



Tuesday, January 30; 11:00am – 12:00pm PT

## Pilot Site Evaluation and Engagement – Peer Sharing

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**CalHIVE BHI BeeHIVE Webinar**



California Quality  
Collaborative

# Tech Tips



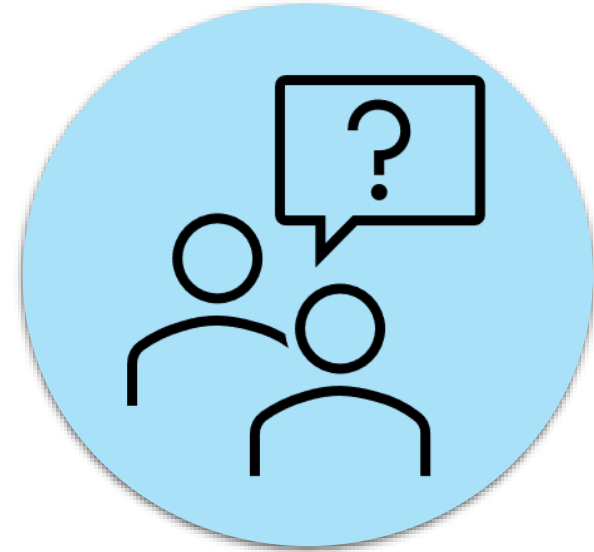
## Welcome!

- Add your organization to your name
- Turn on video if possible



## Engaging Today

- Share questions in the chat or come off mute
- Participate in Zoom polls
- FYI: Using Zoom AI Summary



## Need help?

Direct message  
Anna Baer  
if you have any  
technical issues

# Round Robin

## Who's in the virtual room?



**CHINESE  
HOSPITAL  
& CLINICS**



Riverside Family Physicians



San Francisco  
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH



perlmutterclinic++



 **Scripps**



**POMONA VALLEY HOSPITAL**  
MEDICAL CENTER

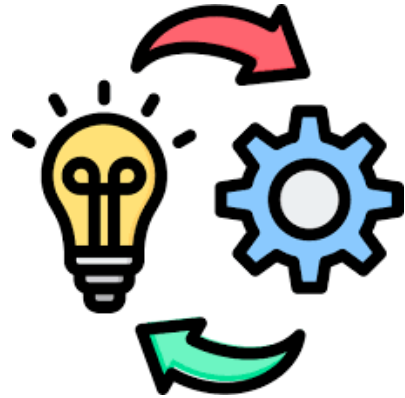


**SHARP**



# Our Agenda

**Today, we'll:**

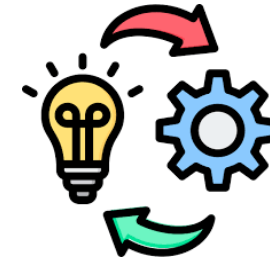


**Share experience and questions around pilot site evaluation and engagement**



**Review key resources supporting Section 6 Implementation Plan Work**

# Revisiting...What's Your Next Step?



## Action Item

- Begin work on Implementation Plan Section 6: Pilot Site Evaluation & Engagement
- By Thurs. 2/29 : BHI Implementation Plan – Implementation Plan Section 6 due to IA

our next step is to get our team together with the clinical champion and engaging stakeholders.

talk with pilot site leadership team about their willingness to recommit to scaling given recent clinic changes

ensuring stability for pilot site office

support our supervisors to engage in change management as we scale BHI to their sites as well!

# Choose your own adventure

## Would you rather

1. Discuss/share about **pilot site evaluation** first?
2. Discuss/share about **pilot site engagement / buy in** first?

*Respond via Zoom poll!*

CHOOSE YOUR OWN ADVENTURE®

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BY \_\_\_\_\_

# Choose your own adventure

## Would you rather

1. Hear about **impactful resources** first?
2. **Discuss/exchange ideas** with others first?

*Respond via Zoom poll!*

CHOOSE YOUR OWN ADVENTURE®

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BY \_\_\_\_\_

# Pilot Site – Evaluation Measures

Category – Definition
<b>Outcome</b> – impact of the health care service or intervention on patients' health
<b>Process</b> – if steps in the system are performing as planned
<b>Patient Experience</b> – patient perceptions across continuum of care
<b>Workforce</b> – experience from providers and other care team members, workload, collaboration
<b>Financial</b> – direct and indirect costs and revenue

## TIPS

- Start **small**
- **Leverage existing data collection** (especially technology, e.g. text-based patient surveys)
- If you can't get the data now, **identify a plan for how you can get the data** (*don't let it be a barrier to program success/launch*)
- **Be clear with a plan and priority** and engage stakeholders early (let them know what you want to report on and ask for help)
- Your **measures may change** as the program evolves



# Pilot Site Evaluation Sharing Questions

1. Where is your organization in selecting measures for the pilot site? If you have selected measures, why did you select the measures you did?
2. What data are you already collecting that you are planning on using?
3. What data do you need to start collecting?
4. What other questions do you want to have about selecting pilot site measures? What other resources would be helpful?



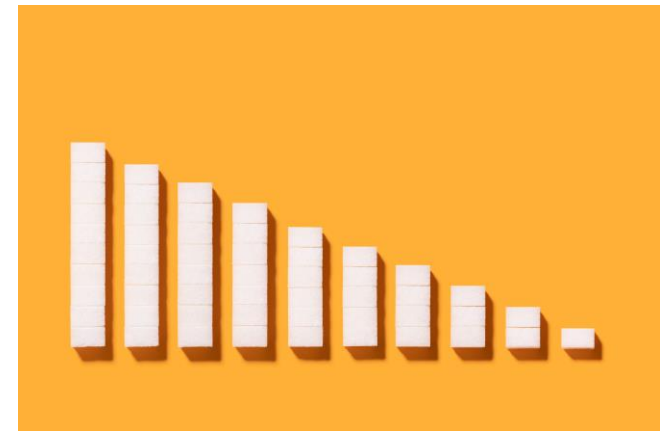
# Pilot Site Evaluation Resources



[pbgh.org/calhive-bhi/#learn](http://pbgh.org/calhive-bhi/#learn)

## Implementation Plan - Pilot Site Evaluation Measures

- [Decision Support Tool \(National Council for Mental Wellbeing\)](#)
- Patient Experience
  - [Patient Satisfaction Questionnaire \(PSQ-III\)](#) – 50 item survey
- Workforce
  - [Provider Integration Profile](#)
  - [Provider Satisfaction Survey](#) (example from external organization)
- Financial
  - [Collaborative Care Implementation: Costs Across 10 United States Health Care Systems](#) (Meadows Mental Health Policy Institute)



# Choose your own adventure

## Would you rather

1. Hear about **impactful resources** first?
2. **Discuss/exchange ideas** with others first?

*Respond via Zoom poll!*

CHOOSE YOUR OWN ADVENTURE®

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BY \_\_\_\_\_

# Pilot Site Engagement Sharing Questions

1. Where is your organization in engaging the pilot site: what have you tried? What do you have planned?
2. Which staff/providers are currently engaged: medical providers, BH providers, front office staffing, nursing, front office, other?
3. What reception have you encountered? How might you support change management?
4. What other questions do you want to have about engaging the pilot site? What other resources would be helpful?



# Pilot Site Engagement Resources



[pbgh.org/calhive-bhi/#learn](http://pbgh.org/calhive-bhi/#learn)

## Section 6 – Pilot Site Evaluation and Engagement

- [Stakeholder Communication Plan](#)
- [Building a Collaborative Team Environment](#)
- [Team Building and Workflow Guide](#) (AIMS Center)
- [Integration Academy Interdisciplinary Communication](#) (AHRQ)
- [Making the Case for Change and Overcoming Resistance](#) (Safety Net Medical Home)



# Wrapping Up

What did you hear today that you will move forward this week?



# Q1 2024 Sprint: Pilot Site Roll-Out

## JANUARY

### Improvement Advising

- Complete Implementation Plan Section 5: BHI Billing and Coding
- In-Person Improvement Advising Site Visit (Q1 2024)
- Review CFHA Membership opportunities

**Tues. 1/9 (11-12)**

### CalHIVE BHI Commons – Pilot Site Evaluation & Engagement

- Identify how to select and monitor Pilot Site evaluation measures
- Review successful practices to maximize pilot project buy-in and engagement

**Tues. 1/30 (11-12)**

### [OPT] BeeHIVE Webinar – Pilot Site Evaluation & Engagement

- Peer sharing & resources supporting pilot site

**By Wed. 1/31**

### BHI Implementation Plan Section 5 – BHI Billing and Coding

- Due to IA

Improvement Advising

Webinars

In Person Events

Data / Reporting

Assignments

## FEBRUARY

### Improvement Advising

- Complete Implementation Plan Section 6: Pilot Site Evaluation & Engagement
- In-Person Improvement Advising Site Visit (Q1 2024)
- Review CFHA conference presentation opportunity

**Tues. 2/13 (11-12)**

### CalHIVE BHI Commons – BHI Workflows

- Identify operational changes and document operational, clinical and health IT workflow changes for BHI at pilot clinic
- Highlight successful practices for BHI operations including as warm handoffs and scheduling

**Tues. 2/27 (11-12)**

### [OPT] BeeHIVE Webinar - Training, Education, Monitoring

- Review training best practices for general onboarding and continuing education
- Understand how to set up and monitor standard work for providers and care team members

**By Thurs. 2/29**

### BHI Implementation Plan Section 6 – Pilot Site Evaluations & Engagement

- Due to IA

## MARCH

### Improvement Advising

- Complete Implementation Plan Section 7: BHI Workflows
- In-Person Improvement Advising Site Visit (Q1 2024)

**Thurs. 3/7 – Data Webinar: Baseline Submission**

**Tues. 3/12 (11-12)**

### CalHIVE BHI Commons – BHI Data Best Practices

- Hear from BluePath Health
- Analyze changes needed to ensure compliant BHI for patient consent, privacy and security

**Tues. 3/26 (11-12)**

### [OPT] BeeHIVE Webinar – Model For Improvement Fundamentals (1 of 2)

- Cover basics for Model for Improvement and launching tests of changes

**By Fri. 3/29**

### BHI Implementation Plan Section 7 – BHI Workflows

- Due to IA

# Thank you!

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## Program Administration



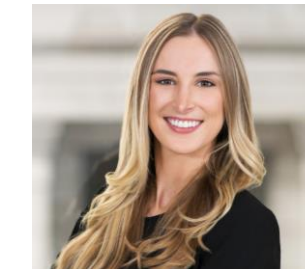
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