



RESOURCE AND PRESENTATION GUIDE:

# Conducting Successful CHA/CHIPs Virtually During COVID-19 *Fall 2020*



phPIN

PUBLIC HEALTH PERFORMANCE  
IMPROVEMENT NETWORK



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## ► PURPOSE

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As COVID-19 upended performance improvement work at public health departments across the country, many assessment and planning activities transitioned to a virtual environment for the health and safety of the workforce and their communities. Through a six-session [ECHO Public Health](#) series supported by the [Public Health Performance Improvement Network](#) (phPIN), performance improvement practitioners were introduced to tools, strategies, and other resources to aid in this transition, specifically for activities related to community health assessments (CHAs) and community health improvement plans (CHIPs). This guide includes presentation recordings, resources, and tools that were featured in the training series.

## ► PRESENTATION RECORDINGS

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The [six presentation recordings](#) are available to watch and share with colleagues. The presentation topics include:

- **Working Virtually with Teams and Partners on CHA/CHIP**
- **Strategies for Virtual Engagement and Community Partnership**
- **Reaching and Engaging Priority Populations**
- **Data Sharing and Analysis with Community Partners**
- **Examination and Prioritization of Key Findings**
- **Virtually Planning Your CHIP**

Additionally, slides from each presentation can be accessed in the [phPIN Resource Library](#).

## ► RESOURCES FOR VIRTUAL COMMUNITY ENGAGEMENT

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### [Inclusive Community Engagement: in a time of physical distancing](#), Capire

This resource highlights considerations for engaging with diverse groups during COVID-19. It includes types of engagement (from information and self-directed to small and large groups) and examples for how to engage in these ways virtually.

### [Index of Community Engagement Tools](#), Tamarack Institute

This resource is a comprehensive list of community engagement techniques that can be selected based on the level of engagement you are conducting. Techniques include a description, helpful resources, as well as factors to consider, and are organized by level of engagement – inform, consult, involve, collaborate and empower.

**Introduction to Virtual Facilitation for Collaboration,**  
***National Association of City and County Health Officials***

This guide is a one-stop-shop for moving collaboration activities to a virtual environment. From principles of effective facilitation to considerations for going virtual, plus ideas for activities and virtual platforms, this guide is a helpful place to get started.

**Practices for Engagement During the Time of COVID,** ***Salt Lake City Corporation***

This guide includes both frameworks for community engagement, as well as practical tips for setting up virtual meetings and adapting traditional engagement methods. It also includes lists of virtual platforms (social media, storyboards, meeting systems, etc.) that organizations can use to expand outreach.

**Video: Decision Making through Open, Narrow, Close,** ***Interaction Institute for Social Change*** Open, Narrow, Close is a facilitation technique that can be used to bring a group from many broad ideas to a few more targeted ones. This video is a 50-minute training. You can also find a shorter video on Open, Narrow, Close [here](#).

## ► **TOOLS FOR VIRTUAL COLLABORATION AND ORGANIZATION**

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***All tools listed below have a free version available, with reasonably priced versions available that allow for some additional functionality.***

**Concept Board:** Virtual whiteboard that provides space for collaboration, design thinking, and planning with templates and sticky notes (similar to Mural)

**Mentimeter:** Interactive presentation tool (could be used instead of PowerPoint) that integrates polling and other interactive features

**Miro:** Virtual whiteboard space for collaboration and brainstorming that allows three free boards and unlimited team members

**Mural:** Workspace for virtual collaboration that includes templates, frameworks, sticky notes, and other customizable features

**Padlet:** Virtual board that allows you to post and share notes, files, and collaborate with others (here's a [great list](#) of uses for Padlet)

**Refining Your Ideas Worksheet:** This tool will help you transition from a basic idea on a post-it note to a fully articulated idea with clarified details

**Trello:** Virtual project management and collaboration tool that tracks tasks and progress, allows users to assign tasks, and follow a workflow

**Wheel of Involvement:** This wheel will help engage attendees at a workshop or consultation to provide you with input regarding their own desired level of involvement

## ► RESOURCES FOR DATA VISUALIZATION AND SHARING

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### **Hosting a Data Walk, Tamarack Institute**

A data walk is a powerful process for engaging diverse stakeholders in a shared sense-making process around data. This data walk guide builds knowledge and data capacity, engages residents, and encourages dialogue and mutual understanding with diverse perspectives.

### **Rose, Bud, Thorn, Tamarack Institute**

This framework is a great way to gather input from a large group. It creates space for different types of thinkers and contributors to share their feedback and provides structure to keep feedback conversations on topic.

### **Training: Soar Beyond the Dusty Shelf Report, Depict Data Studio**

This mini-course includes strategies and examples to help improve data-dense reports and other materials. The organization also offers paid courses and group learning experiences.

## ► TOOLS FOR VIRTUAL DATA VISUALIZATION

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**mySidewalk:** This tool helps communities use visualized data to track, analyze, and communicate progress on their goals and performance measures. This tool is focused primarily on geospatial data, so it creates interactive maps and other data visualizations to communicate data.

**Piktochart:** This tool will help you create data visualizations including reports, presentations, infographics, social media graphics, or printable visuals. Your first five visuals are free.

**Plus/Delta (+/Δ):** This quality tool provides a simple method for individuals or teams to engage in reflection as an approach to continuous improvement. The +/-Δ evaluation can help inform the changes needed to achieve higher levels of performance.



## ► ADDITIONAL READING

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[Creating Transformational \(not Transactional\) Experiences When Engaging Residents, Tamarack Institute](#)

[Data Visualization Blog, Evergreen Data: Intentional Reporting & Data Visualization](#)

This blog series includes ways to both improve your data visualization practices, but also how to deal with data issues and how to simplify confusing data or charts. This organization also offers paid trainings on data visualization.

[eDemocracy Blog, Ethelo](#)

This blog series includes topics like engaging priority populations, bridging the digital divide, and improving engagement strategies.

