

Improving Patient Inreach & Outreach Workshop

Thursday, August 15, 8:30am-3:00pm | [Register here](#) | Materials to be posted on [SNI Link/Data Oakland Airport Hilton Hotel](#), One Hegenberger Road, Oakland, California, 94621

Participants will:

- ✓ Understand how successful outreach for all patients supports improved care delivery and performance in PRIME and QIP
- ✓ Share impactful practices for increasing the accuracy of patient data and optimizing outreach for assigned-not-yet-seen patients
- ✓ Take away implementation steps and lessons learned on outreach practices including centralized telephone outreach and patient portals
- ✓ Discuss and exchange successful inreach processes and practices for optimized planned care
- ✓ Learn current status of patients' digital connectivity and literacy and how to tailor outreach accordingly
- ✓ Practice incorporating patient voice and preference while improving outreach processes

8:30-9:00	Breakfast, Networking & Registration
9:00-9:15	<p>Welcome & Why We're Here Preview workshop, and reinforce the ways impactful patient inreach and outreach supports improved patient care and PRIME/QIP reporting success</p> <ul style="list-style-type: none"> ◆ Giovanna Giuliani, Executive Director; California Health Care Safety Net Institute (SNI)
9:15-9:40	<p>The State of the Digital Divide and Implications for Patient Outreach Understand statewide research around technology use, digital literacy and connectivity in vulnerable populations, and recommendations for health systems</p> <ul style="list-style-type: none"> ◆ Courtney Lyles, PhD, Associate Professor; Center for Vulnerable Populations at UCSF
9:40-11:00	<p>Assigned-Not-Yet-Seen Patients: Data Problems & Promising Solutions Hear processes, findings and next steps from members' experiences completing assigned-not-yet-seen patient outreach</p> <ul style="list-style-type: none"> ◆ Facilitator: David Lown, MD; Chief Medical Officer, SNI ◆ Palav Babaria, MD; Chief Administrative Officer, Ambulatory Services, Alameda Health System (AHS) ◆ Rafael Vaquerano, Director, Ambulatory Integration and Access, AHS ◆ Ivonne Spedalieri, Ambulatory Call Center and Referral Unit Manager, AHS ◆ Shunling Tsang, MD; Associate Medical Director for Quality, Riverside University Health System (RUHS) ◆ Kimberly Bowker, Director of Operations, RUHS ◆ Victor Lucero, Empanelment - Admin Services Analyst, RUHS ◆ Jessica Echeverria, Patient Service Coordinator, RUHS

11:00-12:10	<p>Outreach Implementation Sessions</p> <p>Review implementation considerations, steps and improvements for centralized telephone outreach or patient portals. Attendees will select one session to attend:</p> <p><u>Topic 1:</u> Centralized Telephone Outreach <u>Location:</u> Pacific Room</p> <ul style="list-style-type: none">◆ Meg Wheeler, Manager, Care Transitions Program, UCSF◆ Kristin Gagliardi; Population Health Manager, UCSF <p><u>Topic 2:</u> Moving the Needle on Active Portal Use <u>Location:</u> California Room</p> <ul style="list-style-type: none">◆ Jim Meyers, DrPH, MHA, National Subject Matter Expert, Patient Portal Operations <p><i>Note: for this session, attendees will complete brief pre-work assigned in July.</i></p>
12:10-1:00	<p>Lunch & Networking</p> <p><i>Optional discussion table: Assigned not yet seen work</i></p>
1:00-2:00	<p>Optimizing Inreach for In-Person Visits</p> <p>Exchange current best practices through a peer sharing activity to generate ideas for improved planned care (inreach) supporting effective in-person visits</p> <ul style="list-style-type: none">◆ <u>Facilitator:</u> Kristina Mody, Sr. Program Associate, SNI
2:00-2:55	<p>Patient-Centered Outreach: Designing Ideal Processes</p> <p>Understand approaches and tools for improving outreach workflows to keep the patient at the center of the design process</p> <ul style="list-style-type: none">◆ Ashley Kokotaylo; Health Services Administrator, Contra Costa Health Services◆ Matt White; Finance & Health Plan BI Manager, Contra Costa Health Services
2:55-3:00	<p>Team Time, Snacks, & Closing</p> <p>Recap the day's learnings as a team & and learn about future SNI support</p> <ul style="list-style-type: none">◆ Kristina Mody, Sr. Program Associate, SNI
