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
Washington - 5 health centers
• CHAS Health
• Cowlitz Family Health Center
• Neighborcare Health
• Unity Care NW
• Valley View Health Center

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

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

Please share in the chat box:
### Virtual Care Successes & Challenges

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

*Note:* The table lists successes and challenges in virtual care, categorized as successes and challenges. Each entry represents an advancement or an obstacle in implementing virtual care services.
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

<table>
<thead>
<tr>
<th>Virtual Convening Webinars (Clinic Connection)</th>
<th>Virtual Convening #2</th>
<th>Virtual Convening #3</th>
<th>Virtual Convening #4</th>
<th>Virtual Convening #5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time: May 4, 12 – 1:30 PM PST</td>
<td>Time: July 20, 12 – 1:30 PM PST</td>
<td>Time: October 19, 12 – 1:30 PM PST</td>
<td>Time: December 16, 12 – 1:30 PM PST</td>
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<td>Combined Convening Structure</td>
<td>Combined Convening #1</td>
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### Ensuring our patients have access and working closely with interpretive services to optimize Telehealth visits.

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<th>Organization Name</th>
<th>Project Lead Name</th>
<th>What’s going well?</th>
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<td>Katherine Haley</td>
<td>Ensuring our patients have access and working closely with interpretive services to optimize Telehealth visits.</td>
<td>Patients unable to take advantage of video visits.</td>
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<td>CHAS Health</td>
<td>Roy Conn</td>
<td>Quick transition to virtual care during the pandemic; virtual sessions by medical assistants; teamwork between providers and MA’s during remote visits. Behavioral health staff have maintained productivity and patient access through virtual care. Call center transitioned fully to working from home.</td>
<td>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.</td>
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<td>Clackamas County Health Centers</td>
<td>Andrew Sackshick</td>
<td>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.</td>
<td>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 selling team to be sure that all virtual visits are accurately noted for reimbursement. We continue to be</td>
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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!
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

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We want your feedback!

Post-Webinar | 2 Question Survey
## Save the Dates!

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<tr>
<th></th>
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May 4  
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 #5**  
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|                          | **Combined Convening #4**  
October 19  
12 – 1:30 PM PST |                          |
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

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.

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.
Thank you!

For questions, contact:

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Nhi Tran
(she/her/hers, they/them/theirs)
Program Coordinator
Clinic Connection Track
 nhi@careinnovations.org