CALIFORNIA
Improvement
Network

Subject to change; last updated October 6, 2022.

Priority Areas and Topics	Description	Examples of Technical Assistance
A. **Strengthening foundations**	**Supporting the foundations of all improvement efforts: leading change, strengthening communications, and fostering resilience and understanding within and across organizations.**	• **Learning from a local government health system exemplar:** Unique traits and organizational structure of an exemplar governmental health system (webinar)
1. Driving constant change	Learning and implementing management tools and practices that support the cycle of constant change and emergency responsiveness, align leadership, and decrease chaos.	• **Operationalizing succession planning and leadership transitions:** Strategies and lessons learned from recent HCO/CBO CEO transitions (webinar or workshop) • **Structural changes to develop and implement anti-racist practices and policies** (partner meeting panel or webinar) • **Best practices for anticipating and responding to emergencies and other unknowns** (workshop or training series)

2. Strengthening communications and teams	Acquiring communication practices that build trust and support high staff/clinician engagement and creative problem solving. Developing strategies to strengthen relationships and teams.	• **Developing effective communication across the organization** (workshop training series)
		    o Influence and persuasion – getting things done in your organization,
		    o Communicating up, down, and across the organization,
		    o Collaborating with staff through transitions,
		    o Leading change and getting buy-in, and
		    o Leadership transparency and building a culture of psychological safety
		 • **Working with and through others:** Building effective relationships within and across organizations (workshop)

3. Deepening cross-sector partnerships	Gaining greater insights into the priorities, challenges, culture, and values of stakeholders across the broadening health ecosystem.	• **CIN partner-led sessions** (partner meetings) • **Regional partner site visits with supported debrief meetings**

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B. Ensuring health equity	**Ensuring all Californians have the opportunities and resources to be as healthy as possible by changing policies and practices, removing obstacles, and improving care.**	• **Overview of Medi-Cal Comprehensive Quality Strategy goals:** Department of Health Care Services quality and health equity strategy that supports the Medi-Cal beneficiaries in having longer and healthier lives (webinar)
1. Improving racial health equity	Advancing racial health equity and closing gaps and health disparities through preventive measures and system changes and supports.	• **Advancing American Indian health equity:** History of American Indians in CA, the impacts of genocide and racism on American Indians, how health disparities among American Indians are presenting today, and effective strategies for advancing health equity for American Indians (keynote or webinar) • **CBO and HCO partnerships to advance RHE:** HCOs and CBOs partnerships to advance racial health equity (e.g., understanding race/ethnicity data to build programming for specific populations) (webinar) • **Lessons on data collection:** Health plan and local CBO partnership to gather and improve race/ethnicity data collection (webinar) • **Recognizing patient/client cultures and root causes of disparities:** Learning cultural humility and the root causes of disparities across patient and client populations to ensure equitable and effective care to communities (training)
2. Building anti-racist health organizations	Confronting bias and racial inequities by dismantling racism in health care leadership and structures.	• **Assessing progress in building anti-racist organizations:** CBOs and HCOs approaches and strategies (e.g., staff trainings on implicit bias, developing processes/programs that center equity) to building anti-racist organizations (panel and/or written profiles)
3. Addressing social drivers of health	Building effective partnerships and addressing all drivers of health, including those related to where people live, work, and play.	• **Insights on what's next for social drivers of health:** Current advancements within social drivers of health (e.g., screening/referral with CBOs, data sharing and usage to improve care, performance measurements for interventions) including what organizations are prioritizing and barriers to implementation (webinar) • **Understanding expanded community supports in California and early lessons from those on the ground (**webinar or panel)

Priority Areas and Topics	Description	Examples of Technical Assistance
C. Evolving roles and care models	**Understanding, leveraging, expanding, and improving new and evolving health care roles and care models *with a particular emphasis on behavioral health***	
1. Developing workforce pipelines	Supporting and investing in organizational pipeline efforts to recruit, train, and retain individuals for roles that support health improvement.	• **Learning about health care and community-based organizational pipeline efforts:** Federally qualified health center and CBO build and run in-house pipeline programs (panel or webinar or written profiles) • **Developing partnerships as a pipeline strategy:** Examples of how HCOs and CBOs are partnering to develop behavioral health workforce pipelines to meet population needs (panel or webinar or written profiles) • **Learning about efforts to redeploy staff to meet emergent needs** (webinar) • **Learning creative strategies for retaining your workforce:** Creative strategies from HCOs and CBOs for retaining staff from across the organization (e.g., from frontline to leadership) (webinar)
2. Leveraging new and evolving roles and models	Understanding and better leveraging new and emerging roles and models in health care to better address unmet needs of patients.	• **Community Health Workers and Medi-Cal reimbursement:** CHWs utilization across the health ecosystem and early lessons in this evolving role (webinar series) • **Meeting the workforce demands for health and other direct services:** Learn how HCOs and CBOs are developing and integrating new roles (e.g., CHWs, doulas, para professionals) to meet community needs (webinar series) • **Learning how systems are collaborating and integrating to better service community needs:** Managed care plans, county behavioral health departments, and CBOs are partnering and integrating services to better serve Medi-Cal patients (webinar)
3. Expanding community-based health care	Exploring and leveraging access points to health care that bring health care to where people are, for example mobile clinics, faith institutions, schools, streets, and other community gathering locations.	• **Building from Covid-19 partnerships and frameworks:** Communities are leveraging cross-sector pandemic response networks to improve care more broadly (partner meeting or webinar) • **The next era for mobile and/or street medicine clinics:** Exemplars share how they are expanding mobile/street medicine efforts to increase effectiveness and access outside of the HCO and CBO walls (webinar)