CalHIVE Brief: Integrated Technical Assistance

The CalHIVE (Health-Impact-Value-Engagement) Network, is a two year improvement collaborative operated by the Purchaser Business Group on Health's California Quality Collaborative (CQC) aiming to improve virtual care for Californians with diabetes or asthma. Participating organizations reach across California's Central Valley and Inland Empire and include independent practice associations, managed services organizations and Federally Qualified Health Centers, representing over 1300 clinicians. CalHIVE builds on CQC's successful history leading impactful, responsive improvement collaboratives that offer participants a range of coaching and educational opportunities, described below.

Tailored Participant Support

As participating teams operate in centralized roles rather than providing direct clinical care, CQC employs a train-the-trainer approach. Technical assistance is tailored to best serve participants' goals and provides the opportunity to implement improvements rapidly across a large network of clinics and providers.

Integrated Technical Assistance

CalHIVE teams receive three integrated pillars of technical assistance including: individualized coaching support, engaging and impactful learning activities (including skills training, virtual expert presentations, peer sharing and site visits) and data insights and analytics.
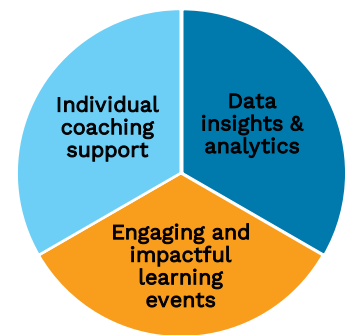
Individual coaching support All participants receive support from a CQC staff lead experienced in leading quality improvement in the health care delivery system. These improvement advisors serve as one-on-one coaches throughout the duration of improvement collaborative, providing technical skill-building, strategic consulting and matching teams with external resources.

In CalHIVE, improvement advising kicked off as any strong quality improvement project should: setting a SMART aim statement.

Given the focus on virtual care, coaching sessions have included an assessment of care team roles and responsibilites for telehealth visits, support for launching a mobile health unit and optimizing care team huddle agendas.

Regular meetings between participating teams and their coach are collaborative spaces for teams to review data trends, brainstorm ideas and track progress on Plan-Do-Study-Act (PDSA) projects and dive further into concepts and tools presented in the learning events.

Engaging and impactful learning events CalHIVE's learning activities include both virtual and in-person events supporting the program's curriculum, based on the [10 Building Blocks of Effective Primary Care](#).

Learning activities include:
- Interactive program webinars with expert faculty presentations and team breakout sessions
- Collaborative peer sharing and networking venues
- Exclusive virtual site visits with organizations leading the way in virtual care
- Robust, curated program website including templates, tools and videos
- Impactful and engaging workshops and in-person trainings (starting late 2021)

In CalHIVE, key curriculum areas include telehealth operations, care teams for virtual care, patient partnership, telehealth sustainability and measurement and population management.

All teach, all learn philosophy
To continuously provide learner-centered, impactful events (virtual and in-person), CQC embraces Dialogue Education, a participatory learning design methodology created by [Global Learning Partners](#)

Data Insights & Analytics Each quarter, CalHIVE participants submit practice-level data on a set of measures related to diabetes and asthma. Results support participants' improvement work and identify successes and areas of opportunity. After validating the data, CQC staff analyzes organization and network trends. Insights are available in a self-service Tableau-based analytics platform, used by CalHIVE teams and their CQC improvement advisor to track success and identify improvement areas.

For CalHIVE, measures of focus include four diabetes measures, one asthma measure and emergency department utilization.