



NATIONAL  
QUALITY FORUM

# Person-Centered Planning and Practice Project

Understanding the CenturyLink Platform:  
Web Meeting

*June 14, 2019*

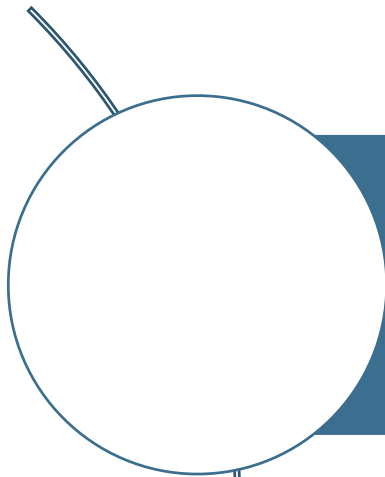
# Welcome

# NQF Project Team

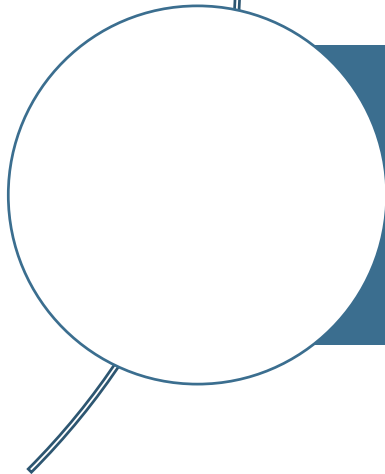
- Samuel Stolpe, PharmD, MPH, Senior Director
- Debjani Mukherjee, MPH, Senior Director
- Kathryn Buchanan, MPH, Senior Project Manager
- Yvonne Kalumo-Banda, MSc, Project Manager
- Jordan Hirsch, MHA, Project Analyst

# Meeting Objectives

# Meeting Objectives



Orient Committee and the public on the use of CenturyLink web platform



Provide guidance on NQF communication tools

# CenturyLink Platform

# CenturyLink Web Platform

- CenturyLink is the web platform on which the National Quality Forum hosts all webinars.
- Participants have the option to listen to webinars either by phone or through their computer. CenturyLink is compatible with screen readers (e.g., JAWS).

# Registering for a Web Meeting



## Planning Webinar

May 24, 2019  
Friday

9:35am to 10:05am  
Eastern Daylight Time

PERSON CENTERED PLANNING NATIONAL QUALITY FORUM  
Your Host

Please register for this meeting.

First Name

Yvonne

Last Name

Kalumo-Banda

Email

ykbanda@qualityforum.org

Country

UNITED STATES

REGISTER NOW

☒ Remember me on this computer

- Preferred web browser is Google Chrome
- When registering, CenturyLink will show the meeting information (date, time, and host)
- Participant will fill out required information on page
- Provides calendar appointments/ sends meeting reminders



# Joining a Web Meeting

## Dial-in

- Audio (listening and speaking capabilities)
- No visual

## Web

- Visual (chat function available)
- Audio (listening function only, does not allow speaking capabilities)

## Dial-in & web

- Visual (chat function available)
- Audio (listening and speaking capabilities)

# Joining a Web Meeting

## Join a Conference

First Name

Jordan

Last Name

Hirsch

Access Code ?

ex: 1234567

Conference Phone ?

ex: 866.740.1260

Save this Access Code as... ?

ex: My Access Code, Demo Account

Save

## Call Me at...

Phone Number

Outside the US?

Save this number as...

ex: My Mobile

Save



CenturyLink will call you  
and place you into the  
meeting

Call Me & Join Web Meeting



Call Me



CenturyLink will call  
you and provide  
Audio only



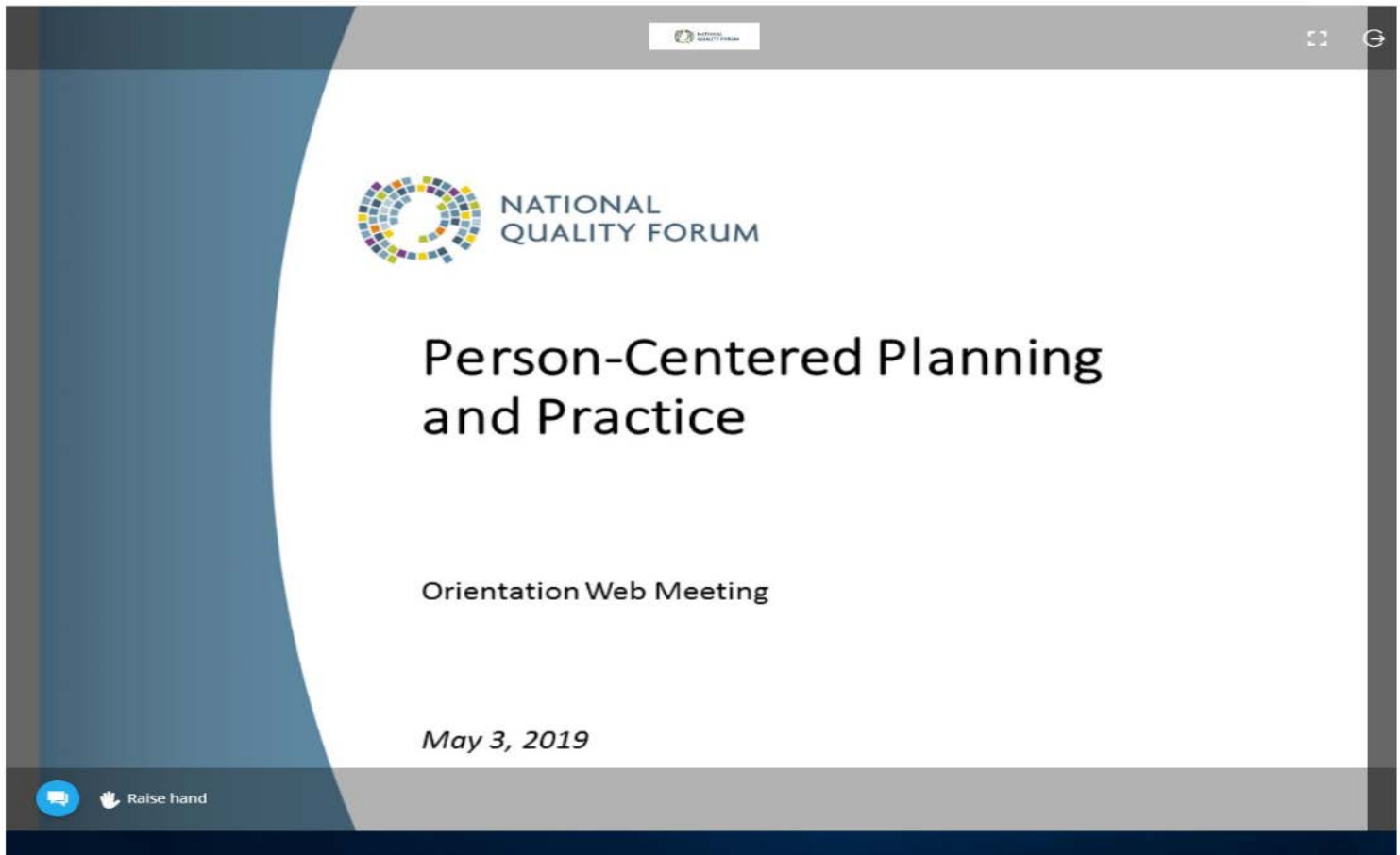
Join Web Meeting



View and listen  
to webinar  
online

# Virtual Participation

# Locating Chat and Raise Hand Functions



Chat/Comment  
Button

Raise Hand feature

# CenturyLink Features: Chat/Comment Function

← Chat

Q&A

NATIONAL QUALITY FORUM

Person-Centered Planning and Practice

Orientation Web Meeting

May 3, 2019

Chat with presenter

Hello, looking forward to this webinar

Send

← Chat

Q&A

NATIONAL QUALITY FORUM

Person-Centered Planning and Practice

Orientation Web Meeting

May 3, 2019

Chat with presenter

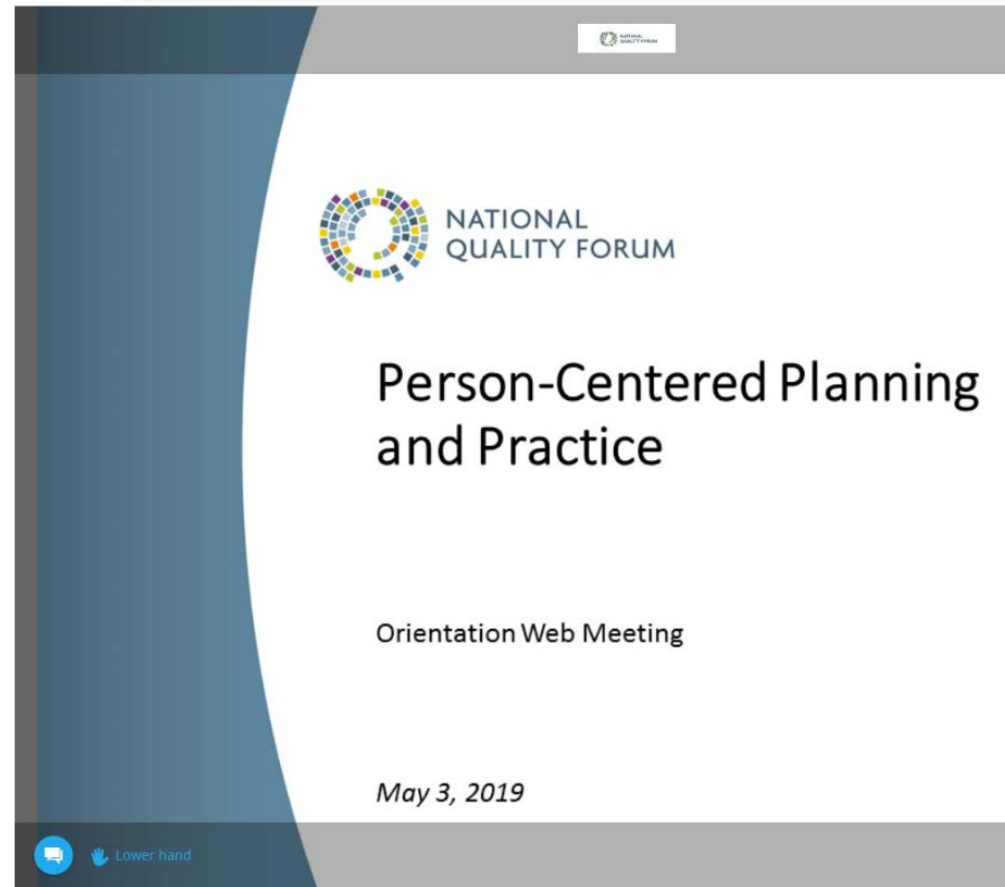
Type your question

Send

Raise hand

# CenturyLink Features: Hand Raising — Participant View

- When the “raise hand” feature is engaged, text color changes from white to blue.
- When the raise hand feature is engaged, text changes from “raise hand” to “lower hand”



# CenturyLink Features: Hand Raising — Presenter View

- Presenter's point of view when a participant has raised their hand.
- Presenter will acknowledge participant and inform Co-chairs an individual has a comment.



# Web Meeting Materials



# 508-Compliant Meeting Materials

- 508-compliance standardizes information, content, and design that is understandable and readable for people with disabilities.
  - ▣ *Perceivable to all users including those with vision, hearing, or cognitive disabilities*
  - ▣ *Operable navigation and interface for all users including those who rely on keyboard-only navigation or assistive technology*
- All materials are made 508-compliant, allowing accessibility to people with disabilities.

# Meeting Materials

- **508-compliant Meeting Materials: Agendas and PowerPoints are posted five business days before a web meeting**
  - ▣ *\*If you subscribe to project alerts (slide 23), you will receive an email notice letting you know materials have been posted.*
- Post-meeting materials: recordings, screen-reader-compatible transcripts, and 508-compliant meeting summary are posted within 14 business days after a web meeting

<http://www.qualityforum.org/ProjectMaterials.aspx?projectId=89422>

# Public Comment

# Opportunities to Engage

## Join the Committee meetings

Meeting	Date/Time	Description
<b>Web Meeting #2</b>	June 24, 2019 2:00 pm – 4:30 pm ET	Present initial environmental scan findings and obtain input on the environmental scan scope and approach.
<b>Web Meeting #3</b>	July, 31, 2019 2:30 pm – 5:00 pm ET	Obtain Committee input on draft core competencies of people performing PCP facilitation, and provide an update on the environmental scan and literature review.
<b>Web Meeting #4</b>	September 6, 2019 1:00 pm – 3:30 pm ET	Present final core competencies of people performing PCP facilitations and gather Committee input on draft recommendations for system characteristics that support person-centered thinking, planning, and practice.
<b>Web Meeting #5</b>	December 13, 2019 1:00 pm – 3:30 pm ET	Adjudicate public comments received on the interim report and introduce the framework approach and development process.
<b>Web Meeting #6</b>	January 6, 2020 1:00 pm – 3:30 pm ET	Review and gather input on the draft measurement framework.
<b>Web Meeting #7</b>	February 3, 2020 12:30 pm – 3:00 pm ET	Finalize the draft measurement framework prior to public comment, and gather Committee input on the PCP research agenda.
<b>Web Meeting #8</b>	June 1, 2020 1:00 pm – 3:30 pm ET	Review public comments received on the draft comprehensive report.

# Opportunities to Engage

- Subscribe to project alerts  
<http://nqf.informz.net/NQF/profile.asp?fid=2509>
- Comment on Committee report:

## Draft Report (early Nov-early Dec 2019)

- Finalized environmental scan
  - Framework for PCP measure development
  - Definition for PCP Competencies of People Performing PCP Facilitation
  - Recommendations for Systems Characteristics that Support Person-Centered Thinking, Planning, and Practice
- Research Agenda

## Final Report (mid Apr-mid May 2020)

- Final PCP definitions
- Set of Competencies of People Performing PCP Facilitation
- Final Framework for PCP Measure Development and recommendations
- Final Research Agenda for PCP
- Final environmental scan; Final Comprehensive Summary/Analysis of Public Comments/Dispensation

# Next Steps

# Contact Information

- Email: [pcplanning@qualityforum.org](mailto:pcplanning@qualityforum.org)
- Telephone : 202-783-1300
- Project page:  
[http://www.qualityforum.org/Person\\_Centered\\_Planning\\_and\\_Practice.aspx](http://www.qualityforum.org/Person_Centered_Planning_and_Practice.aspx)
- Project alert subscription:  
<http://nqf.informz.net/NQF/profile.asp?fid=2509>

**Please contact us anytime with issues or concerns that arise in the future or with feedback on a webinar.**

# Thank you for participating!