

# Accelerating Integrated Care Through ECHO: A Collaborative Learning Network in Arizona

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# Faculty Disclosure

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The presenters of this session have NOT had any relevant financial relationships during the past 12 months.

# Conference Resources

Slides and handouts shared by our conference presenters are available on the CFHA website at [https://www.cfha.net/page/Resources\\_2019](https://www.cfha.net/page/Resources_2019) and on the conference mobile app.



# Learning Objectives

At the conclusion of this session, the participant will be able to:

- Describe the ECHO model and best practices for designing and joining an ECHO hub
- Review the ASU ECHO program and curriculum, including challenges and successes
- Evaluate implementation outcomes that determine the success of the ASU ECHO program

# Bibliography / Reference

1. Chaple, M.J., Freese, T.E., Rutkowski, B.A., Krom, L., Kurz, A.S., Peck, J.A., et al. (2018). Using ECHO clinics to promote capacity building in clinical supervision. *American Journal of Preventative Medicine*, 54 (6S3), S27—S280.
2. Fowler, R.C., Katzman, J.G., Comerc, G.D., Shelley, B.M., Duhigg, D., Olivas, C., et al., (2018). ECHO: A simulation-based medical education method. *Teaching and Learning in Medicine*.
3. Serhal, E., Arena, A., Sockalingam, S., Mohri, L., Crawford, A. (2018) Adapting the consolidated framework for implementation research to create organizational readiness and implementation tools for Project ECHO. *Journal of Continuing Education in the Health Professions*, 28 (2), 145-151.
4. Hansen, E.R., Eden, A.R., Peterson, L.E., Bishop, E.M., & Phillips Jr., R.L. (2019). Experience of family physicians in practice transformation networks. *The Journal of Ambulatory Care Management*, 42(2), 92-104.
5. Page, G.G., Wise, R.M., Lindenfeld, L., Moug, P., Hodgson, A., Wyborn, C., & Fazey, I. (2016). Co-designing transformation research: Lessons learned from research on deliberate practices for transformation. *Current Opinion in Environmental Sustainability*, 20, 86-92.

# Learning Assessment

- A learning assessment is required for CE credit.
- A question and answer period will be conducted at the end of this presentation.

# What is Project ECHO?

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“At ECHO, our mission is to democratize medical knowledge and get best practice care to undeserved people all over the world.”

-Project ECHO

# What is Project ECHO?

## What is the ECHO Model?



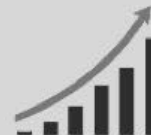
**Use video conferencing technology to leverage scarce resources and connect experts in academic centers with providers in rural and underserved areas**



**Share “best practices” to reduce health and healthcare disparities throughout the world**



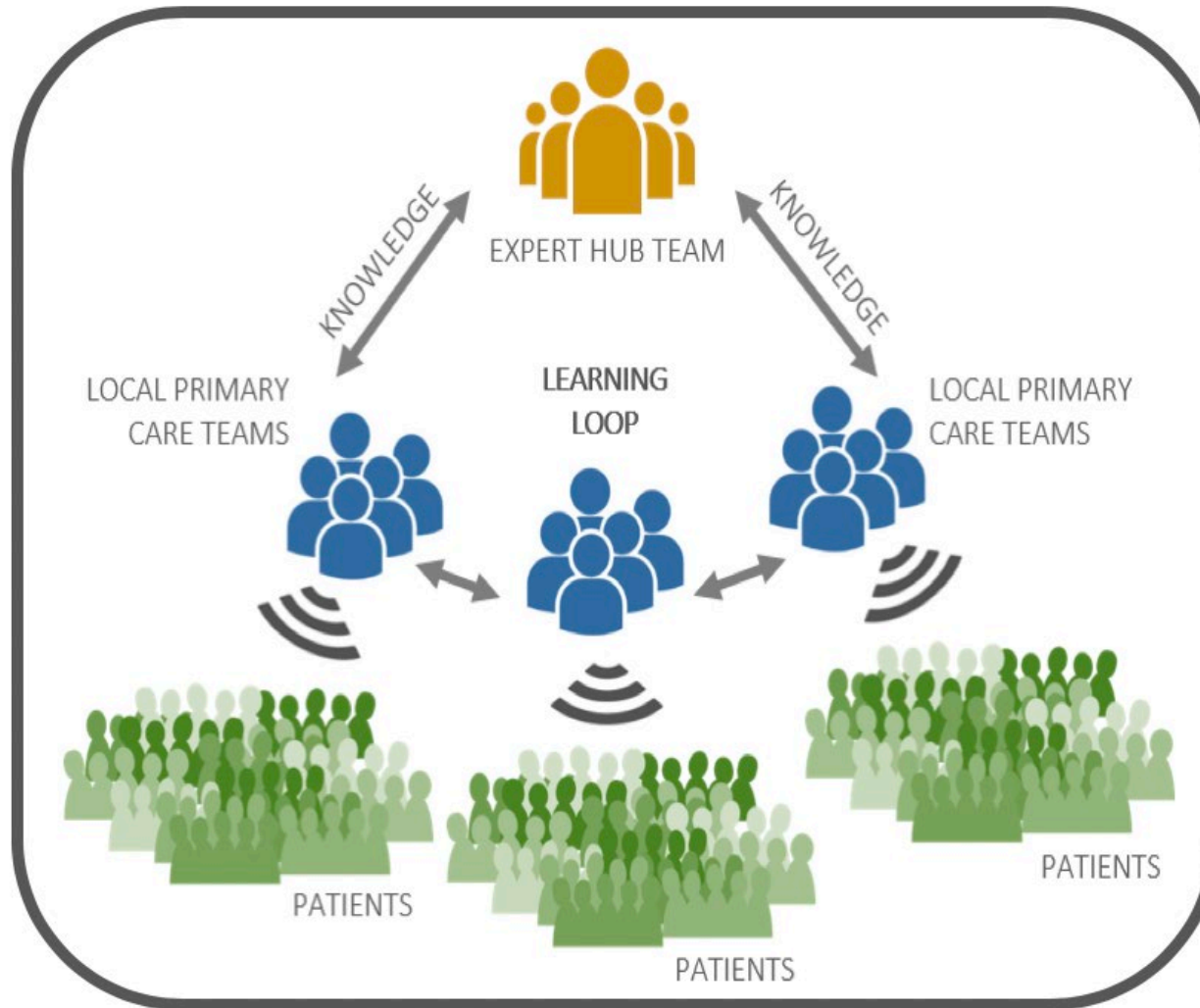
**Apply case-based learning enabling primary care providers to master care for complex patients in their communities**



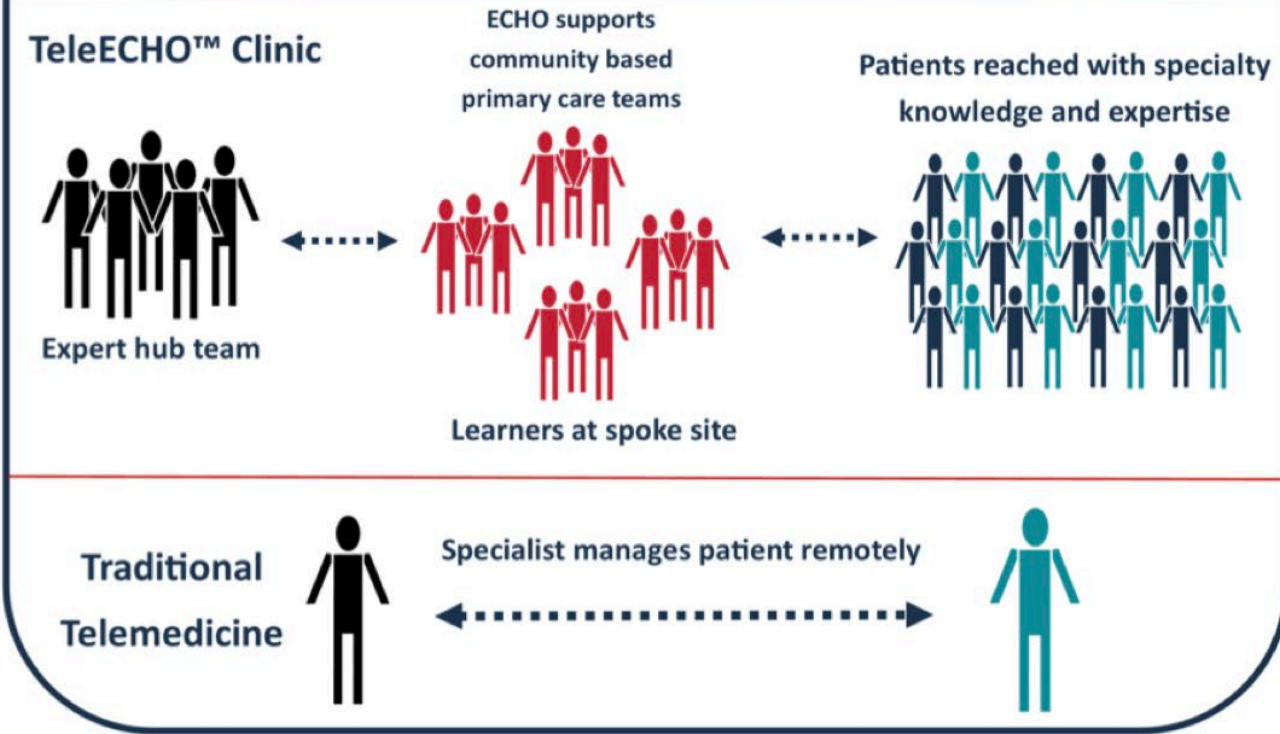
**Evaluate and monitor success in patient outcomes and provider education**



# Moving knowledge, not people.



# ECHO vs. Telemedicine



**ECHO model is not ‘traditional telemedicine’.**  
**Treating Physician retains responsibility for managing patient.**



ASU ECHO: Welcome to Behavioral Health Integration

# ECHO Best Practices - Culture

- **CULTURE: Find and build CHAMPIONS of ECHO**
  - ECHO programs are built upon creating networks of providers, who increase their capacity through shared, case-based learning
  - HUB TEAM: needs to champion ECHO within their organizations and set the culture of learning for the network
  - SPOKE SITES: need to engage regularly and continuously in the program to increase their capacity over time, become experts within their clinics (not just drop in and out to get treatment recommendations for their patients w/o giving back to the learning of others)

# ECHO Best Practices - Recruitment

- **CONTINUOUS RECRUITMENT: ECHO is a project of the WILLING**
  - Continually recruit spoke site participants putting particular attention on those in rural and underserved areas
  - Leverage resources you have available (ie. Professional contacts, common referrals, listservs, etc.)
  - Enroll providers who are interested for the RIGHT reasons (to provide the right care, to the right patients, at the right time, and to reduce barriers patients have to obtaining specialty care services.

# ECHO Best Practices - Funding

- **FUNDING: Build GOOD ECHO programs and the money will follow.**
  - Under current models of healthcare, there is little financial incentive for providers on either end (hub or spoke)
  - Organizations hosting the program (hub site) will need to allocate resources to build the program (hence the need of strong Champions)
  - Don't sacrifice the efficacy of a program to fit a funder's requirements, build good ECHO programs and the money will follow



## ECHO: Behavioral Health Integration Management Strategies

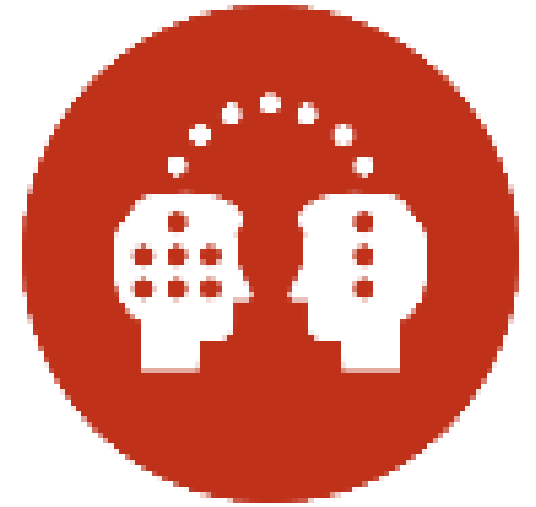
- De-monopolize knowledge
- Amplify local and national capacity to provide best practice for the design, implementation, improvement, assurance, and overall management of integrated health care
- Innovate trainings, program development, and student mentoring



- We use video conferencing technology to leverage scarce resources and connect experts in academic centers and in the field with providers in rural, underserved areas, and throughout the United States



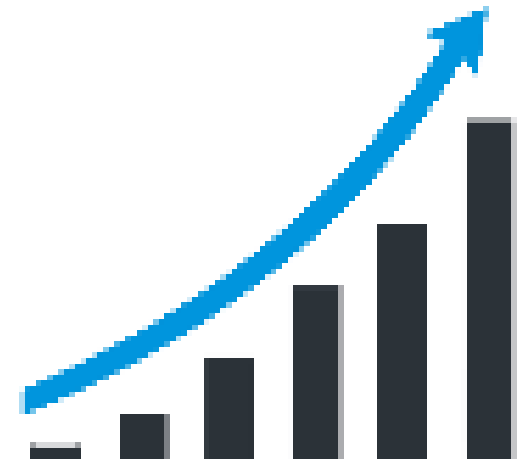
- We share “best practices” about integrated care management



- We apply case-based learning enabling integrated care providers and managers to master and create innovative solutions to integrated care management



- Evaluate and monitor success and education





## The ECHO Process and Schedule

- Welcome and check ins
- Questions for peers / experts
- Brief education or training topic delivery
- Site presentation or question / case review:
  - Consider what is most important to answer or change?
  - Review current practice and changes to process
  - Identify barriers to change
- Clarifying questions from peers AND to peers
- Support from peers / experts

# The ECHO Topics



Integration types and models



Patient, provider, and community needs assessments



Job descriptions



Recruitment and hiring strategies



Interprofessional care team members



Management position: roles and responsibilities



Tools for measuring and assessing integration



Site request and needs focused

# Successes and Challenges



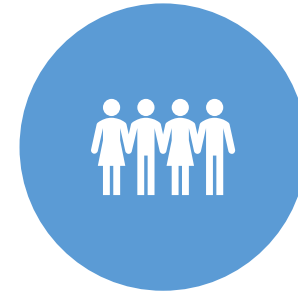
**BEST PRACTICE AND  
EVIDENCE BASED  
RECOMMENDATIONS FROM  
PEERS / EXPERTS REAL TIME**



**QUALITY IMPROVEMENT  
AND MONITORING**

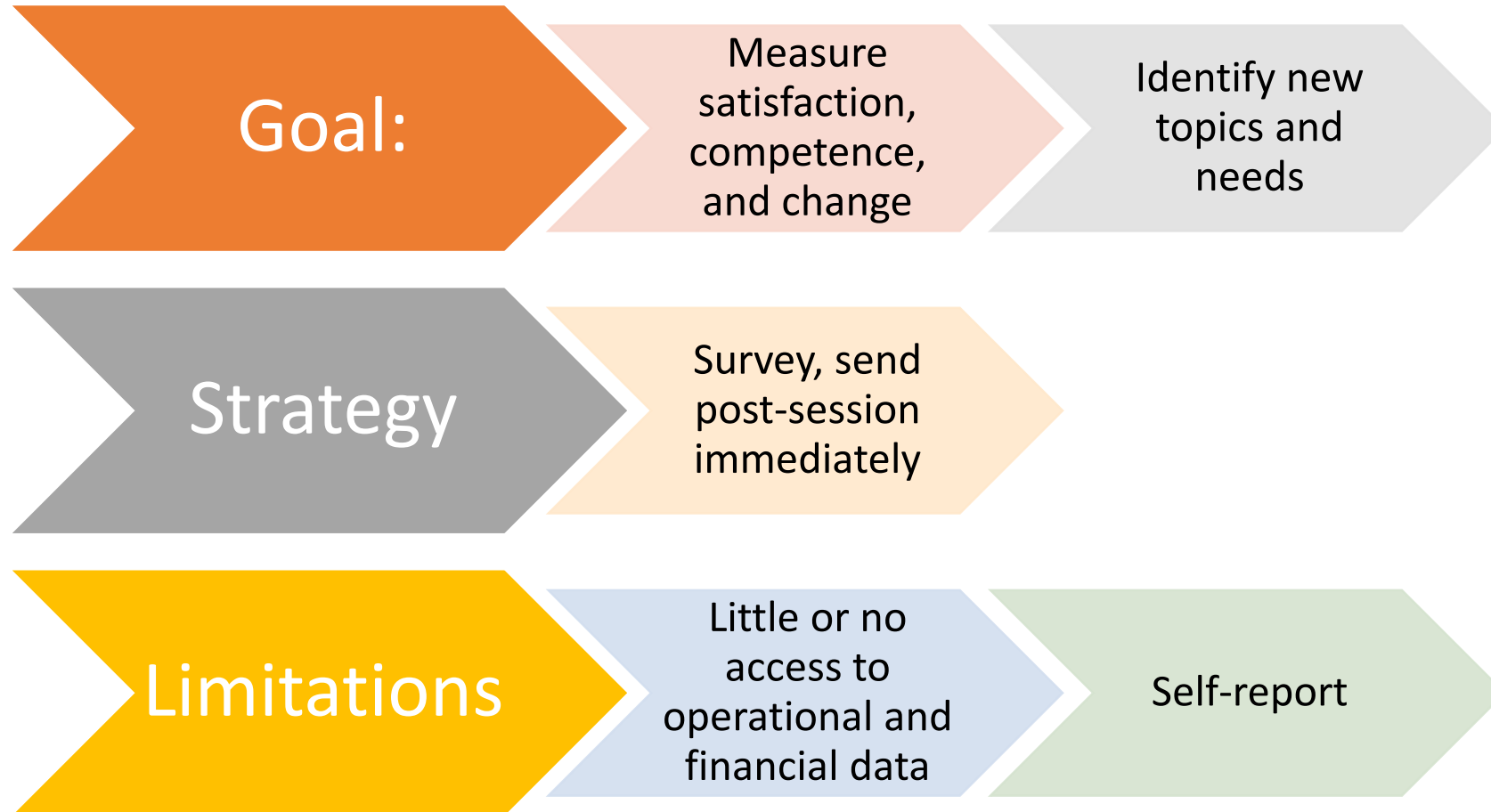


**REGULAR MEETINGS  
SCHEDULED**



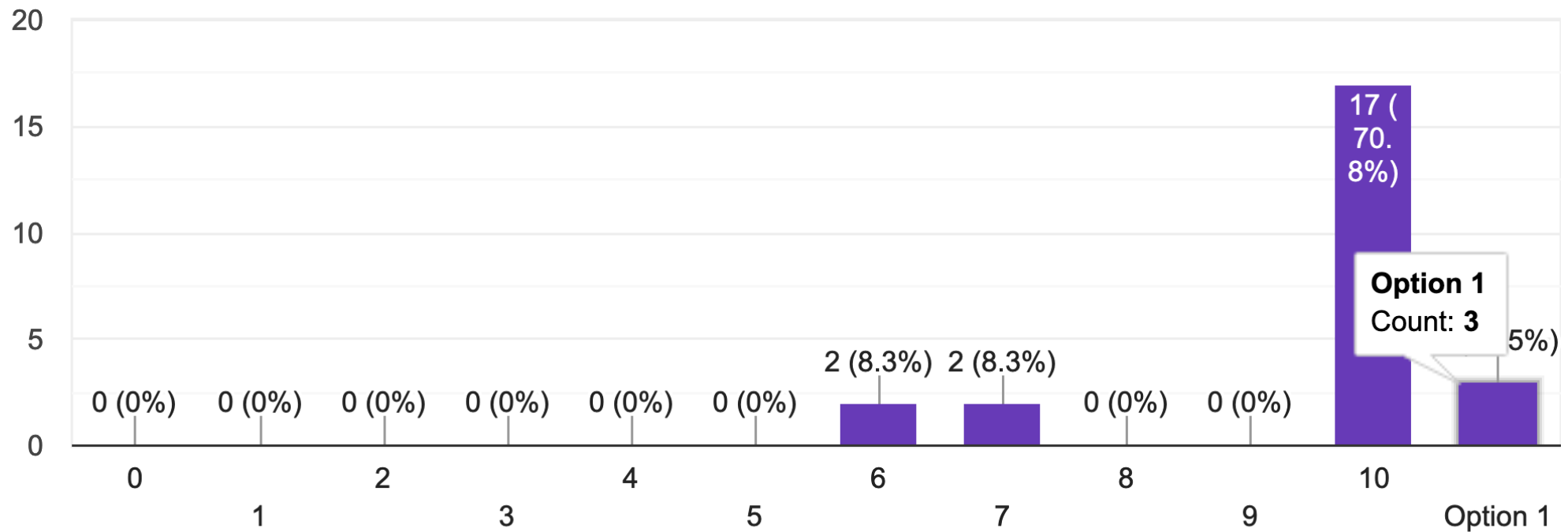
**RECRUITMENT**

# Evaluation Strategy



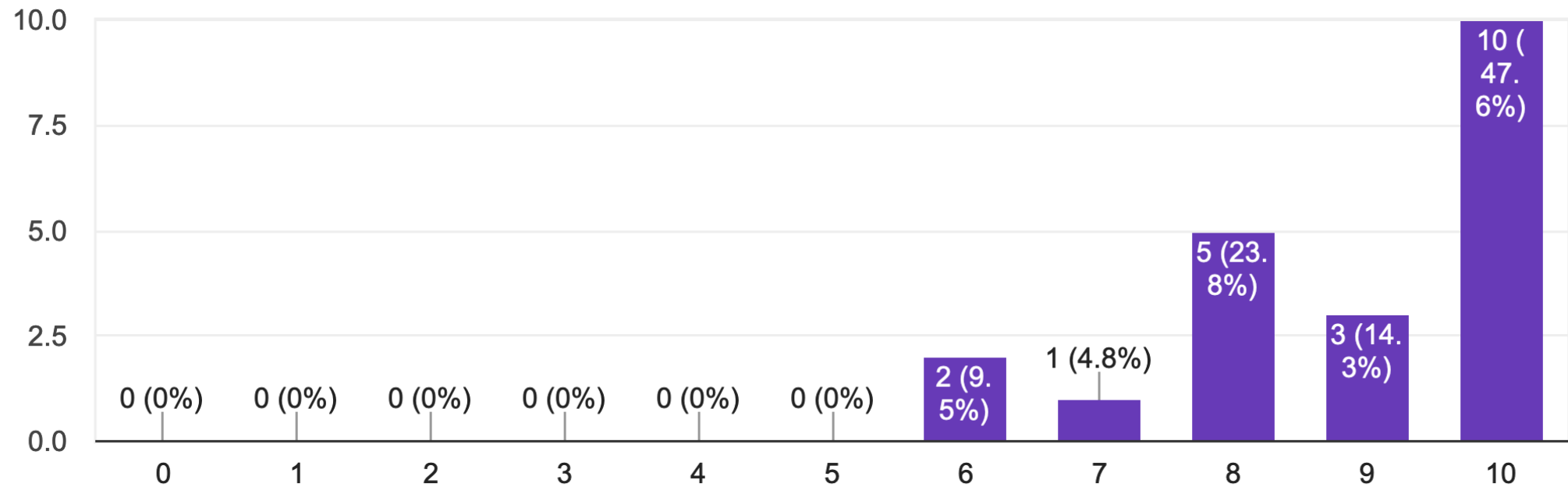
Considering your own practice, how relevant were the topics we covered in the recent ECHO meeting?

24 responses



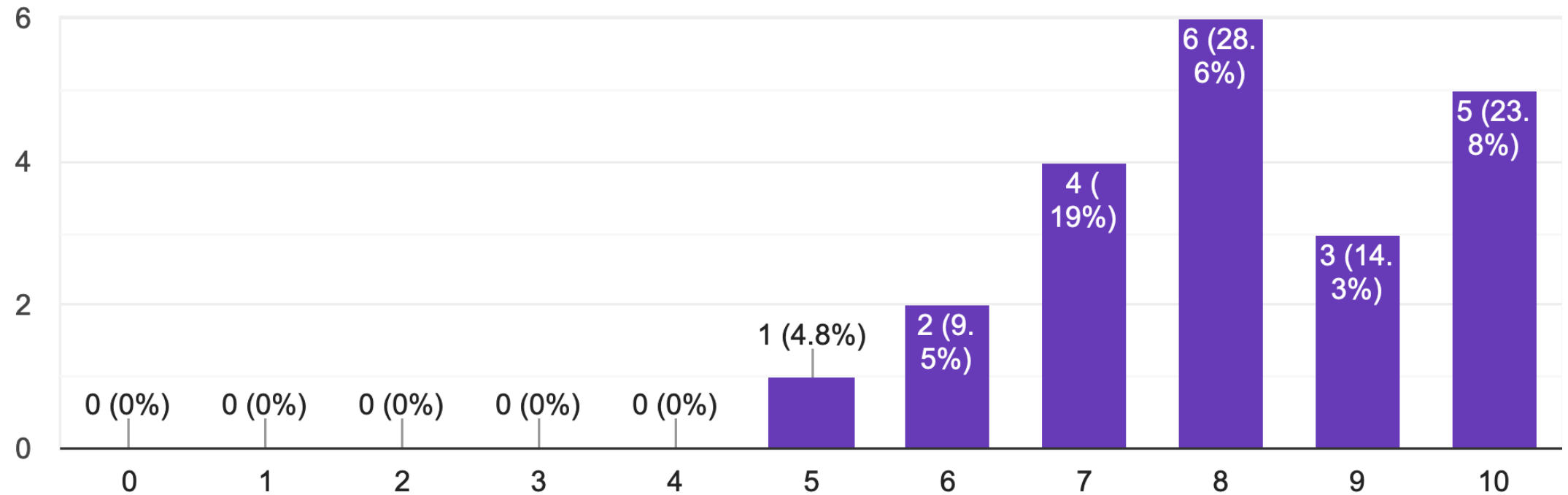
# How satisfied are you with the ECHO training you received during this session?

21 responses



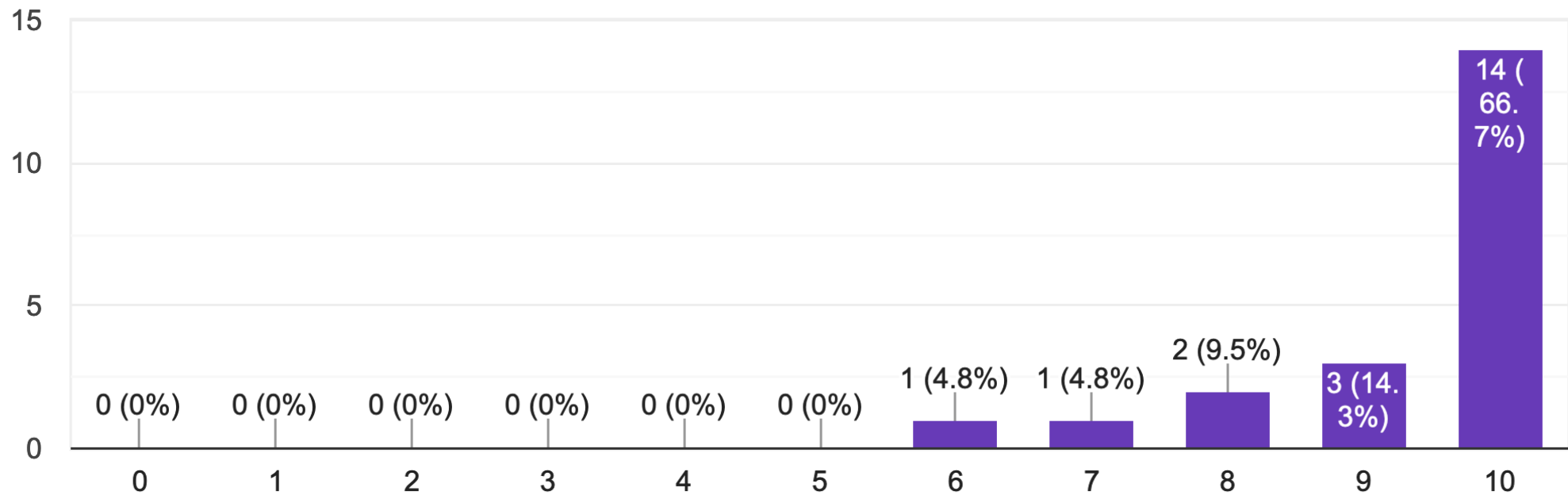
# How would you rate your overall competence, in regard to integrated behavioral health practice?

21 responses



# How likely are you to recommend someone in your network to join the ASU ECHO group?

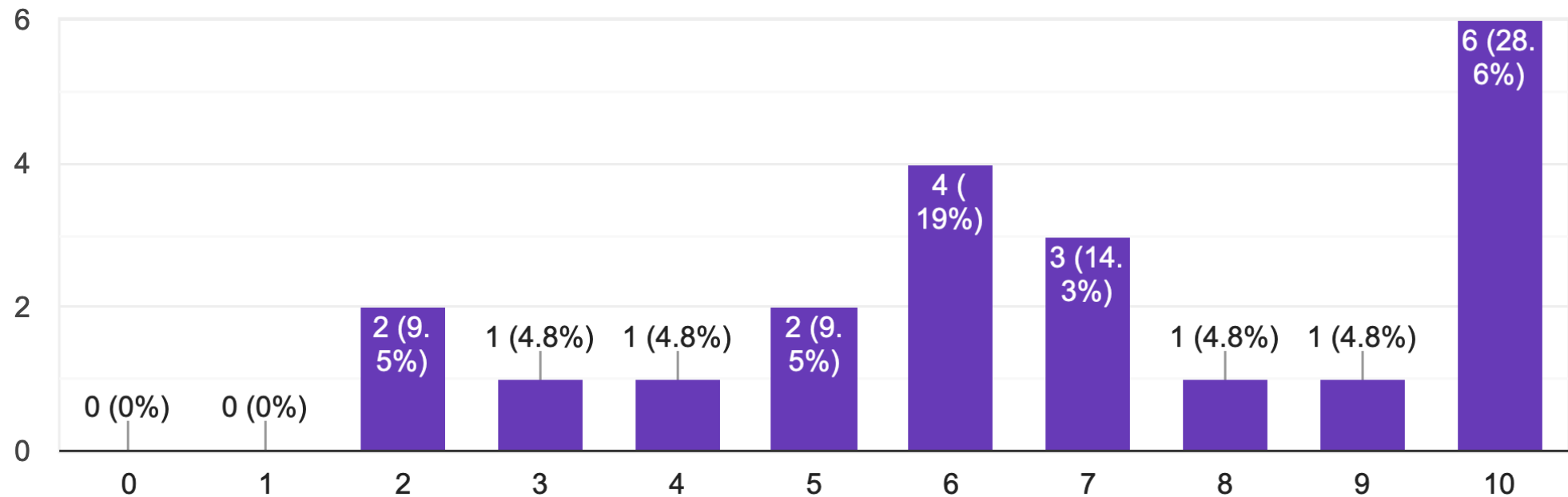
21 responses





Based on what we discussed in the recent ECHO meeting, how likely are you to make a change in your practice?

21 responses



What integrated care topic(s)  
should we cover in the future?

Billing & Codes

Training

CoCM

QI

Culture

Charting

# Session Survey

Use the CFHA mobile app to complete the survey/evaluation for this session.



**Join us next year in Philadelphia, Pennsylvania! Thank you!**