



Tuesday, May 7 ; 11:00 – 11:30 PT

Convening Preparation & Impactful Storytelling

CalHIVE BHI Webinar



California Quality
Collaborative

Tech Tips



Welcome!

Add your organization to
your name

Turn on video if possible



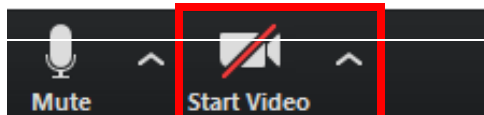
Engaging Today

- Share questions in the chat or come off mute



Need help?

Direct message
Anna Baer
if you have any technical
issues



Our Agenda

Today, we'll:



Prepare for CalHIVE BHI
In-Person meeting



Analyze tips and tricks for
telling your CalHIVE BHI
story

Poll Time!

Who attended the
CalHIVE BHI
Convening (September
12, 2023, San Diego)?

- I didn't
- I did!



Convening Engagement

When:

Tuesday, May 21 8:30 – 3:30 pm

- Informal networking session from 3:30 – 4:30 pm

Wednesday, May 22 8:00 – 3:30 pm

Where:

Long Beach Marriot (4700 Airport Plaza Dr, Long Beach, CA 90815)

CalHIVE BHI Collaborative Values

1. Collaboration around a common goal
2. Trust & transparency
3. Reflect, revise & learn



Implement, Improve, Impact

When we meet in person you will have the opportunity to...

- Develop workflows and training plans for integrating BHI into current operations
- Map out BHI Implementation Plan for pilot site as team
- Exchange lessons learned and highlighted successes with collaborative cohort
- Identify opportunities to leverage data to improve BHI
- Prioritize activities to support person-centered, equitable BHI
- Plan for sustainable BHI financing



CalHIVE BHI Accomplishments Poster Winners

Each winning team receives one free individual registration to the 2024 CFHA conference



Most Improved

Most Impact



Questions?

Registration changes?

Contact Anna Baer (abaer@pbgh.org) for help!



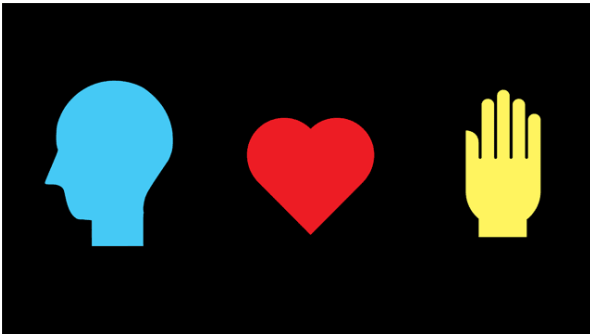
California Quality
Collaborative

Storytelling

Storytelling



Why do we tell stories?



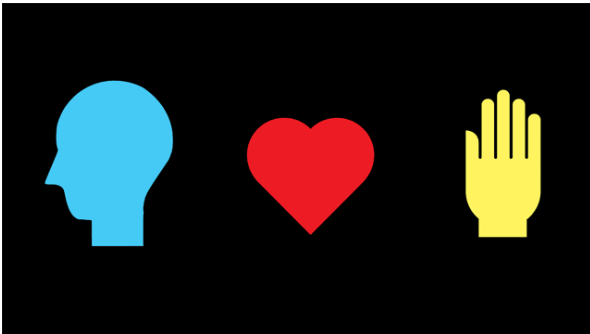
What is storytelling?



Stories are facts told through events that trigger emotions.*

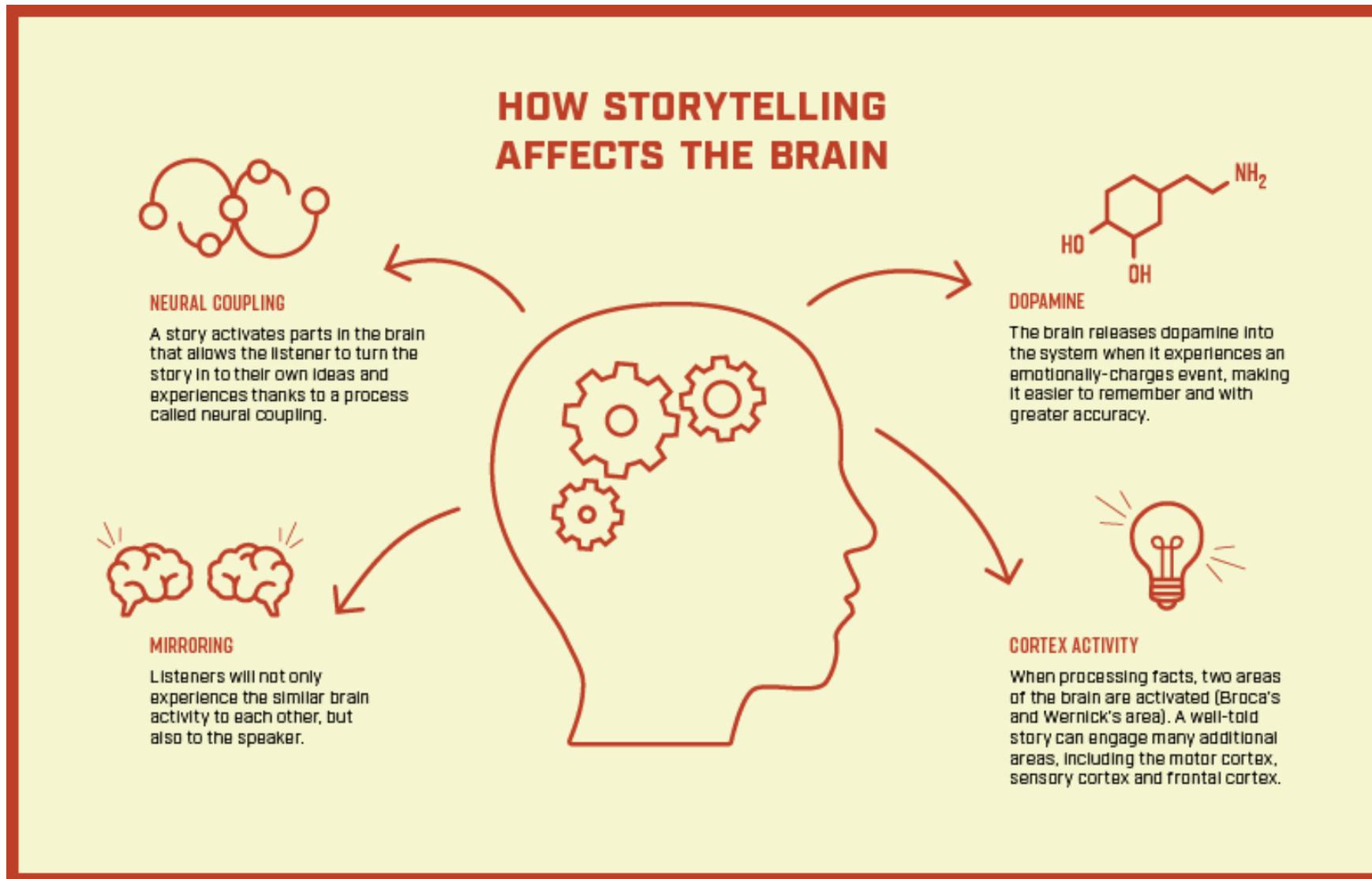


Stories help us make sense of the world – they create structure through narrative to help us, and others, process change.



Stories connect us physically, cognitively, emotionally and spiritually. We remember stories.

Why does storytelling work?



How might I use storytelling?



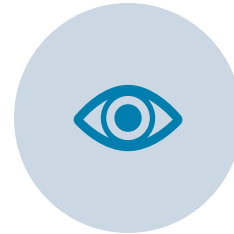
Share. Highlight impact or progress to internal colleagues or external partners as part of communications



Promote. Market programs or opportunities to new audiences, showcasing what works



Inspire. Motivate teams, highlighting their progress or examples of overcoming adversity



Vision. Brainstorm, visualize and name the future state



Learn. Capture lessons and share with peers to spread reach of your experience

Characteristics of a successful story

- **Captures attention** – has a “hook”
- **Generates emotion** – coming from place of authenticity and often vulnerability
- **Creates connection** – audience feels part of the storyteller’s journey
- **Includes specifics** – details help the audience imagine they are there
- **Calls to action** – motivates and outlines what to do next
- **Builds a narrative** – uses structure for challenge, choice, outcome

Components of a Story Narrative



Challenge



Choice



Outcome



Why did you feel it was a challenge? What was so challenging about it?

Why did you make the choice you did? Where did you get the courage – or not? Where did you get the hope – or not?

What happened as a result? How did it feel and why? What did it teach you? What do you want to teach us?

CalHIVE BHI Storytelling – Your Story Elements

Challenge



- When you joined CalHIVE BHI, what was the motivation for your organization?
- What was the problem you were trying to address?
- *Suggestion:* Make it personal; share individual experience or patient's perspective

Choice



- How did you choose your BHI model or staffing structure?
- How did you start implementing the project? (*What teams did you bring to the table? How will you measure success?*)
- What challenges occurred during BHI implementation?
- How did you overcome them to move your BHI implementation forward?

Outcome



- Where is your BHI implementation now?
- What reactions did you get as you moved through the BHI implementation process?
- What are you looking forward to as the project continues? (*Where are you going next?*)

Q&A

Enter your questions in the chat or come off mute.

Other questions? Email abaer@pbgh.org



Tell us how you feel!

to get to see
everyone in person
:)

Hearing everyone's
stories

What part of the
convening are you most
excited about?

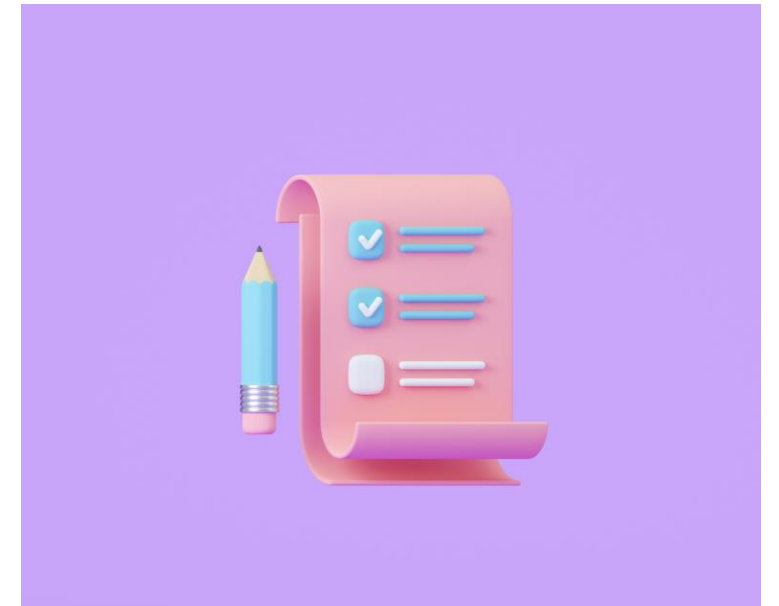


excited to learn
from others and see
what other orgs
have been up

Pre-work Reminders!

CalHIVE BHI Accomplishment
Poster due **Fri. 5/10**

Identify and submit workflows
to IA by **Fri. 5/10**



Q2 2024 Sprint: Implement, Improve, Impact

APRIL

Improvement Advising

- Conduct IMAT 2 of 4
- Collaborate on and finalize Aim statement & Convening Pre-Work

Thurs. 4/4 (12-1) – Data Office Hours

Fri. 4/12– Baseline Data due

Tues. 4/16 (11-12)

CalHIVE BHI Commons – Person Centered Equitable BHI

- Review health equity opportunities in BHI care
- Understand opportunities to reduce stigma in patient populations

Tues. 4/30 (11-12)

[OPT] Webinar – Model for Improvement Fundamentals (Webinar 2 of 2)

- Plan how to incorporate quality improvement and data-driven decisions

By Tues. 4/30

Aim Statement & Convening Pre-Work Due

- Create goal with measurable objectives for end of program (including a disparity analysis)
- Finalize pre-work for May in-person convening

MAY

Improvement Advising

- Review baseline data trends
- Conduct IMAT 2 of 4

Tues. 5/7 (11-11:30)

[OPT] CalHIVE BHI Webinar – Convening Prep

- Prepare for annual in person meeting

Tues. 5/21- Wed. 5/22

CalHIVE BHI Convening 2024: Implement, Improve, Impact

- Day 1: BHI workflows
- Day 2: Reflect on pilot site integration progress and capture improvements; analyze individual and cohort data trends and Aim Statements; identify patient engagement opportunities

By Fri. 5/31

Implementation Milestone Tool (#2 of 4)

Final scores documented

JUNE

Improvement Advising

- Review baseline data trends
- Complete BHI Implementation plan

Tues. 6/11 (11-12)

CalHIVE BHI Commons – BHI Workflows: Barrier Busting

- Reflect on BHI workflow development: challenges, real-life progress and solutions

Thurs. 6/13 – Data Webinar: Cycle 1

Tues. 6/25 (11-12)

[OPT] Pilot Site Evaluation & Engagement Office Hours

- Review themes, recommendations & resources

By Fri. 6/28

BHI Implementation Plan: Section 7 – BHI Workflows

- Due to IA

Improvement Advising

Webinars

In Person Events

Data / Reporting

Assignments

Thank you!

Program Advisor



Peter Robertson
Senior Director,
Practice Transformation

probertson@pbgh.org

Clinical Advisor



Brian Sandoval
Clinical Advisor, BH
Integration

Data Reporting



Jose Ordonez
Manager,
Data Analytics

jordonez@pbgh.org

Improvement Advisors



Kristina Mody
CalHIVE BHI Director
Associate Director,
Practice Transformation

kmody@pbgh.org



**Daniela Vela
Hernandez**
CFHA Technical Assistance
Associate

dvhernandez@cfha.net



Mary Nickel-Nguy
Senior Manager, Behavioral
Health Integration

mnickelnguy@pbgh.org

Program Administration



Michael Au
Senior Manager,
Care Transformation

mau@pbgh.org



Anna Baer
Program Coordinator,
Care Transformation

abaer@pbgh.org



Erika Lind
Manager,
Care Transformation Events
and Learning

elind@pbgh.org