

ASKS → OFFERS

ROLES & JOB TRAINING

ASK = ?
 Standardization of role, tools/job aids
 Annie Thor
 Community Medical Center
 Ask:
 How do you differentiate job roles between an ECM + CMTW
 Offer:
 Support/ideas around looking in different roles.
 - Britnee Bricker
 West County Health Center

ASK:
 CMC
 CMC group orientation as it possible?
 Susan Chavez
 Ask:
 For immediate support for crisis calls, Trainings and support around sensitive patients.

Offer: ☺
 CMC role sharing to CMTW, health education of WC.
 Erin Edwards
 Community Medical Centers

OFFER
 Developing stronger Medical Assistants through an MA Training Program and structured assessments
 Competent MAs = quality care!
 - Arsiene, CCHC

offer
 Nicole Arce
 Community Health Centers
 Utilizing Health Educators to provide support for pts w/ chronic conditions

FINANCIAL SUSTAINABILITY

ASK = ?
 Support/consult from other executive operations leaders on sustainability of finance.
 Yvonne Correa, CO
 Santa Rosa Community Health

ASK
 How to convey business case (simply) to all staff
 Marcelle Stramaglia
 Anderson Valley HC

Live in chat
 about the Act of Finance Budget to fill work slot with FTEs

QUALITY MEASURES

ASK
 How to maintain care teams + maintain quality measures when care teams change or standardizing how care teams work
 Susan Brubaker
 Paradise Community Health Center

OFFER
 Patient and Staff Incentives for QI measures
 Tiffany Jaramaz
 Santa County Public Health

OFFER
 Sharing QIP measures on a public board where all the staff could see. If motivated staff, felt more team excited to be a part to measure
 - Marianne Long Valley

SDOH

ASK?
 Social determinants
 Pop of focus for prepare into
 How can we get them to done up off back - easy

ASK
 How SDOH teams are structured at different health
 Open Door

How and where have you implemented SDOH screening in your workflow?
 Joe P
 Paradise Community Health Center

→ ?

PATIENT ENGAGEMENT ASKS → OFFERS

PATIENT ENGAGEMENT

- ASK** Omar Lavid, Sutter
 - How to engage patients in our program?
- ASK**
 - How do you get patients to engage in feedback surveys?
 - Grae Ogapinan, Open Door CHC
- ASK**
 - How can you use personal stories from patients w/o violating HIPAA?
- ASK**
 - Best practices for patient advisory/listening groups/focus groups
 - Tiffany Jimenez, Sutter
- ASK**
 - Patient engagement but patients do improved responses + decreasing rates
 - Venice Family Clinic

- OFFER** Sarah Kerr - NCCN
 - Don't forget the patient experience - JOURNEY MAPPING is a powerful tool
- OFFER** Jeremie Foley, MCC
 - We survey our POF before creating an action/change strategy to improve a measure
 - Conduct interviews of different POF.

HPV SWABS

CHILDHOOD VACCINATION

- ASK** Sarah Peterson, Team 1000
 - What has been the best strategy for covering vaccine hesitancy for ages 0-2?
- ASK**
 - How to improve childhood IZ rates.
 - Ashanti Med Center
- ASK**
 - How have health centers succeeded with improving PEDIATRIC VACCINE RATES?
 - AMBE Goodwin, Sonoma City IDH, HPH
- ASK**
 - How to address flu vaccine hesitancy
 - Jenna Poirant, Santa Rosa Community Health

- OFFER** Beth Dacko
 - offer concrete ideas to improve flu vaccine completion for babies under 2

WORKFLOWS

- ASK**
 - Outreach + recall workflows - timing? methods - phone, mail, text who dies? how document? follow up
 - Michelle Hill, Essy Valley Health Center
- ASK**
 - Common CPEP perinatal best practices
 - OB → CPEP coordinators workflows
 - Santa Rosa Community Health - Stephanie Lopez
- ASK**
 - What is the most effective workflow for behavioral health warm hand-offs?
 - APHCV RCOO

- OFFER**
 - continuous training/support
 - Direct training from BH leadership.
 - Clear workflow
 - constant communication / check in w/ staff/patient
 - pre-verbage to set staff up for success
- OFFER**
 - Updating workflows, consistent training, looping in different roles, teaming - primary, backup, with caring health care
- OFFER**
 - Care team workflows
 - Debra Cox, Beacon Health, omni

HUDDLES

- ASK**
 - How do we organize a 5-10 min huddle with careteam?
 - Upsona Quintanilla, Porterville Community Health Center.
- ASK**
 - How have other health centers encouraged/stimulated huddling and scrubbing?
 - SRCH Beth Dacko
- OFFER** - Jeremie Foley, MCC
 - We use monthly Quality meetings to identify areas of improvement and engage careteams to innovate on solutions

- OFFER**
 - Medical + BH Huddle 😊
 - AVH
- OFFER**
 - Troubleshoot issues and pain points during meetings or check-ins

PHM INITIATIVE

Example
My ask is to use this format! Ask
My name My Health Center

ASK
How to get all providers to adhere to the same clinical protocols
Cindy Novella
Anderson Valley HC

Asks for: Ideas | Guidance | Experience | Support

ask:
how to keep staff engaged in the initiative?

Ask:
Advice for ~~managing~~ managing and efficiently tracking enrollment
Egner Health
Jave

Ask Health Literacy
Deanna Padilla
Omni Family Health
• How do you incorporate health literacy screens?
• front or back office
• verbal questions or forms

ASK:
strategies for increasing GI specialty access
(We screen for colorectal cancer with FIT kits; if \rightarrow they need colonoscopy!)

Christine Park - NEVHC *

ASK
How are health centers encouraging patients to get mammograms when patients express resistance/fears with traveling to apts?
- Ansire, CCHC

? Open Door
What insights do folks have on implementing OCHW
Compass Rose esp?

Ask:
Do we have resources to help w/ managing assigned but not seen pts (navigators, advocacy, etc.)?
- Saban Comm. Clinic

ASK:
What is the most effective way to share a care plan amongst providers and staff for behavioral health?
APHCV
Reico

Ask:
"How do we operationalize and track/report on populations that overlap? (i.e. homeless + peds, chronic condition + pregnant, etc.)"
- Alexa Chande
Saban Community Clinic

How do you balance standards of care and provider individuality?
Jon P.
Saban Community Health Center



PHM INITIATIVE

Offer Example
My offer is to provide insight on sticky notes
My Name
MV Health Center

Offers of:

Insight | Best Practice | Exploration | Lesson Learned

OFFER:
RPM
(Remote Patient Monitoring)
Diana Castellanos, UCHE

Offer: Ani Keshkian @ Comprehensive Community Health Centers.
Utilizing Remote Monitoring Navigators to help with identifying Pts with HTN and enrolling them into our self-monitoring Blood pressure program. Pts in the program had their BPs under control within 30 days.

Offer:
Leadership engagement buy-in
Anderson Valley Hc Clinic

offer
How to audit & engage phone office on MSQ patient conversations + hand offs.
Petalinguma Health Center

Offer:
We have strong access to data via our pop health/ data mgmt platform. Relevant to disaggregate demographics + visit patterns. Would love to share functionality.
-Alexa Charde Sabon Clinic

Offer:
Set clear guidelines
Petalinguma Health Center

Tom Derrilly RPM
INSIGHT for me
USING Central CANCER SCREENING INSTRUMENTS OF COLON CANCER SCREENING AS COMMON GOAL

OFFER
Use data realtime to help inform decisions.

Governance of clinical guidelines - both creation and revision
John McCallan
Venice Family Clinic

offer
* Set achievable goals
Kamila Silveira
Petalinguma Health