

JSI RESEARCH AND TRAINING INST

Moderator: Reesa Webb, Project Director, FPNTC
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1:00 p.m. ET

Operator: This is Conference #37178255.

Operator: I would like to welcome everyone to the Support for the Road Ahead: The Family Planning National Training Center Call.

All lines have been placed on mute to prevent any background noise. After the speaker's remarks, there will be a question and answer session. If you would like to ask a question during that time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key.

Thank you. Sue Moskosky, Acting Director of the Office Population Affairs, you may begin your conference.

Susan Moskosky: Thank you (Jacqueline) and thank you everybody for joining us this afternoon for what we believe is really cutting edge information that we want to share with you about the new Family Planning National Training Center. So can (I have) the first slide please? Next slide please?

OK, let me just go ahead and start talking and maybe the -- maybe it's going to take a little bit of time to catch up with me, thank you. So, I just want to first start out by again saying thank you for joining us this afternoon but also to just talk with you all a little bit about the fact that I know that these are uncertain times, that there's a lot of anxiety out there as we're moving forward into a big transition very, very soon.

So I think, you know, we all feel it. We are all very aware, but I think it's especially important in times like these that we keep our eye on the objectives and missions of the program, the people that we all serve out there and realize that the services that you all provide are really what's the important thing and we need to make sure that we're doing the best of all possible jobs right now of providing the best possible services and moving forward with the work that you all do so well.

So, the Family Planning National Training Center when we first started talking about the new Family Planning National Training Center, we have high hopes just as we did then and we realized that things are changing, things will be changing over the next year. And that even if we have to make some changes or maybe have to do some things a little bit differently than what we had originally envisioned, that we'll still be able to do a very quality job, and that this new FPNTC approach not only will help the grantees to better support their Title X family planning network, but it also will really strengthen the network as a whole.

And I think strengthening the whole Title X program and it's really an investment in all of our futures. And it will also offer some stability, some areas for us to really focus in on how we can best help our own networks and how OPA can help support you as we move forward through this. And so, we're really truly excited about the work of this new Family Planning National Training Center.

I think it really provides some unique opportunities for us regardless of what the political environment looks like. So, I just want to encourage everybody to really keep your eye on the future, keep your eye on the ball in terms of where we're all really trying to go. We really think it's going to bring a cutting edge training and health systems improvement approach to the entire Title X community.

And also align us with global efforts to improve health systems but tailored to the specific needs of the Title X community. Also, this approach is integrating the most current evidence-based approach is drawn from

implementation and improvement sciences and it will give us a shared language, so we can communicate more effectively with each other and with other health systems both here in the U.S as well as in other countries.

So, the FPNTC's approach recognizes the central role played by the grantees in supporting the sub-recipient, service site, and provider levels within each grantee network, realizing that every grantee structure is a little bit different. And so the focus is on helping the grantee to help support their network by OPA helping to support grantees. So, we want to know what grantees need from us in order for them to be able to do their jobs better in supporting their network.

And I realized on the call this afternoon, there are folks beyond grantees, so we do have some people at the service site or sub-recipient level and we're happy that you're joining us as well today because it's important for all of you to understand how we can all move forward together. And we think that because everybody ultimately is going to be benefitting from FPNTC's work.

So as background, there were a group of about 12 to 15 grantees that help us to develop the framework that you're going to be hearing about but there's a lot more work that still needs to be done to finish this work and to keep it relevant over time. And we hope that all of the grantees will consider getting involved in this and you'll learn more on the webinar today about some opportunities to be able to do that.

So again, just a quote from Rebecca Solnit that I think really speaks to kind of where we are right now and -- and the uncertainty of the time. And it says that, "To be hopeful means to be uncertain about the future, to be tender toward possibilities and to be dedicated to change all the way down to the bottom of your heart." And I think that this really illustrates how -- how we feel here at OPA and we really are dedicated to helping you all to the extent that we are -- are humanely possible, all the way to the bottom of our hearts.

Because, we know that you all need support now more than ever, so we've intentionally designed the new FPNTC to work closely with you and bring you that support, so OPA and the FPNTC working together. So in the summer of

2016, OPA awarded a new cooperative agreement to JSI Research and Training who partnered with the University of North Carolina at Chapel Hill and its World Health Organization Collaborating Center for Research Evidence for Sexual and Reproductive Health.

And UNC is also home to the National Implementation Research Network or NIRN as it is known which is the key part of this partnership. So, we're pleased -- pleased to introduce the support from JSI's nearly four decades of work with Title X which you all -- many of you have worked with JSI (in other) capacities. And their work will be further enhanced by their partnership with UNC and its global reputation for implementation and improvement science.

So, we know training often is not sufficient for accomplishing change and improvement, especially systems improvement and implementation and improvement science go to this next level of providing the support needed to accomplish system-wide changes that grantees would like to make and that can't be attained through training alone. So, we think of our partnership as value added and the support that you -- that you're used to will be provided through FPNTC and the implementation and improvement sciences added on to better support you in reaching your goals.

Also, I just want to remind folks that the Clinical Training Center for Family Planning continues to be funded and is a partner to and part of the overall FPNTC structure and we'll be hearing from them a little bit later in the year. I think one of the things that we're thinking about is having a series of Webinars whereby we're providing -- or providing you with updates periodically of where we're going, what training and as we move towards further fleshing out the structure that you're going to be hear about in just a minute.

So, I'm going to turn it over now to Reesa Webb, who's going to talk more about the new training center. So Reesa?

Reesa Webb: Thanks so much Sue and hi everybody. I'm Reesa Webb and I have the privilege of being the director of the Family Planning National Training Center as we fondly call it the FPNTC. And for our agenda today, we like to bring

you up to speed on our systems improvement approach that Sue is talking about and the support that we're going to be providing for you this year.

In addition, we'll talk about ways that you can get more involved in improving Title X services and contributing to the FPNTC's work moving forward. So now, I'm actually going to turn it over to my colleague, Dr. Bert Peterson from UNC and he is going to give you a bit of explanation on how we're forging ahead with systems improvement and hopefully ending up with strengthening the network that Sue mentioned.

Herbert Peterson: Thank you Reesa and hello everyone. I'm Bert Peterson from UNC and I'm the Director for Implementation and Improvement for the FPNTC and a pleasure to be with you here today to share our efforts with JSI on the FPNTC. And to get started on the system improvement journey, I wanted to share the model we used. It's the simple but very powerful problem solving why, what, who, and how model.

The why is about purpose and our purpose is, as Sue outlined it so beautifully, is to improve the Title X system, to reach better outcomes and continuously improve the quality of family planning services. The what is about the activities needed to improve the system and we refer to these activities throughout the Webinar as improvements for changes.

The how is about our approach to the design, development, implementation and continuous improvement of these activities and the who is about who is involve in this effort, how they're connected and how they can best be supported and that's our goal with the FPNTC. Now another way to look at this graphic is -- is to see it as a marksman target and to see the center, the why is the bullseye.

The why in the big picture is our mission and we work hard together to assure that we're doing the right thing and that our efforts on this front are based on our best science with the evidence-based guidelines like QFP or other science driven efforts to make sure we're right on target. But we -- and this applies to public health across the board have not to date been a science-driven when it comes to how to get this done, how to implement

what we determine as the right thing to do and how to improve it once we have.

And this is at least in large part because the disciplines to support this work, the implementation and improvement science are relatively new and they're rapidly evolving. Our guiding principal is to consider systems changes but with the new way of thinking given the changing environment that we're living in and as a means for affecting that change.

And this means we have to have in mind as we start this journey together the need for maintaining some flexibility in determining the improvements or the solutions we take on. As Sue mentioned at the outset we're -- we're likely to see some changes and while simultaneously considering this, using an approach that is science-based, that integrate these improvements and solutions into our daily work.

And on this front, the disciplines of implementation and improvement science are going to help us and we'll do so while supporting a do-it-together, co-creation approach and the disciplines these two will help us to bridge the gap between science and practice. That every present science to practice gap by offering the tools we need to help us operationalize guidelines or interventions, to improve performance and to identify systems and organizational improvements needed to sustain these changes.

And implementation and improvement sciences are the value added that will help us to determine in addition to training the level of support needed to help make improvements and changes happen and be sustained. So how did the journey start? This will (need) the next slide here. How did the journey start?

For the past two years, OPA has been working with the group of grantees, (NFPRHA) and the former National Training Center for Coordination and Strategic Initiatives as well as UNC to develop a Title X improvement strategy and to determine the systems as well as the behavioral changes needed to implement it. In support of this work, the WHO, World Health Organization

building blocks framework, which is to (begin) determining the improvement strategies, again the what.

And decide based on the activities who, the who, needs to be involved in these activities, what their roles and functions are and how these functions can best be supported. And how were the building blocks helpful? Well, the building blocks seen here in blue described the six-core components of effective health systems. Leadership and governance and health information are systems related and cross-cutting.

Finance and health work force are inputs of the health system while service delivery and medical products are the immediate outputs of the health system. The use of the building blocks has served us very well at least three areas. First, it helped us to promote a common language and understanding of what a health system is which in turns is very important in determining what capacity the system needs to have in order to function effectively.

And second, it has and will continue to help the Title X community to determine its systems improvement priorities, again the what. But specifically, it's helped us to see what block and what priorities within the block we need to focus on given the interrelationships of the functions within and across the blocks, the context in which they exists and what we're trying to achieve.

And third in the process of determining the improvements and priorities, the framework has provided the means for identifying gaps in the support being provided to the grantees. And then next with the help of the grantees, the WHO Health Systems Framework was adopted to the Title X context, and seven strategic areas of system improvement. You could see these in the purple boxes were identified.

And these are leadership and management which involve efforts to help grantees manage change and response to internal and external influences, standards of quality which involves setting a standard of care and supporting implementation of that standard such as strengthening implementation of QFP recommendation. Financial sustainability which includes efforts to help

grantees understand their financial health, how to sustain it by diversifying revenue sources, how to develop sound administrative and financial practices and how to strengthen income generation efforts.

And training and education, the support enhancing the skills and knowledge of the Title X work force by providing implementation and improvement support. Now as we -- as we work on the priority, strategic areas, we need to figure out how to assure that the improvements we make will be effective and how they will be sustainable. But, the figure we're looking at here illustrates the approach the FPNTC and the grantees and their networks will take together and this is on the next slide here. We'll need the -- the next slide.

Reesa Webb: The next slide will be up in a second, the internet is just taking longer than we anticipate.

(Multiple Speakers)

Herbert Peterson: Here we go. As we work on the priority, strategic areas, we need to figure out how to assure that the improvements we make will be effective and -- and this is key sustainable. So, the figure we're looking at here illustrates the approach, the FPNTC and the grantees and their networks will take and we can see these in the green boxes in order to achieve the improvement sought in each of the strategic areas, again the purple boxes.

And it's abundantly clear that the grantees must have continuous input and involvement in the FPNTC's work at every level to ensure that the improvements reflect the realities of the field and that the FPNTC support truly meets grantees' needs. So with your help, we will determine the vision, improvement goals, and activities for each strategic area.

We will identify roles and functions through which grantees can best support their networks, identifying competencies and measures to help grantees gauge their networks performance in each area and make data-driven decisions to fulfill training and support needs, will develop and package training in alignment with the grantee identified measures and

competencies. And finally in addition to training, together we will identify how best the FPNTC will support the implementation of these improvements.

Now we -- we talked together about a do-it-together approach, co-creation and your involvement in the work we do together. And a group of grantees is already been a central on this front, especially in understanding the context in which you're doing this important work, work that we're going to do our very best to support.

And the group of grantees met three times over the past two years and helped us to adopt the WHO building blocks to the Title X context that determine the overall grantee roles and supporting the subrecipient and service site levels within their networks and determine the support they need from OPA and the FPNTC to fulfill their roles. The grantees and the group represented key organizational structures including state health departments, Family Planning Councils, Planned Parenthood and Federally Qualified Health Centers.

And now I'm going to turn it over to Melissa Weiler-Gerber, who participated in the group, so she can tell you more about what we did together. Melissa is the President and CEO of AccessMatters and we're so grateful she's here with us today.

Melissa Weiler-Gerber:

Thanks so much Bert and hello everyone. I'm Melissa Weiler-Gerber from AccessMatters in Philadelphia and some of you may have known us in the past as the Family Planning Council. We've been a Title X grantee for Southern -- Southeastern Pennsylvania since the inception of the program and despite our small geographic footprint, we're one of the largest programs in the country based on a concentration of population, poverty and need in the greater Philadelphia region.

In partnership with our network of providers, we serve over 100,000 clients per year in our program and our network is extremely diverse with representation from large academic hospitals to small community-based

organizations to Planned Parenthood, Federally Qualified Health Centers and non-traditional settings like homeless shelters, juvenile detention centers and (area) high schools.

I've been really honored to represent AccessMatters and to serve as the official representative of the Family Planning Councils of America to this planning process. And I want to acknowledge AccessMatters Family Planning Director, Marie McClay, who has also contributed to this expert workgroup and who is one of the number of clinician participants who really added a critical perspective to this work. Next slide please?

All right, I'm going to keep going. So as Bert mentioned before, a group of grantees met with OPA to help define roles for grantees across the strategic areas. And I will confess that when we were first introduced to this framework it felt very academic, even a bit theoretical to us and some of you may be having that feeling right now and what I would say is hold tight and trust.

We hope that we represented you well in terms of really emphasizing the need for practical application of these ideas, to help grantees and subrecipients with recurring challenges and emerging challenges to lead an effective and efficient Title X program and I believe the OPA really heard and respected this feedback throughout the process. And I think it's reflected in the types of roles we agreed upon for grantees which involved leadership, communication, management, competency development, performance monitoring and improvement in systems change.

We prioritized financial sustainability as the first strategic area to build out. We did this even before the election. I think we feel even more solidly about that choice to -- to begin our work post-election. So, the work began on this particular piece around financial sustainability literally days after the election.

So, we emphasized the grantees even further, the need to be as practical and focused as possible, recognizing the grantees and subrecipients have limited bandwidth right now for any trainings, tools or initiatives that don't directly

translate into preservation of program and care in a highly threatening and volatile environment, in the absence of a clear definition or framework for financial sustainability in the Title X context, especially in this very new political environment.

The working group focused its efforts on determining the essential roles and functions needed for financial sustainability regardless of context. And we determined that as our own Title X context becomes more clearly defined in the coming weeks and months, we'll further refine what financial sustainability looks like for this block of this framework for our program, such that new and different roles might arise for us as grantees within it.

And OPA is going to be looking for continued grantee involvement and input for this next stage of the work and I really encourage you to get involve and make your voice heard to make this as relevant as possible to your work. So, on this slide you will see the early stages of the build out of the financial sustainability block and you'll see that we've taken some steps to identify basic vision and improvement goals and to sketch out what the grantee roles and functions might be in this area to begin this work.

The competencies and standardized measures have yet to be mapped out and really need your input and continued involvement to determine what they will be and how often they should be updated. It's been clear to me from my involvement with this work over the last two years that OPA has really listen to feedback, positive and negative from grantees and subrecipients about what worked well and what needed to be improved upon from the last national training center model.

The disconnect between offerings and the experience of folks on the ground running programs was emphasized by grantees at the meetings. And OPA then and now and to the new FPNTC partners really have heard that feedback, have listened to us carefully and are very committed we feel to ensuring that this FPNTC meets grantee and sub-recipient needs, something that's more important than ever given the political attack on our work.

So, there's still a lot of work to do. FPNTC wants to develop training packages and implementation support to accomplish the vision and improve the goals in each strategic area and it's going to be working with grantees to identify competencies and measures that will be useful to all of us in monitoring our network. So to ensure that what they developed is a relevant and meaningful to you, I will say again that I really hope that you will get involved and provide feedback and can attest to the fact that I feel like it has been greatly valued and has improved the process to this point.

I've been extremely grateful for the open exchange and responsiveness to feedback from the field, to every step of this process to date. So, I know that OPA is genuine in saying that your feedback is sought and welcome to, so I'm going to turn it back over to Bert who will talk about two particular opportunities for grantees to get involved moving forward. Bert?

Herbert Peterson: Thanks Melissa. It's been great doing this with you. We talked about the value added of the FPNTC in terms of using implementation and improvement science methods and tools to affect system change and also engaging grantees and co-creation of the improvements needed and providing feedback as we go. And the grantees will be engaged through -- at least two structures that we envisioned having in place soon.

The leadership council and the strategic area teams and first the leadership council and -- and this will start with the representative number of grantees and staff from OPA and the FPNTC including the clinical training centers as well as other key family planning stakeholders. And intent of the leadership council is to assure representation of key stakeholders, most especially the grantees and all the FPNTC activities to ensure the relevance and applicability to the field for all our training activities and support.

The leadership council will engage the larger family planning community in providing feedback on their improvements that we've been discussing and determining it and how to do that best and supporting the grantees and realizing the changes we've been talking about. And we'll have an application process for the grantees who are interested in being part of the

leadership council and these will be available at fpntc.org, our Web site, on Tuesday, January 31st.

Now next, the strategic area teams will be comprised of the grantees and based on the interest and knowledge and experience in specific strategic areas as well as staff from OPA and the FPNTC and content experts. The main goal of the strategic area team is to continue the work of building out each of the Title X strategic areas as we started to do with financial sustainability, to determine the competencies and measures needed and provide the input to the improvement strategies and training packages.

And applications to join these teams will also be available on our Web site on January 31st and now back to Reesa.

Reesa Webb: Thanks so much Bert and actually before I get started on this slide I just wanted to remind everyone that if you have any questions which I'm sure you do, there's a lot of new information in here, feel free to chat them into the chat box and we will answer questions at the end of our presentation, those on the phone and chats. But if you want to make sure you get your questions in, feel free to chat them in.

So getting back to our goals, how will all these -- we just explained to you, inform the FPNTC's work going forward and how does it translate into our goals for the coming year. So, we have (five) goals that we hope to achieve as the FPNTC. First, we want to use the adopted WHO framework that Bert just went over, implementation science and the evidence to drive the Title X system improvement that Sue mentioned.

We also want to build a knowledge management culture and infrastructure to empower and support grantees and your network of subrecipients on sites in each of those strategic areas that Bert went over. And this involves helping you to actively share information with each other as well as contribute ongoing contributions to the knowledge-based.

Our third goal is to develop and implement an annual training plan that is responsive to your needs. As we stated earlier, we see our FPNTC

partnership as really being value added continuing with the training that you're familiar with but also figuring out the implementation support needed when training isn't sufficient for accomplishing the system's change needed to ensure effectiveness and quality.

Goal Four is to monitor and evaluate FPNTC services and use the results to continuously improve our effectiveness to support titles and grantees and their networks and Goal Five is to manage the FPNTC and collaborate with relevant stakeholders to achieve our objective.

So, there are obviously a lot of players in the family planning world and we want to make sure that we're collaborating appropriately since we all have the same goals in mind. And of course this would include engaging and working with the leadership council as well as the strategic area team that Bert just talked about.

Now, I'm going to turn it over to (Ann Loeffler) who I'm sure a lot of you are familiar with. She's the FPNTCs Knowledge Management and Communication's Lead and she's going to talk more in depth about some of the activities that we plan to meet these goals.

Ann Loeffler: Hi everyone, this is (Ann Loeffler) with FPNTC and it's exciting to see so many familiar names in that attendee list. It's a real honor to be here to talking with you today about what we have planned for year one with the FPNTC. You know, as Bert mentioned, knowledge management really underpins the success that we're hoping to have together with you and improving the Title X system in those Title X strategic areas so those purple boxes that Bert was going through. So, to that end, I'm going to fill you in on some of the things that we've done and are doing and then also our plans for moving that knowledge management system area forward for everyone.

So, if you go to the Web site now, you'll see that it has a new look and hopefully you'll have an easier time finding things. We've done some changes to the background functionality of the Web site to make the search box a little bit easier. So, a lot of this really short-term changes we've done to the Web site or just tweaks that things that we knew that we're creating

issues of finding -- helping people find things on the Web site. The longer term we really plan to redesign the entire site to make it easy for you to know about what resources are on there and then to find those resources for your network and really aren't going to do that without your input.

The only way we can make those design usable is to have involvement from the field and part of that approach is really based on user center design principles that, you know, many of the applications you commonly use like Google and Amazon, those applications are based on user experience and user center design so that's really the approach that we're intending to take, so in order to do that, Bert had mentioned strategic area team. So, we'll have a strategic area team for knowledge management and that team will help drive kind of how those changes got made to redesigning the Web site, so we'll be recruiting for strategic area team members as we look to the redesign. So, we also plan to enhance the way you access online resources from FPNTC Web site.

So, in our years of working on the training center, we know that often grantees need ways that are data-driven ways to identify what training needs you have, what held or prioritizes training and then just to be able to deploy those training resources to the field and then have ways to know whether a training was completed or not. So, we have felt that you need a system to help you manage knowledge throughout your network, so we intend to enhance the FPTNC so that it can really be transformed into a knowledge management system for you so that you can have support in developing training plan and track participation based on your top priorities for improving family planning in your service areas, so again this is all going to be developed with your input and we're really excited to move that forward.

So, in addition to transforming the Web site into an online knowledge management system, we'll also be starting work in supporting you with financial sustainability. So, as Melissa discussed of the grantee group that UNC worked with shows financial sustainability as the priority strategic area for focus on year one and we know that's an important topic to anyone working in healthcare especially in Title X, so we plan to establish a strategic

area team for financial sustainability and that group will include grantees as well as subject matter experts.

And as Bert discussed they'll be working on finishing out identifying what are the rules and functions of the grantee and financial sustainability and then what are those key competencies needed to accomplish those roles and functions. So, that group will also help identify measures to help grantees gave their performance and their network performance and financial sustainability. So, as part of this effort, the FPNTC will be inventorying and packaging resources so that it aligns with those strategic areas and those performance measures that the strategic area team will be developing. So, in bundling these resources, we hope that it will be easier for grantees to be able to identify and use those resources on the Web site.

So, that kind of wraps up what we're doing with knowledge management. I'm going to turn it over to my colleague, (Katie Saul) who is our training lead. She's going to talk about some of the activities that we're going to be doing to support the field and financial sustainability as well as our planned activities for support in other areas, so (Katie)?

Katie Saul:

Great, thanks (Ann). So, the training centers I've heard a bit of feedback in the past that more advanced training is needed and to build on some of the more basic training that already exist on the FPTNC Web site, we're going to offer three learning collaborative this year and as many of you know, learning collaboratives are a really great way to learn from each other's experiences, to move the needle on performance measures and close the gap between evidence based practice and what's really happening in -- at the clinic.

So, we're currently accepting grantee application for our contraceptive access learning collaborative to improve performance on the new contraceptive care measures that were just endorsed by NQF in November and the application deadline is actually this Friday, so if you're interested please check fpntc.org after the Webinar for more information and to access that application. We're also planning to have a learning collaborative to improve Chlamydia screening which we're expecting to startup in March and

in February we're going to launch a financial sustainability collaborative to improve performance on key financial measures.

And then related to financial sustainability, later this spring, we'll continue to provide support for our clinic efficiencies and we know that clinic systems and operations largely drive issues around patient volume and productivity. And then there's a number of new contraceptive counseling training resources including a five-module e-learning course on quality contraceptive counseling which was just released and a toolkit for training staff. So, related to those, we're interested in learning about how you're using them with your networks and really be looking to you for input on how best to support your training efforts as grantees.

So, on today's Webinar, we've talked quite a bit about implementation and improvement science and as we said we know that it's really difficult to overcome some of the barriers to change, so implementation and improvement science is a growing discipline as you've heard today and it has evidence based approaches to accomplish system change and while we're using this approach with the FPNTC, we also want to make sure we provide you with some resources on systems change as well. So, this year, we're going to offer some easy to use tools to support your understanding of these -- sorry, to support your understanding and use of these approaches.

So, I think at this point now, we're going to take your questions. So, as Reesa said earlier and as we said at the start, please feel free to chat this in to the chat box and operator is also going to give you some instructions if you prefer to ask questions over the phone, so (Jacqueline)?

Operator: Certainly, at this time, to remind everyone in order to ask a question over the phone, please press star one on your telephone keypad.

Again, that is star one on your telephone keypad.

Ann Loeffler: And it doesn't look like we have any questions through the chat but if you would like to ask a question, please either chat your question or press star

one to get in the queue for the operator. Operator, do we anyone in the queue?

Operator: Not at this time.

Again, if you would like to ask a question, please press star one on your telephone keypad.

Ann Loeffler: OK, yes we have one question. Is the implementation 101 information available on the Web site now and the answer to that is not yet because we're actually tailoring it to the Title X community and Bert or Joumana (UNC) would you like to say anymore about that?

Joumana Haidar: Yes, sure. The way that we're going to this is we're going to work again with the strategic area team that will focus on the workforce development to help develop the resources needed for the workforce. One of them is tools and implementation and improvement that are tailored to the airtight of the context.

Once we have the strategic area team, we can start doing this work. For now, we have at least went through the resources that we have on improvement and implementation and felt that those are good to start with, but again the process of contextualizing this to Title X is going to start with the strategic area team after we have the application out and we start recruiting folks to help us with this.

Ann Loeffler: Thanks, (Joumana). And just so everyone knows, we'll be posting the archive recording and slides for this presentation at our Web site. Another question, how will the collaborative groups meet? So, I believe this refers to the learning collaborative (Katie) that you are talking about. Many state agencies have restricted travel, will there be any in-person required meetings and (Katie), do you want to respond to that?

Katie Saul: Sure. So, in the model that we've used in the past which is based on the Institute for Healthcare Improvement's breakthrough series model, our collaboratives do include a face-to-face meeting to kickoff the learning

collaborative and we try and get at least one representative from the grantee as well as the participating service site at that meeting.

We provide a lot of kind of foundational concepts and action planning during that meeting and the rest of the learning collaborative will be through monthly virtual learning session, so it will be a -- there will a connect actually for the most part. That said, we do understand your concerns about state restricted travel.

We've been able to work with health departments and some other agencies who have had difficulties in the past to make sure that you all get paperwork and other information that you need well in advance to help get those to the proper channel, so please don't let that discourage you from applying just let us know and we'll see what we can do to work it out.

Ann Loeffler: Thanks, (Katie). And we have another question. Can you describe the time commitment that people need to make to join the council so that's I think the leadership council that Bert was referring to or the strategic area teams and when are they going to start. So, Reesa, do you want to answer that?

Reesa Webb: Sure. We are actually in the process -- I'm so sorry, I think I was on mute so I'm repeating myself sorry but we are having -- we're putting together applications for both the leadership council and the strategic area team for a financial sustainability right now. Those applications will be ready by the end of the month and so all those details will be worked out by the end of the month.

At this point, (but can you hold me to it) so leadership -- we're thinking that the leadership council would probably meet on a quarterly basis. The strategic area team for financial sustainability would meet more often and they would do more of the (operationalizing) of what the leadership council puts together but all that will be available by the end of the month when we put the application for you all to respond to -- for the grantees to respond to on our Website, so those details will be available within the few weeks.

Bert did you want to you add anything?

Herbert Peterson: Hi, I think you said it very well Reesa. One of the things that may be helpful is that the leadership council and the strategic area teams are going to be working closely together, so the leadership council is mostly working at the 30,000 foot level -- strategic level and conceptual level, so it's really -- it's going to be the means by which we can align our efforts together and make sure that they're on target again with that march mans target as a metaphor, so now we're doing the right thing the right way.

The strategic area teams are going to surf to build out each of this strategic areas the first financial sustainability in a way that translate this conceptual into operational and so it's the on-the-ground group that does the work to generate our understanding about how to make this real and (serviceful) and so the two will interrelate.

The workload we predict will be substantially greater for the strategic area teams although both of them are going to -- the substantial time commitments and as Reesa said we'll detail this specific roles and responsibilities when we had sent out the applications, but that's in a nutshell sort of how these two groups are related.

Reesa Webb: Thanks, Bert and I also see Lisa that you asked when they're going to start and I don't think I answered that or I did when we were on mute...

(Off mic)

Reesa Webb: ...but we're expecting to hopefully start them in late February.

Ann Loeffler: Thanks Reesa and Bert. So, the next question relates to the learning collaborative that (Katie) discussed and the application for the contraceptive access learning collaborative is available on our Website and (Caitliu) just chatted out the link to everyone and then similarly as we roll out additional learning collaboratives, those will -- those applications will also be posted on the Web site and we'll be advertising them as well in our e-Newsletter so please sign up for that if you have already and then if you just go to the Website and there's a learning collaborative application open you'll be able to see that front and center in the Web banner.

And I also just want to just to say in general about the learning collaboratives, they really are an evidence-based approach based on the Institute for Healthcare Improvement's breakthrough series model that really does try and spread innovative approaches and, you know, we've been very successful with the Title X community and using this in the past.

We understand that training can't be a lot of just Webinars and this learning collaborative really provide that space for people to come together and learn from each other as well as from subject matter expert so that they can actually learn something and go back and apply it in their work and then come back together in an iterative way that builds everyone's understanding and knowledge.

So, we have another question about the learning collaborative, one is can you describe more about the clinic efficiency support sessions and how do they work? So, (Katie) do you want to answer that one?

Katie Saul:

Sure. So, as I said we're hoping to do this probably later this spring and I think, you know, what we had in mind was we had the training centers had released a number of clinic efficiency related resources last year including clinicefficiency.com which is a pretty comprehensive dashboard that allows you to track patient experience, productivity and clinic flow.

And we also released some guides to help you use that and to help you monitor clinic efficiency at the site level and I think what we had in mind was offering some online sessions where folks could log-in and we could provide some facilitated discussion and more guidance around using those tools, learn a little bit more about how you're using them so that we can help you sort of implement some of these system changes in alignment with what we've been discussing today but to really just take that one step further and help you -- help you use those.

Ann Loeffler:

Thanks, (Katie) and, you know, I think it would be important to note what's different about the training center now and it's really that a lot of the -- a lot of the work that we're going to be doing is really underpins by input from the field and so while we have these ideas of training activities based on our

experience and working with you over the past several years we really want this new approach to be driven by what the field is saying that they need, so the way we're going to be doing training is really going to be driven through the strategic area teams as well as other -- the leadership council and these other avenues that we're establishing so that that -- we're really being responsive to what the field needs rather than kind of serving up what we think the field needs and seeing what the uptake is, so really trying to involve the field from the outside is our intention.

So, at this point, we'll see if there are any questions on the phone. Operator, do we have anyone in the queue?

Operator: There are no audio questions at this time.

Ann Loeffler: OK. Well, it looks like there might not be any more questions on the chat either so...

Reesa Webb: There's one.

Ann Loeffler: Oh, there's one more. If I can't participate on one of the groups, is there a way for me to provide input, Reesa?

Reesa Webb: Yes. We -- as (Ann) just mentioned, we really want to hear from everyone and our Website is very -- we're hoping to make the Website interactive and we would like to hear from you directly if you don't want to participate on a group and I would encourage you all to feel free to contact us at the FPNTC either by phone or by e-mail and we'll be happy to listen to you and take your input.

There are hopefully going to be a myriad of opportunities throughout all the strategic areas for you to hone in on what you're interest in -- interested in and provide input through that arena as we mentioned but obviously if that is too intense for you we'll be happy to hear from you directly.

So, I don't -- I'm not sure that our e-mail is on here but you always know how to get a hold of us and I think (Caitlin's) going to chat out my particular e-mail

if you like and I can point you in the right direction throughout our whole team.

Ann Loeffler: Thanks, Reesa. So, the structures are really -- the leadership council strategic area team are really more formal mechanisms but we welcome informal input as I know I talked to many of you in the field that are completely comfortable with informal input and so we welcome that very much as well and (Caitlin) just chatted out our e-mail address if you have input that you'd like to share and then we have another question from the chat asking about the leadership council and whether there's a maximum number of participants for that council, Reesa?

Reesa Webb: We are hoping to make the leadership council 15 to 20 members, so it can get its work done as you all know with it gets too large it will be -- will be and folks won't be able to attend all the session; however, we're hoping that the majority of those 15 to 20 will be grantees.

So we're expecting, I would say, probably around 10 grantees on the leadership council and we are going to rotate that membership so we're going to have two and three-year term so that if folks are interested it will give an opportunity to many folks to get on the leadership council throughout the next few years.

Ann Loeffler: Thanks, Reesa. I'm just going to do one more quick check with operator to see if we have anyone in the queue for our phone-based question.

Operator: No, we do not.

Ann Loeffler: OK, great, last chance for our chatted questions. OK, so I'm going to turn it back to Sue, she's going to tell you about some the activities that are coming up in the near future, so Sue?

Susan Moskosky: Thanks (Ann) and thank you everybody for a great presentation. I just wanted to make you all aware of a couple of exciting things that are coming up very soon and one of those is Webinar next week to actually talk about and hear about FPAR 2.0 and where we are -- where we're going and how far

we've come so you'll be meeting the new team lead for the project as well as seeing where we're headed.

With FPAR 2.0 I know that, you know, you might have thought we weren't doing anything with FPAR 2.0 but that has -- is a statement of your imagination. We actually are making good progress and you'll hear about it next week, so you'll also find out how to get involve and participate as we build and pilot our new data collection system, so that's a Webinar coming up next week.

And then if I can have the next slide I think one of the things that many of you have been asking lots of questions about and are very interested in is getting back your sustainability assessment data, so we are busily working -- busy little people here at OPA trying to finalize all the data. We had a great response and we are going to be sending out data to each grantee by January 20, 2017, it's taken a long time especially since we have it from over 90 percent of all sites across the country.

So, each grantee will receive its own data and we'll talk more about that on Webinar on February the 8th and we'll be talking about kind of overall national findings and describing to you how you can use those data and also resources that are going to be available to help you use your own data to strengthen your program, so that's another exciting opportunity. Hopefully, all of you grantees will be able to join us then to go through that.

We thought it was important not just to send it out but to also be able to walk you through it and to teach you a little bit about, you know, what's in there and how you can potentially use it and how you can get some help with using the data to make your programs even stronger. So, I want to, in closing, just once again thank you all so much for you participation this afternoon.

As I mentioned, when I started we understand -- when we started working with the grantee group that met with us on three different occasions it really took a little while of talking about this framework and walking people through it, tell people -- tell folks actually started understanding it and being able to fully grasp it.

So, realizing that, we want to make sure that we're keeping the grantee network fully informed and so we will be hosting periodic Webinars to update you on where we are and to kind of go back and review the framework and to talk about it as the framework is being fleshed out and developed. We want to keep you all informed and also the folks that will be on that leadership council that will be representing many of you if you're not actually one of the people on the council or the strategic area team, those folks can also be sources of information to you.

We want to be as inclusive -- inclusive as possible so that your voices are heard and that we're hearing from you in terms of how we can best help to support you would help meet your needs.

So, I want to turn it back over to the folks at JSI that can talk to you about completing the evaluation for the Webinar and also to mention again that the Webinar slides will be available later on so that if you have colleagues that weren't able to join us today or if you just want to get back and review the slides or even print out some of the slides like the one on the strategic framework it might be helpful to just sit down and study in a little bit if you've not seen it before. It's a little bit complex but it makes sense when you really kind of look at it.

So, I'm going to turn it back over to JSI and again thank you all so much for joining us this afternoon and we will be in touch.

Ann Loeffler: Thank you, Sue. Before -- before we sign off with you, we have a question about the Webinars that you just mentioned, will sign up information for those two Webinars come across the (list-serve)?

Emily Decker: Hey, everyone. This is (Emily Decker), OPA. We are working to get all of the grantee Webinar information out for the FR2.0 Webinar hopefully later this afternoon maybe sometime tomorrow morning, so that should be coming across each one of the grantees listed on our -- on our grantee list-serve.

You should all receive that information shortly and you are free to send it to others and the grantee -- the grantee organizations that you all work in whichever contact you like to have joined will be great.

Ann Loeffler: Thanks, (Emily) and Reesa is going to close us out.

Reesa Webb: I just wanted to add our thanks on behalf of the FPNTC to all of you. I know that we've thrown a lot of information at you and as Sue mentioned I think if you take some time to look at the framework in strategic areas some of this information will become more clear as we move ahead and hopefully we've enticed you enough to either apply for the leadership council or one of the strategic area teams as we move ahead with building those out but we want to thank you very much for listening in.

And as I mentioned before, feel free to ask us any questions if you think of them later on. There is an evaluation link that we chatted out and the evaluation will also pop up as you close out, so thanks everyone.

Operator: This concludes today's conference call. You may now disconnect.

END