



# Primary Care Innovation Collaborative 2020

## *Virtual Guidance and Agendas*

Friday, October 9<sup>th</sup> 2020: 8:00 am – 2:00 pm  
Hosted via Zoom

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### \*ZOOM INFORMATION\*

<https://us02web.zoom.us/j/81307872026>

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## WELCOME!

Welcome to CAFMR's 2020 Virtual Primary Care Innovation Collaborative orientation guide and agenda!

In the spirit of the continued virtual conversion of CAFMR events, here is some guidance for how to best engage and most effectively participate in the day's event.

Sincerely,  
CAFMR Staff & Learning Collaborative Planning Committee

## SPECIAL INSTRUCTIONS

### *Before the Primary Care Innovation Collaborative*

The 2020 CAFMR Primary Care Innovation Collaborative (PCIC) is going virtual! Thank you all for your patience and assistance during this major undertaking, and for joining us this year.

PCIC will be hosted on Zoom. If you are not familiar with Zoom, please download the app ([www.zoom.us/download](http://www.zoom.us/download)) so that you can participate on your device of choice. Registrants will be sent a calendar invite with the appropriate link and embedded password to join. If you already have zoom, you should be able to quickly sign on.

If you are not familiar with Zoom or its various functions (breakout rooms, polling, chat), please check out the following videos and articles in advance:

- Download zoom: [www.zoom.us/download](http://www.zoom.us/download)
- Joining a meeting: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->
- Join a test meeting to familiarize yourself with zoom: <https://zoom.us/test>
- Breakout rooms: <https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Video-Breakout-Rooms>
  - *Breakout room update! You can now **self-select** your breakout rooms: When breakout rooms are opened, you will see a "breakout rooms" button on the menu at the bottom of your Zoom screen, you can then select "join" and you will be in the breakout room of your choice. You may leave the breakout room and join others for as long as they are open by "switching" rooms. If you are done with the breakout room you can re-enter the main zoom room at any time.*
- In-meeting chat: <https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat>

We are also including all materials on the CAFMR PCIC Landing page: <https://www.cofmr.org/pc-learning-collaboratives>  
PCIC 2020: <https://www.cofmr.org/2020pcic>

### *Day of the Primary Care Innovation Collaborative*

- Download the final version of the agenda, which will be sent separately and is attached to the calendar invite with the most up to date information.
- We recommend you use a headset or earbuds to decrease background noise.
- Set yourself up in a private space for learning with no or limited distractions
- Stay in front of your computer as much as possible, so that you are able to see your screen and participate
- The zoom conference will be opened for at least one hour prior to our meeting start time (you will all be put into a “waiting room” and will be admitted into the main conference by Mannat Singh – once you are in, use this time to check your video, audio, find your sign-in information, get yourself a coffee, participate in polls/activities, or use the chat to network with others via one-on-one chat!
- All participants will initially be muted and will only be unmuted by the hosts if/when appropriate. You are encouraged, at least during the networking and breakout session times, to share your video. We’d love to see all of your faces!
- All participants are encouraged to use the chat feature (bottom of the screen by hovering over the zoom bar), so we encourage you to familiarize yourself with it ahead of time. If you click on your image and re-name yourself (if you need to), other participants may recognize and contact you. Private chats are not visible to others and cannot be recorded. At any time during the meeting, the chat feature is also a way to ask any questions, which co-hosts and facilitators can read out loud (or answer in the chat if more appropriate).

### *During the Primary Care Innovation Collaborative*

- Keep the agenda open (this will be shared separately, as previously), to follow along.
- You can send questions and concerns privately to Mannat Singh, Lynne Jones, or Julie Herzog, who will be monitoring the chat box. Mannat Singh will be monitoring the participant list and if during audience interactions the host requests it, she can unmute you and allow you to speak with everyone present.
- You can (and are encouraged to) participate in polls. There will be some all-participant-day-wide polls, and some specific to specific sessions, and some during the breaks.
- You can participate in optional break activities, described further in the agenda.
- **Breakout room update! You can now self-select your breakout rooms.**
  - **When breakout rooms are opened, you will see a “breakout rooms” button on the menu at the bottom of your Zoom screen, you can then select “join” and you will be in the breakout room of your choice. You may leave the breakout room and join others for as long as they are open by “switching” rooms. If you are done with the breakout room you can re-enter the main zoom room at any time.**
  - You will be given instructions to unmute yourself and turn on your video (if it isn’t already). You will only be able to see and hear the others in your room. You may leave the room and return to the main conference room at any time or when the rooms are closed by the host. You will not be able to enter a breakout room once you leave.
- As with all technology, and any human interaction, there will be glitches. Please bear with us and we hope to make it a fun learning experience for you!

### *After the Primary Care Innovation Collaborative*

- The Zoom conference will be open until 2:30 pm to allow for any continued discussion people would like to have via personal chat, complete the evaluation survey, participate in the end of day poll, and ask any questions.

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## THANK YOU

Thank you to our colleagues on the CAFMR Learning Collaborative Planning Committee, speakers who joined us this year, the family medicine residency programs, their clinics and staff, our partners in primary care, and participants!

Sincerely,  
The Colorado Association of Family Medicine Residencies

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*On the following pages, you will find the agenda, and the full agenda with links and virtual engagement tips and instructions.*



# Primary Care Innovation Collaborative 2020

## Agenda

Friday, October 9<sup>th</sup> 2020: 8:00 am – 2:00 pm  
Hosted via Zoom

### \*ZOOM INFORMATION\*

<https://us02web.zoom.us/j/81307872026>

8:00-8:45	<u>Primary Care Innovation Collaborative Opens</u> <i>Optional Poll and Activity</i>	Main Zoom Room
<i>Morning Presentations and Breakout Sessions (Registration Required)</i>		
8:45-9:00	<u>Welcome and Opening Remarks</u> <i>CAFMR Staff</i>	Main Zoom Room
9:00-10:00	<u>Walk Through Lightly: COVID-19 and the Prepared Mind</u> <i>Peter Chabot Smith, MD, Associate Professor, Associate Vice Chair for Clinical Affairs, Department of Family Medicine, Assistant Dean for Clinical Affairs, University of Colorado School of Medicine, Assistant Medical Director, CU Medicine</i>	Main Zoom Room
<p>Luck favors the prepared mind, and practices already oriented and resourced towards innovation have been adaptable during the pandemic. Hear from Family Medicine United to learn how being engaged and involved in innovation helps bring the structures, teams, and framework together for innovation and future adaptability during constantly changing environments and realities.</p>		
10:00-10:15	<i>Break: Optional Poll and Activity</i>	Offline
10:15-11:00	<u>Breakout Sessions: Part 1</u>	Breakout Rooms

1. “COVID-19 Just-in-Time ECHO for Primary Care Providers: Innovation driving change”  
*Kurt Cook, MD, Denver Health, University of Colorado, Department of Family Medicine*

The COVID-19 Just in Time ECHO for Primary Care series partnership has been working in collaboration with public health, clinical, and pharmacotherapy experts to address issues around COVID-19 and supporting primary care in a time of collective crisis. Learn about the innovations driving change during these uncertain times.

2. “Case-Based Learning: Innovation and Collaboration to Address Rural Hospital and Primary Care Practice Needs During a Pandemic”  
*Lauren S. Hughes, MD, MPH, MSc, FAAFP, Farley Health Policy Center, University of Colorado Benjamin Anderson, MBA, MHCDS, Vice President, Rural Health and Hospitals, Colorado Hospital Association*

With funding from the Zoma Foundation, the Farley Health Policy Center and the Colorado Hospital Association partnered to develop a case-based learning playbook for rural hospitals and rural primary care practices to use to anticipate and solve a variety of ongoing COVID-19 related challenges. The playbook features fictional rural hospital and primary care case studies, strategic thinking questions, best practices from the literature, innovative solutions from the field, and available resources, as well as a new self-assessment tool for rural health care delivery systems. For educators, the playbook content could be utilized to teach complex adaptive systems and how you navigate and lead them, laying the groundwork for skills residents will need to lead in the future.

3. “Colorado Center for Primary Care Innovation: Creating the Freedom to Innovate”

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*R. Scott Hammond, MD, FAAFP, President, Colorado Center for Primary Care Innovation, Clinical Professor, University of Colorado School of Medicine, Department of Family Medicine, Medical Director Emeritus, Westminster Medical Clinic*

The mission of the Colorado Center for Primary Care Innovation is to create patient-centered innovations to improve health care delivery by partnering with patients, health care organizations, academic institutions, and private practices: We design, implement, and spread best practice to positively impact patient lives. Learn about how CCPCI was created, what we are currently working on, and where there may be opportunity for residency program engagement.

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11:00-11:45 Breakout Sessions: Part 2

Breakout Rooms

4. “Engagement Strategies for Interactive Virtual Meetings”  
*Kelly Mimier, MEd, Fort Collins Family Medicine Residency*

This session will demonstrate engagement strategies for building an interactive virtual learning culture within your program! Attendees will add new teaching tools to their facilitation toolbox, have an opportunity to collaboratively troubleshoot virtual challenges, and discuss audio/visual arrangements that foster interactivity and engagement! In addition to reviewing best practices for effective meetings and educational conferences, she will discuss special considerations for conducting virtual interviews during the upcoming applicant season. All engagement strategies discussed during this breakout session will be detailed in a share-worthy document which will be useful when planning future virtual gatherings.

5. “Evolving Roles: Community Health Advocacy”  
*Karla Aguero, BSBM, Community Health Advocate at Southern Colorado Family Medicine. Certified by Patient Navigator Training Collaborative in Care Coordination and For Patient Navigators and Advanced Care Coordination, and Advanced Health Literacy*

Community health advocates play a key role in addressing patients’ social needs in a community. Learn how one community health advocate’s role has evolved during the pandemic, and how patients are supported in a socially distant, virtually enhanced environment.

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11:45-12:15 *Break to get Lunch: Optional Poll and Activity*

Offline

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*Afternoon Discussion Breakouts (Registration and Sign-Up Required)*

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12:15-12:45 Innovation Showcase/Lightning Round Activity

What’s going on in our programs? From micro to macro innovations.

*Mannat Singh, MPA, Colorado Association of Family Medicine Residencies*

Main Zoom Room

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12:45-1:00 *Break to Transition to Structured Networking*

Offline

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1:00-2:00 Structured Networking: How have your roles changed? What changes have been made in your program, practice, or clinic – what’s sustaining, what was a “triaged” role change? What are you working on in Diversity Equity and Inclusion efforts within your programs and clinics? How does that align (or not-align) with efforts around Covid-19?

*Rooms will be divided by role/function/question.*

Main Zoom Room

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2:00 *Adjourn: Evaluation and End of Day Poll*

Main Zoom Room

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# FULL AGENDA *\*All zoom-virtual-tech related instructions and guidance are in purple, italicized font along the right-hand margin.*

Time	Description	Location	Virtual Tips
8:00-8:45	<u>Primary Care Innovation Collaborative Opens</u> <i>Optional Poll and Activity</i>	Main Zoom Room	<i>The calendar invite has the most up-to-date information regarding the agenda, instructions, and materials. Log in, make sure your mics/vids are working, and that you can hear/see us (CAFMR staff) and fellow participants. Get your coffee (or other morning beverage, food, or snack of choice). You can also use this time to find your peers or anyone else you'd like to chat with using the private chat function, or stare and wave at each other over video if you have it on (you will be muted).</i>
<i>Morning Presentations and Breakout Sessions (Registration Required)</i>			
8:45-9:00	<u>Welcome and Opening Remarks</u> CAFMR Staff	Main Zoom Room	<i>We will be going over the day's agenda, logistics, and tips for staying engaged during the day!</i>
9:00-10:00	<u>Walk Through Lightly: COVID-19 and the Prepared Mind</u> <i>Peter Chabot Smith, MD, Associate Professor, Associate Vice Chair for Clinical Affairs, Department of Family Medicine, Assistant Dean for Clinical Affairs, University of Colorado School of Medicine, Assistant Medical Director, CU Medicine</i>  Luck favors the prepared mind, and practices already oriented and resourced towards innovation have been adaptable during the pandemic. Hear from Family Medicine United to learn how being engaged and involved in innovation helps brings the structures, teams, and framework together for innovation and future adaptability during constantly changing environments and realities.	Main Zoom Room	<i>For this session please be prepared to have your main Zoom open, and a browser as well. This presentation will be showing you an online tool called Mentimeter at menti.com and the plenary speaker will walk you through its use. You may be asked to flip back and forth between Zoom and the web browser to interact with the tool, and participate in the session. At the end of the session there will be a question and answer portion, for which you can "raise your hand" using the Zoom function at the bottom of the screen, or the chat.</i>
10:00-10:15	<i>Break: Optional Poll and Activity</i>		<i>Use this time to join the breakout rooms of your choice!</i>
10:15-11:00	<u>Breakout Sessions: Part 1</u>  1. "COVID-19 Just-in-Time ECHO for Primary Care Providers: Innovation driving change" <i>Kurt Cook, MD, Denver Health, University of Colorado, Department of Family Medicine</i>  The COVID-19 Just in Time ECHO for Primary Care series partnership has been working in collaboration with public health, clinical, and pharmacotherapy experts to address issues around COVID-19 and supporting primary care in a time of collective crisis. Learn about the innovations driving change during these uncertain times.	Breakout Rooms	<b><i>Update: Breakout rooms now allow for self-selection!</i></b>  <i>When the breakout rooms open you will see a button at the bottom of your Zoom with the rooms listed, and you may select the room of your choice and join. You may also switch breakout rooms, or leave them and re-enter the main Zoom room.</i>

2. "Case-Based Learning: Innovation and Collaboration to Address Rural Hospital and Primary Care Practice Needs During a Pandemic"

*Lauren S. Hughes, MD, MPH, MSc, FAAFP, Farley Health Policy Center, University of Colorado*

*Benjamin Anderson, MBA, MHCDS, Vice President, Rural Health and Hospitals, Colorado Hospital Association*

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3. "Colorado Center for Primary Care Innovation: Creating the Freedom to Innovate"

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*There may be polls, prompts, and screenshare in your breakout room depending on the facilitator and the topic. Use the chat function if you have any questions. Since these are smaller virtual rooms, and these sessions are meant to be interactive, please keep your video on so you can all see each other. Once the breakout session time has ended the rooms will automatically shut down and push everyone back into the main zoom room.*

11:00-11:45

Breakout Sessions: Part 2

Breakout Rooms

4. "Engagement Strategies for Interactive Virtual Meetings"

*Kelly Mimier, MEd, Education Specialist, Fort Collins Family Medicine Center*

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*When the first breakout session ends, please use the breakout room selection button to switch to the next breakout session, and join your new room!*

discussed during this breakout session will be detailed in a share-worthy document which will be useful when planning future virtual gatherings.

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11:45-12:15	<i>Break to get Lunch: Optional Poll and Activity</i>		<i>If you choose to take your lunch offline and are participating in the afternoon sessions, please be sure to come back to your Zoom screen by 12:10.</i>
<i>Afternoon Discussion Breakouts (Registration and Sign-Up Required)</i>			
12:15-12:45	<u>Innovation Showcase/Lightning Round Activity</u> What’s going on in our programs? From micro to macro innovations. <i>Mannat Singh, MPA, Colorado Association of Family Medicine Residencies</i>	Main Zoom Room	<i>This will be an all participant session in the main zoom room. Please keep your videos on, and yourselves muted until/unless called upon during this activity!</i>
12:45-1:00	<i>Break to Transition to Structured Networking</i>		<i>Use this time to join the breakout room of your choice!</i>
1:00-2:00	<u>Structured Networking</u> : How have your roles changed? What changes have been made in your program, practice, or clinic – what’s sustaining, what was a “triaged” role change? What are you working on in Diversity Equity and Inclusion efforts within your programs and clinics? How does that align (or not-align) with efforts around Covid-19?  <i>Rooms will be divided by role/function/question.</i>	Main Zoom Room	<b><u>Update: Breakout rooms now allow for self-selection!</u></b> <i>When the breakout rooms open you will see a button at the bottom of your Zoom with the rooms listed, and you may select the room of your choice and join. You may also switch breakout rooms, or leave them and re-enter the main Zoom room. This will be self-guided networking. Once you are in your breakout rooms chat amongst yourselves with the networking chat prompts.</i>
2:00	<i>Adjourn: Evaluation and End of Day Poll</i>	Main Zoom Room	<i>After the networking session ends, all participants will be pushed back into the main zoom room. The zoom conference will be left on until 2:30 pm if you would like to hang on to privately chat with anyone. This is also a good time to complete the Evaluation and participate in the end of day poll. Thank you for your continued support, participation, and flexibility during the virtual conversion of CAFMR events, and for everything you all are doing.</i>