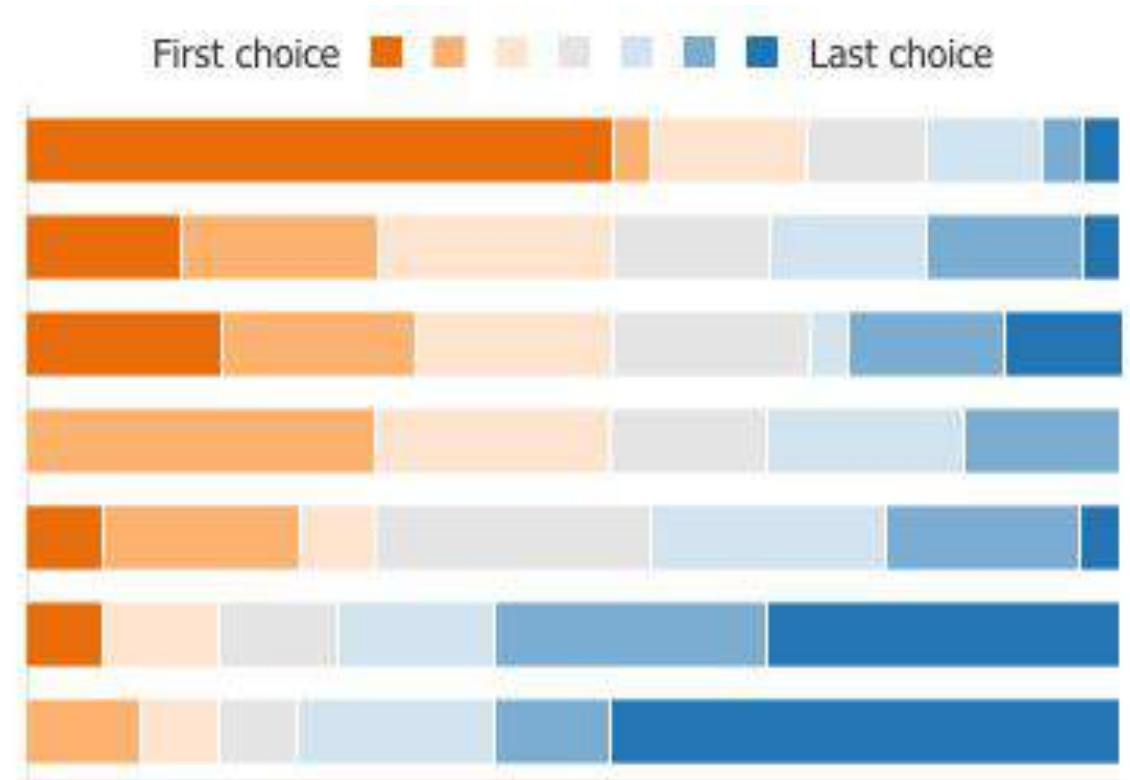
Ensuring our patients have access and working closely with interpretive services to optimize Telehealth visits.

		April			May	
Organization Name	Project Lead Name	What's going well?	What has been challenging?	What did you learn today that you plan on taking back to your team?	Did your team try something new since our last convening?	
Bay Area Community Health	Katherine Haley					
CHAS Health	Roy Cantu					
Clackamas County Health Centers	Andrew Suchocki	Ensuring our patients have access and working closely with interpretive services to optimize Telehealth visits.	Patients unable to take advantage of video visits.			
Community of Hope	Aaron Gerstenmaier	Quick transition to virtual care during the pandemic; virtual rooming by medical assistants; teamwork between providers and MAs during remote visits. Behavioral health staff have maintained productivity and patient access through virtual care. Call center transitioned fully to working from home.	Patients resistance to virtual care, affecting productivity of remote providers. Technical difficulties with remote platform to provide team based care and interpretation services. Defining the role of virtual care as more providers are coming back to in person care.			
Cowlitz Family Health Center	Gerry Melgar					
GPW Health Center	Jackie Maldonado					
HealthWorks for Northern Virginia	Saba Lemma	We were able to rapidly set up telehealth visits providing our patients with a safe, secure, accessible means of primary, BH, and dental healthcare. We established workflows for telehealth	Technical difficulties for patients connecting to video have limited what we can achieve in our virtual visits. We are reviewing our workflows with our new billing team to be sure that all virtual visits are accurately coded for reimbursement. We continue to be			

Survey Results

Ranked Choice

1. Video visits – increase volume and improve experience
2. Problem solving digital barriers
3. Constructing virtual care teams
4. Improving patient education and engagement for telehealth
5. Virtual chronic condition management
6. Interpreter services for telehealth
7. Models of mobile outreach





Affinity Groups

Objectives for this session

For the next 30 minutes you & your peers will have an opportunity to:

- Discuss **challenges** associated with the topic at hand
- Share **bright spots & lessons learned** thus far
- Brainstorm potential **future tests and solutions**

A facilitator will be present to keep time and help guide the conversation.

Remember to be curious, ask questions & have fun!

Video visits - increase volume and improve experience

Problem solving digital barriers

Constructing virtual care teams

Affinity Groups

Room 1: Video Visits -
increase volume and
improve experience

Facilitated by: Bijal



Room 2: Video Visits -
increase volume and
improve experience

Facilitated by: Andrea



Room 3:
Problem solving
digital barriers

Facilitated by: Veenu



Room 4:
Constructing virtual
care teams

Facilitated by: Nhi



Instructions

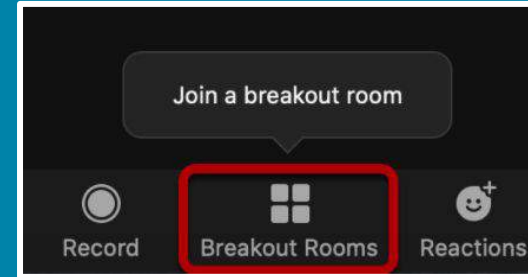
Total Time: 30 minutes

Stay in the main room if:

- 1) You prefer an affinity group that is discussing video visits
- 2) You are unable to self-select a breakout room

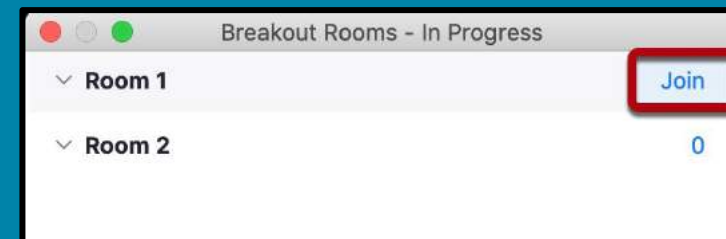
Step 1

After breakout rooms open, a popup will show up above the "Breakout Room icon." Click Breakout Rooms.



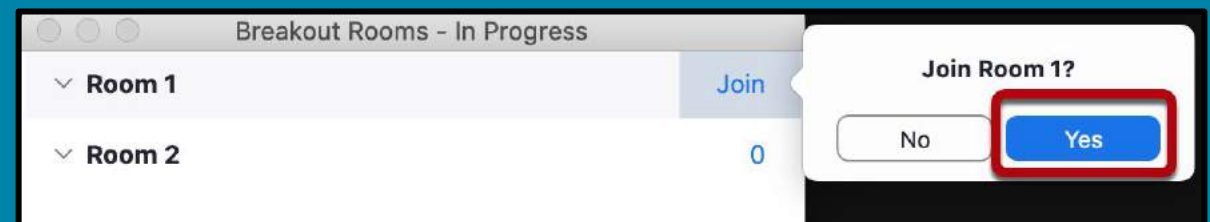
Step 2

A menu will pop up with a list of all breakout rooms. Select "Join" to enter the affinity group you would like to discuss.



Step 3

Click "Yes" to confirm, and you will be moved to that breakout.



Activity: Update the Report Out Dashboard

Excel Clinic Connection Report Out Dashboard

File Home Insert Draw Page Layout Formulas Data Review View Help Tell me what you want to do Viewing

Clipboard: Paste, Copy, Format Painter
Font: Calibri Light, 11, Bold, Italic, Underline, Paragraph, Color, Background Color
Alignment: Wrap Text, Merge & Center
Number: General, Currency, Percentage, Decimals, Thousands Separator
Tables: Conditional, Format As Table
Cells: Insert, Delete, Format
Editing: AutoSum, Clear, Sort & Filter, Find & Select, Analyze Data

fx Ensuring our patients have access and working closely with interpretive services to optimize Telehealth visits.

	A	B	C	D	E	F	G
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Next Steps

We want your feedback!

Post-Webinar | 2 Question Survey



Save the Dates!

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Pre-Work #2

Due: Tuesday, April 27th by 3:00pm PST



Join the Virtual Care Innovation Network Club



Complete Pre-Work #2 thread in the club:

- Update the Report Out Dashboard by answering the following question, “What test of change did you try in the last month?”
- Update your Data Reporting Dashboard



Let Nhi know about any project lead and team roster changes

Resources

Check out CCI's favorite virtual care articles, and feel free to share articles you're reading on the ["Virtual Care Articles & Reading!"](#) thread in the Club.



Learning Hub

Access the Learning Hub for resources to support your efforts to advancing virtual care.



Applied Project Content Webinar #1

Learn more about defining your problem by watching the recording and reviewing the slides.



Telemedicine for Health Equity Toolkit

The toolkit provides background information and concrete guidance for healthcare systems looking to initiate, expand, or improve telemedicine programs.



Thank you!

For questions, contact:



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