

Introduction: What is ECHO?

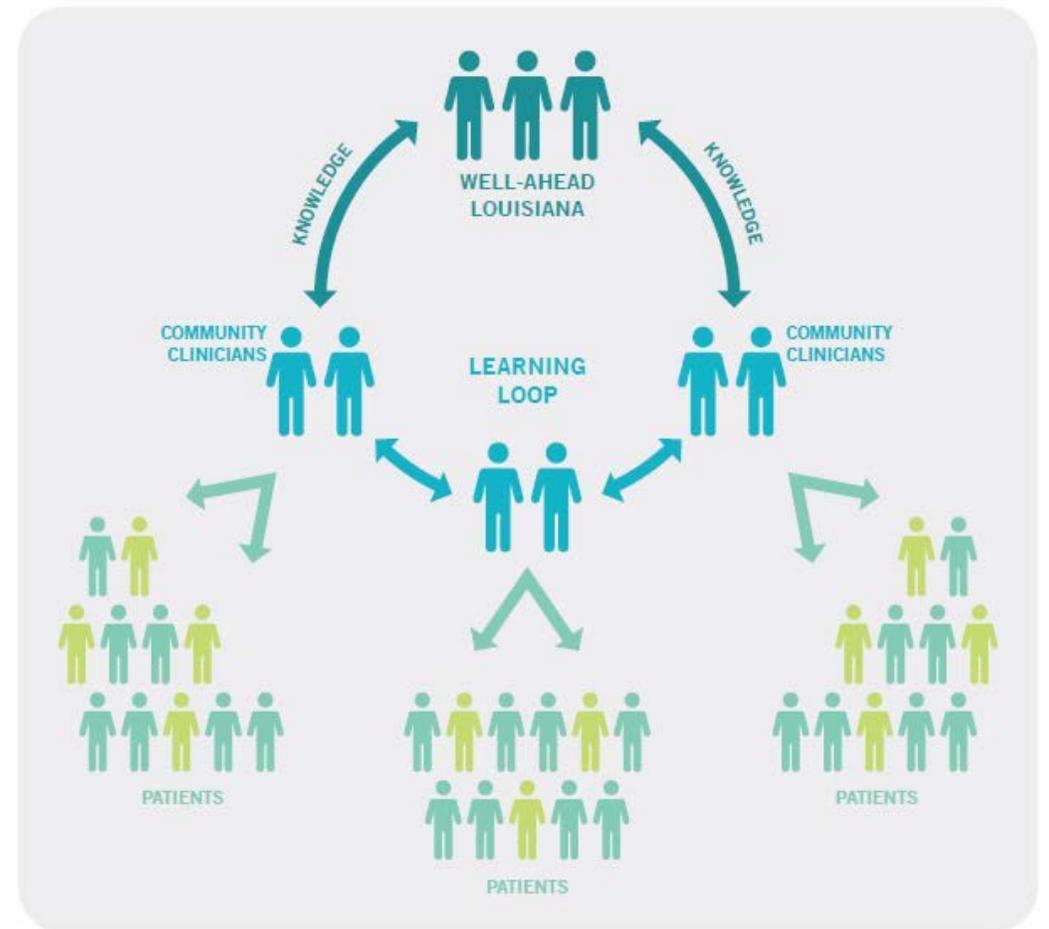
Dragana Lovre, MD

What is ECHO?

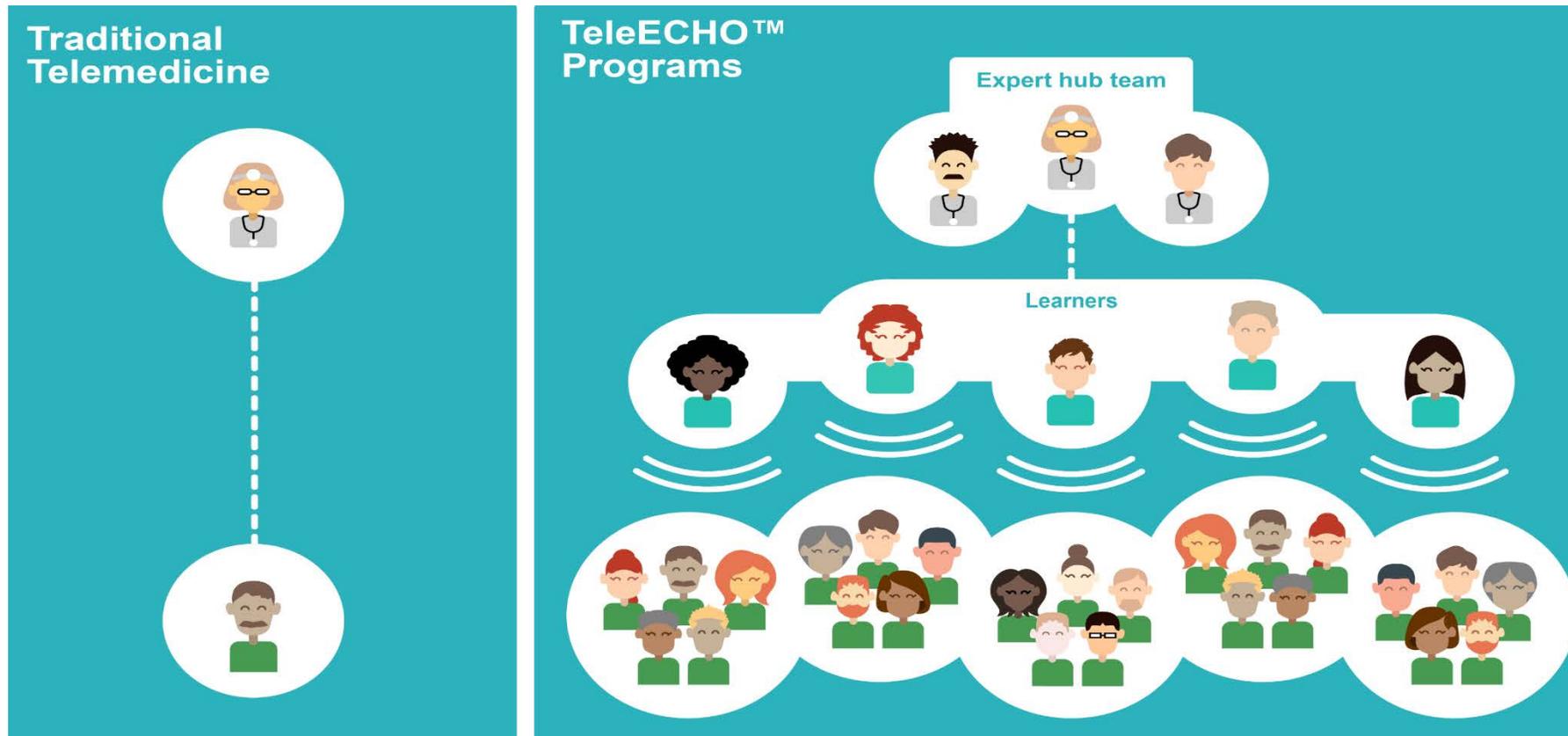
- Project ECHO® (Extension for Community Healthcare Outcomes) is a movement to demonopolize knowledge and amplify the capacity to provide best practice care for underserved people all over the world.
- The model connects primary care providers and specialists on a live, virtual platform to share knowledge and expand treatment capacity in rural communities.

What is ECHO?

- ECHO functions on a “hub and spoke” model.
 - Hub Team is made up of a group of relevant specialists
 - Spoke Sites are community providers/clinics
- ECHO sessions function like virtual grand rounds, combined with mentoring and patient case presentations.
 - Spoke sites will present patient cases and participants will discuss and help determine the best treatment for the patient.
 - Specialists serve as mentors and colleagues, sharing their medical knowledge and expertise with primary care clinicians.

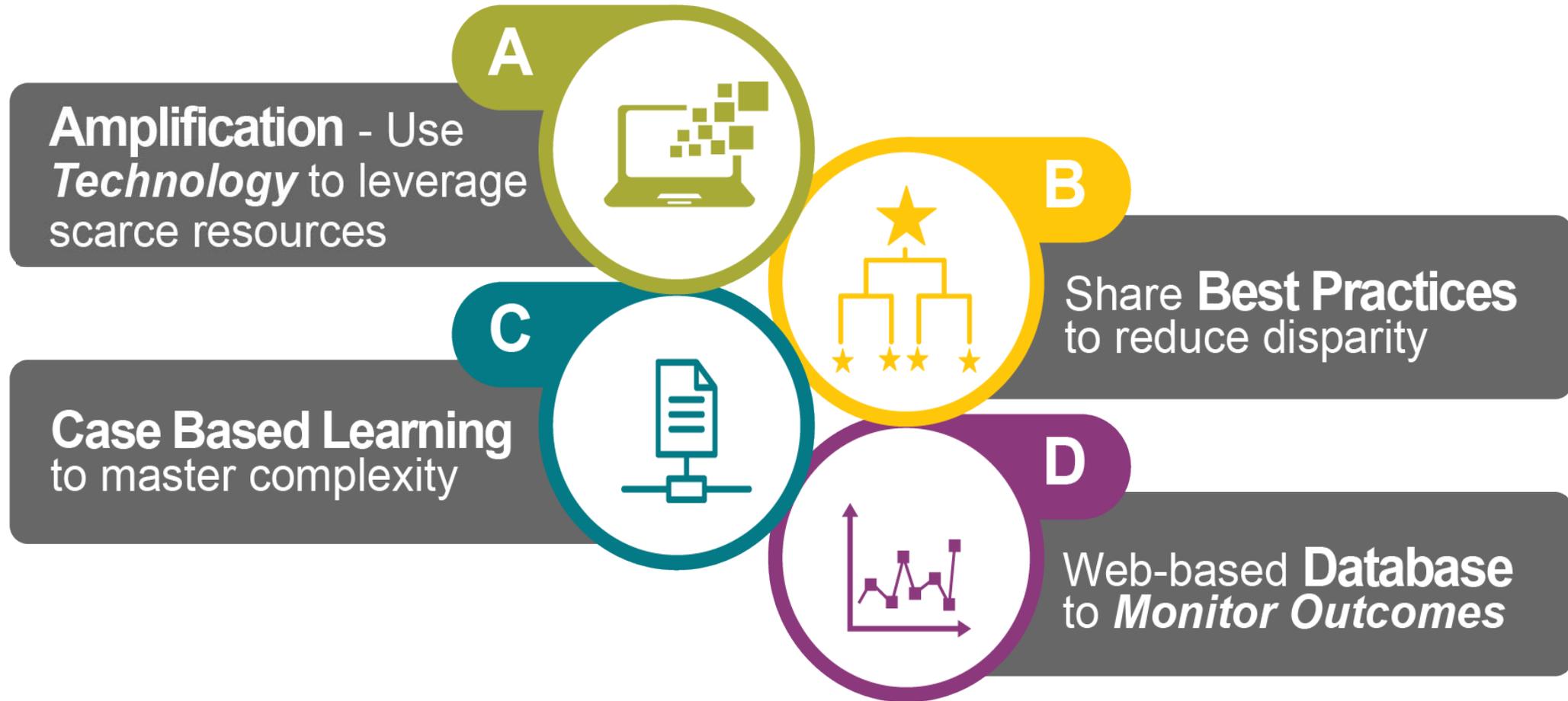


What is ECHO?

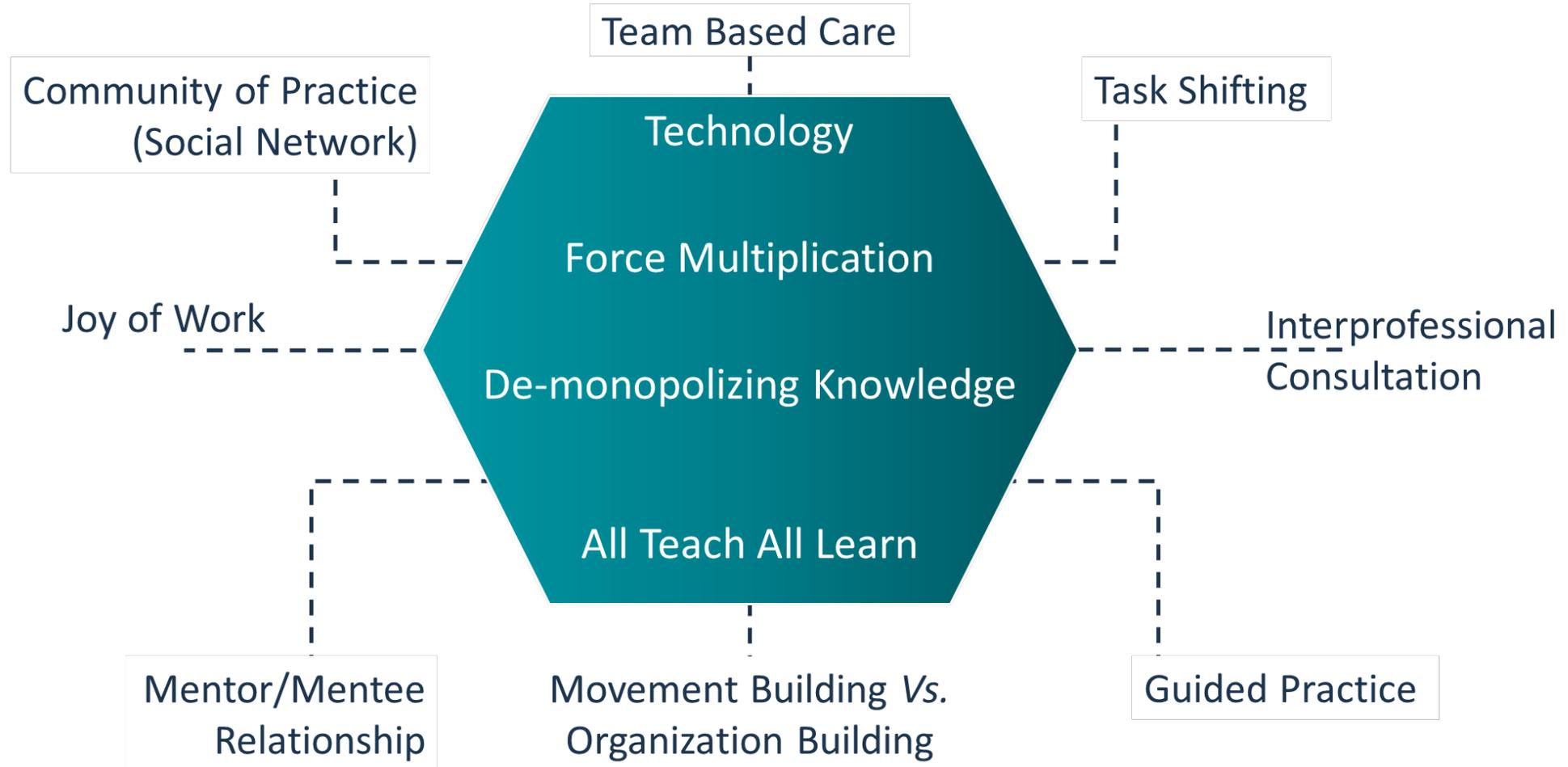


- ECHO model is not 'traditional telemedicine'.
- Treating Physician retains responsibility for managing patient.

What is ECHO?



Why it works

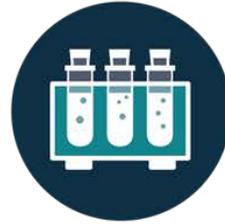


How it's used



Prevention

- Smoking cessation
- HPV vaccination
- Hepatitis B vaccination
- Sun safety & skin cancer prevention
- Community cancer intervention & prevention



Screening

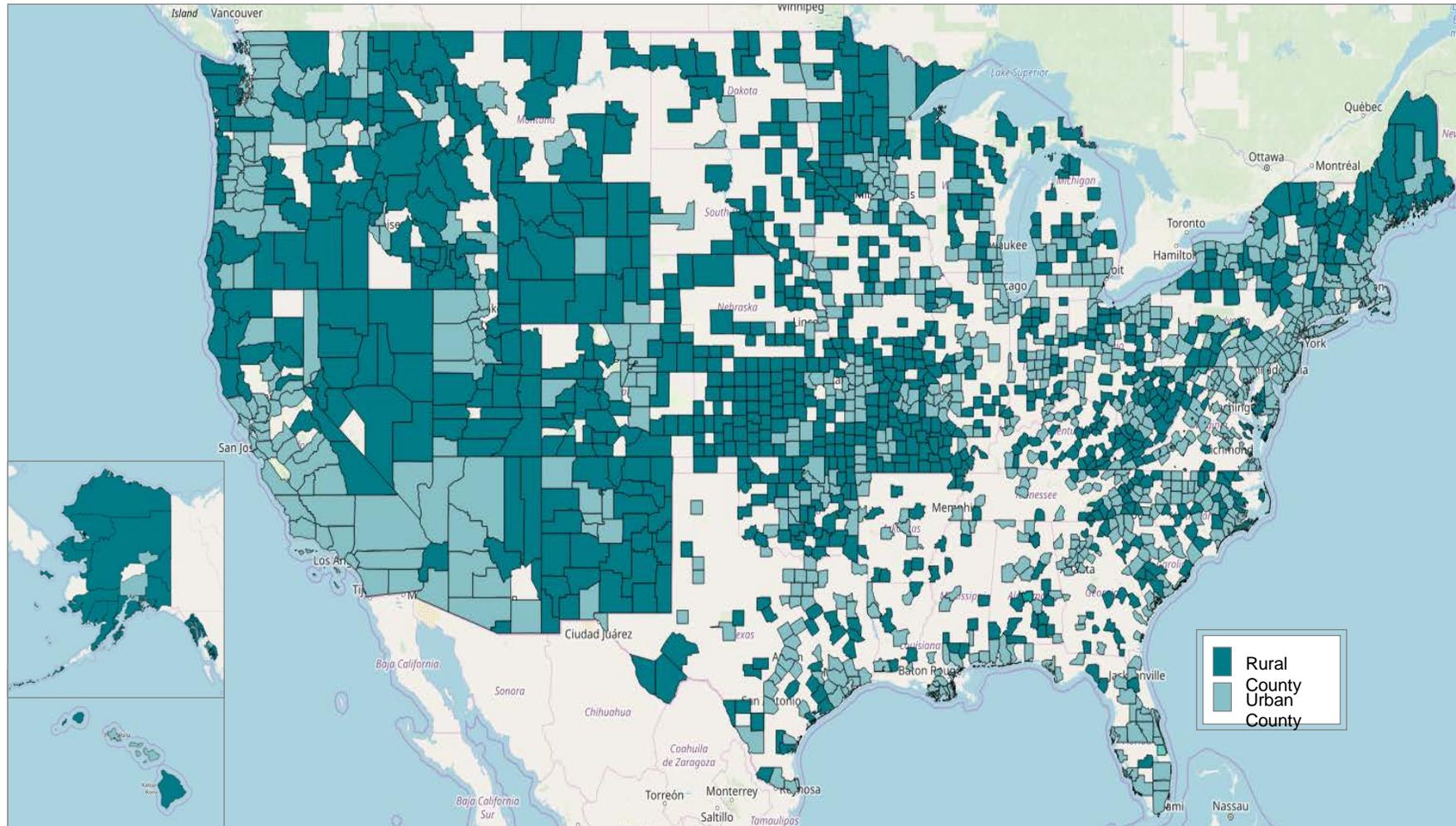
- Dermatology
- Breast cancer
- Cervical & colorectal cancer
- Oral & lung cancer
- Pathology best practices
- Training peer and community health advocates



Treatment

- Pain & toxicity management
- Cancer care navigation
- Precision medicine & cancer genomics
- Palliative care
- Survivorship
- Clinical trial enrollment

Where it's used



Benefits of ECHO

- Quality and Safety
- Rapid Learning and best-practice dissemination
- Reduce variations in care
- Access for Rural and Underserved Patients, reduced disparities
- Workforce Training and Force Multiplier
- Improving Professional Satisfaction/Retention
- Supporting the Medical Home Model
- Cost Effective Care- Avoid Excessive Testing and Travel
- Prevent Cost of Untreated Disease (e.g.: liver transplant or dialysis)
- Integration of Public Health into treatment paradigm

Democratize Knowledge

Benefits of ECHO

Doing More for More Patients



PATIENT

- Right Care
- Right Place
- Right Time

PROVIDER

- Acquire New Knowledge
- Treat More Patients
- Build Community of Practice

COMMUNITY

- Reduce Disparities
- Retain Providers
- Keep Patients Local

SYSTEM

- Increase Access
- Improve Quality
- Reduce Cost

Partnership Requirements

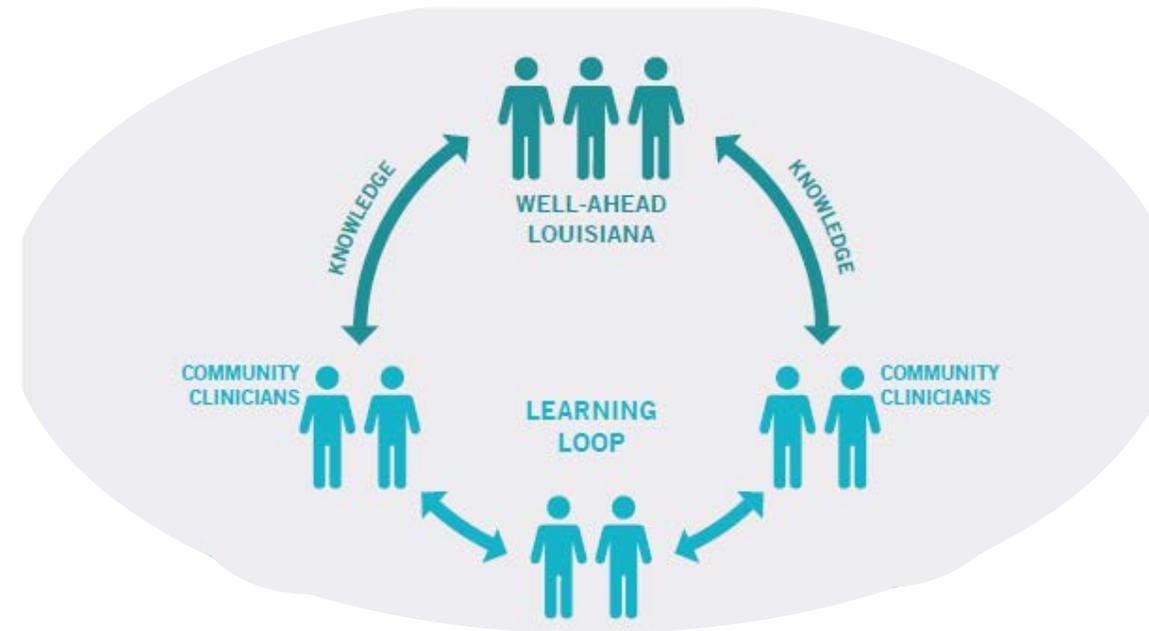
- Collaboration with ECHO requires:
 - **Replication Statement of Collaboration:** Front-end document that outlines the roles and responsibilities of both partners in any replication collaboration.
 - **IP Terms of Use Contract:** Legally binding agreement that details all the elements of the Statement of Collaboration, with a specific focus on Intellectual Property issues.
- Partners agree to:
 1. Follow the ECHO mission and model
 2. Use the ECHO name and trademarks
 3. Mutual expectation of sharing
 4. Use iECHO
 5. Not sell ECHO IP to outside 3rd parties
 6. Non-exclusivity
 7. Use provided Zoom Account for ECHO work ONLY



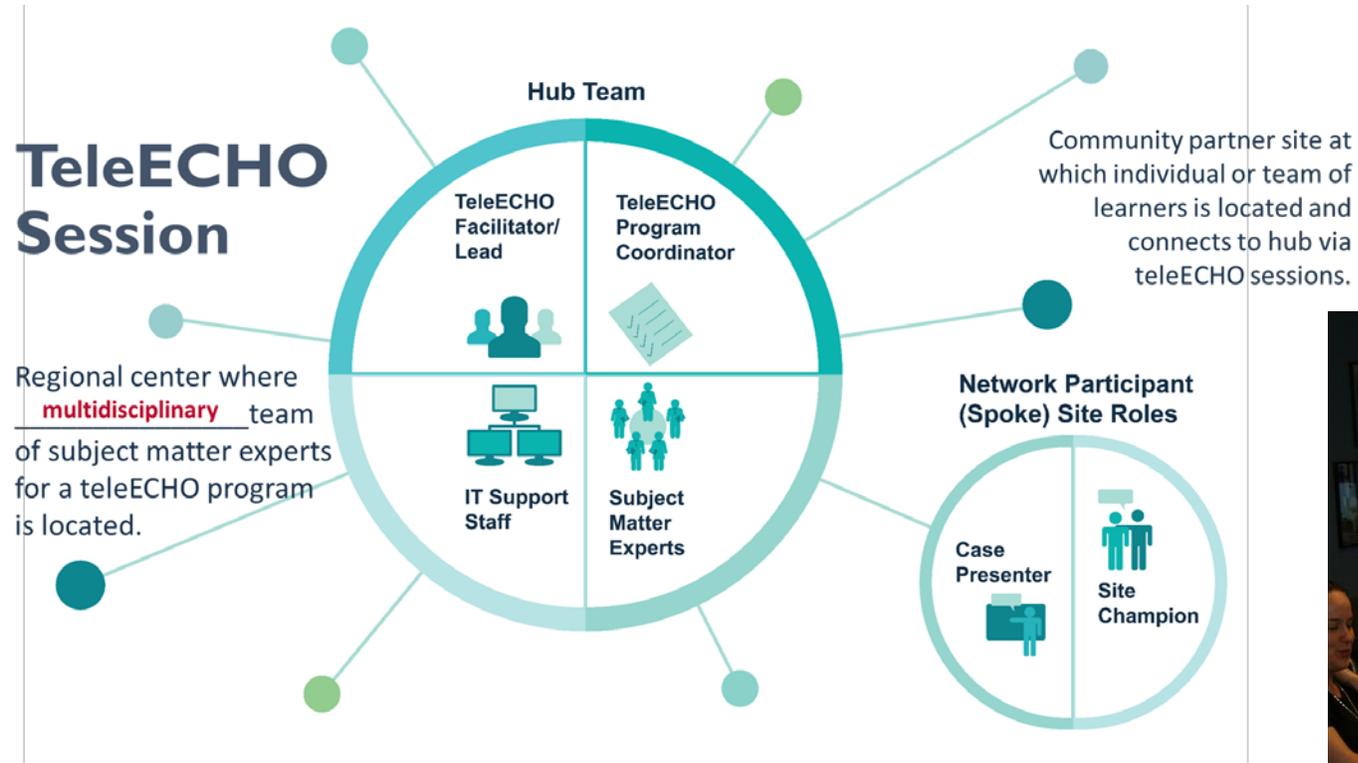
ECHO SESSIONS

Basic ECHO Session Structure

- **TeleECHO sessions (or just ECHO sessions):** regularly scheduled videoconferencing sessions which include subject matter experts and learners who use the ECHO model, brief lectures, and case-based learning to create **Learning Loops**.
 - Learning Loops: The sharing of knowledge between experts and community partners through active participation in teleECHO sessions.
- TeleECHO sessions are a core feature of the ECHO model.



Basic ECHO Session Structure

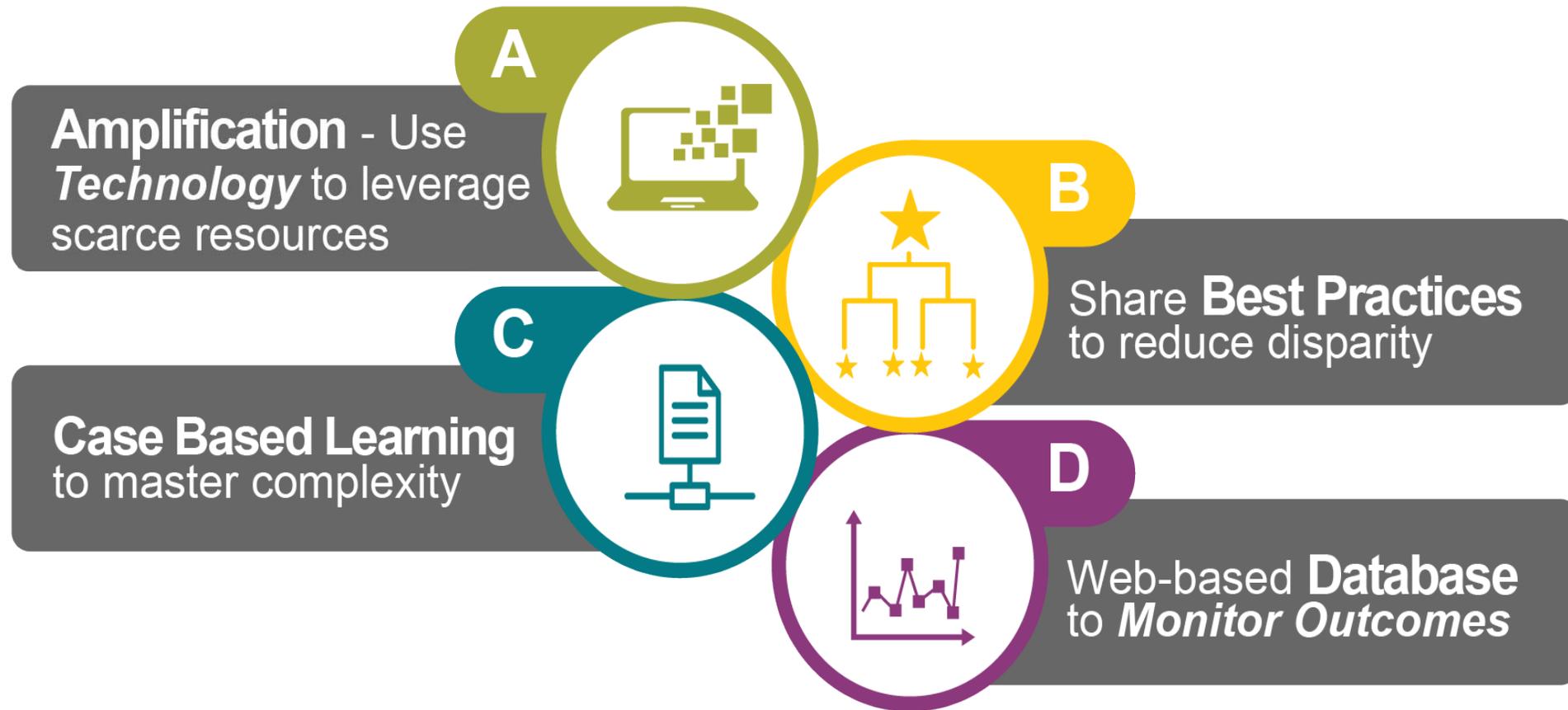


Basic ECHO Session Structure



Fidelity to the ECHO Model

REMINDER



Fidelity to the ECHO Model

- Using Technology to Leverage Scarce Resources
 - ECHO Institute uses Zoom
 - One-to-many allows you to leverage scarce resources. Reach learners in more rural and underserved areas to provide access to knowledge and best practices
 - Differentiates ECHO model from tele-medicine



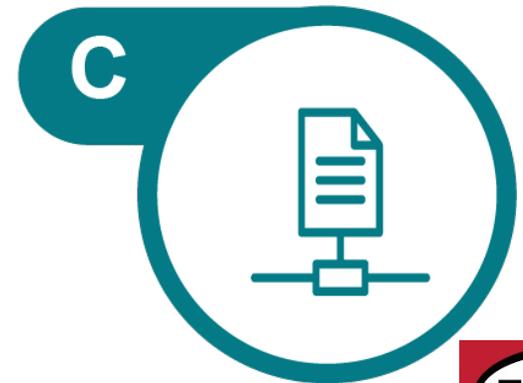
Fidelity to the ECHO Model

- Share Best Practices to Reduce Disparity
 - Evidence based approach
 - Best practices improve quality of care/service
- This principle of the ECHO Model provides a fast and efficient means to disseminating the most current information to rural and under-resourced areas



Fidelity to the ECHO Model

- Case-based Learning to Master Complexity
 - Real world situations shared among the network, while evidence based best practices guide discussion of diagnosis/treatment/situation
 - Creates learning loop – extensive knowledge is imparted, skills are taught, and self-efficacy is encouraged in several ways
 - Learning from other community-based providers, experiences, and knowledge creates a community of practice
 - Shared case management decision-making



Fidelity to the ECHO Model

- Web-based Database to Monitor Outcomes
 - ECHO provided tracking software (iECHO, REDCap Cloud, etc.)
 - Evaluation of provider satisfaction, self-efficacy
 - Using data to create feedback loop for improvements of teleECHO program functioning or outcomes

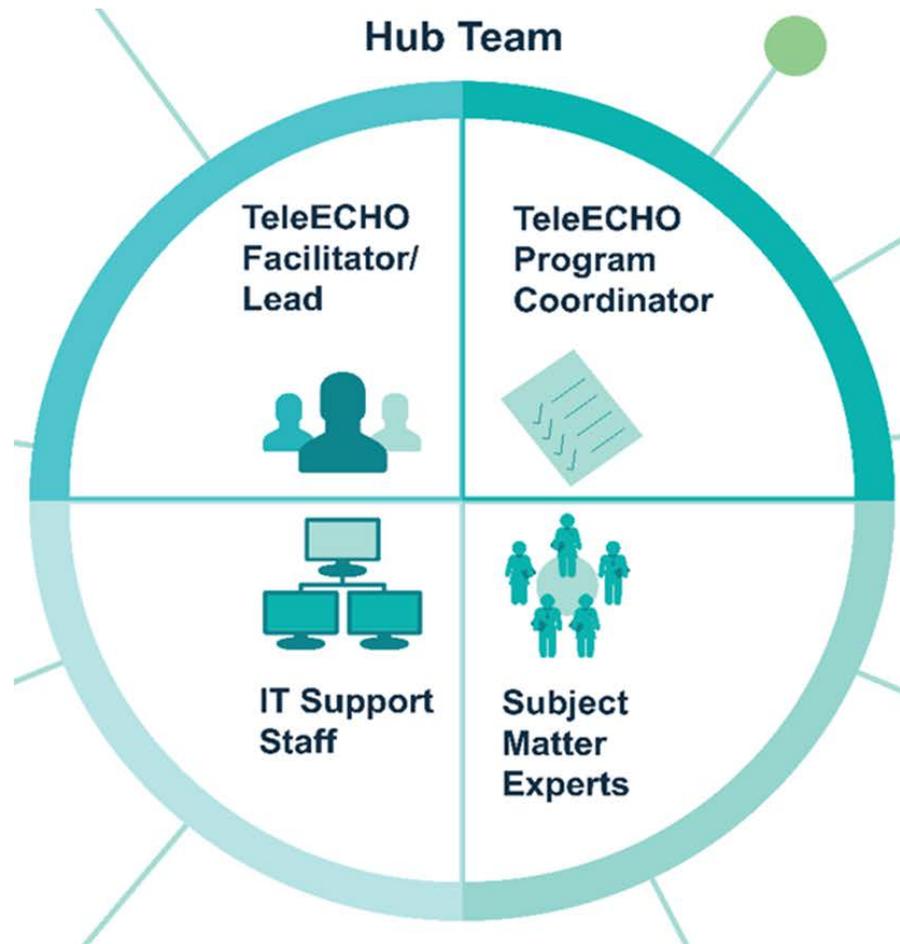


WELL-AHEAD DIABETES ECHO PROJECT

Diabetes ECHO Overview

- Well-Ahead Louisiana will serve as the “hub” of specialists, including an Endocrinologist, an Internal Medicine Physician, a Certified Diabetes Educator, a Nurse Practitioner, a Pharmacist, a Cardiologist (as needed), and a Podiatrist (as needed).
- All clinicians in the community who work with diabetic patients are invited to join as “spokes” of the model – focus on rural primary care providers (such as RHCs).
- Beginning in January 2022, sessions will be held every other Thursday, 12:00PM to 1:00PM
- CEUs will be available for physicians, nurses, and pharmacists

Overview of ECHO Roles



- TeleECHO Facilitator/Lead



- TeleECHO Program Coordinator



- Subject Matter Experts



- IT Support Staff

Diabetes ECHO Hub Team Members



Taunya Williams,
MHA - Program
Manager/
Coordinator



Dragana Lovre,
MD - Facilitator/
Endocrinologist
Hub Specialist



Christine Castille,
FNP-C, BC-ADM,
CDCES - Nurse
Practitioner/CDE
Hub Specialist



Raven Jackson,
PharmD -
Pharmacist Hub
Specialist



Vy Anh Mai, MD,
MS - Internal
Medicine Hub
Specialist



Satish Gadi, MD -
Cardiologist Hub
Specialist



Anthony Decuir,
Jr., MD - Podiatrist
Hub Specialist

Overview of ECHO Roles

- ECHO Program Manager/ Coordinator – Taunya Williams, MHA
 - Implements and oversees project vision and staff
 - Ensures compliance with partnership requirements, fidelity to the ECHO model, and project alignment with grant deliverables
 - Serve as technical, clerical, and administrative support for the ECHO project
 - Combination of Coordinator and IT Support role as outlined by ECHO Institute
- ECHO Facilitator – Dragana Lovre, MD
 - Leads ECHO clinics and assists in the development of tools and forms.
- ECHO Evaluator – Develop and maintain evaluation data and surveys. Assist in ensuring alignment with grant deliverables and performance measures

Overview of ECHO Roles

- ECHO Hub Specialists

- Serve as the subject matter experts to provide specialty insight on cases presented and didactic presentations

Endocrinologist – Dragana Lovre, MD (Tulane University, School of Medicine)

Pharmacist – Raven Jackson, Pharm D (Xavier University, School of Pharmacy)

Nurse Practitioner – Christine Castille, FNP-C, BC-ADM, CDCES (VMS Bio-marketing)

Internal Medicine Physician – Vy Anh Mai, MD, MS (Tulane University, School of Medicine)

Cardiologist – Satish Gadi, MD (Cardiovascular Institute of the South)

Podiatrist – Anthony Decuir, Jr., MD (Foot and Ankle Institute)

Reviewing Case Presentations

- Case presenters will be confirmed by Coordinator 11 days prior to sessions
- Coordinators will review case submissions, remove PHI if required, and then send to all Specialists for review at least 1 week prior to session
- Specialists are asked to review cases prior to session and come prepared to discuss their recommendations during the session

Attending ECHO Sessions

- Attend all ECHO sessions as scheduled
 - Recommend that you log on a few minutes early
 - At least one participant at clinic must attend and actively engage in at least 50% of sessions
- Please take call in a quiet location with stable connection

Participating in ECHO Sessions (General)

- Please have your camera on
- Make eye contact with the camera
- Follow pre-established ground rules – be an example!
- Speak clearly and in a conversational tone

Participating in ECHO Sessions (General)

- Please follow the order of the agenda
 - Remember there is a round of clarifying questions before recommendations are provided
 - Remember that Spoke sites are always given the opportunity to ask questions and provide recommendations before the Hub team
 - Coordinator will keep session on track and jump in to move items along as necessary
- Be prepared to ask questions and provide recommendations
- Highlight teaching points

Participating in ECHO Sessions (Handling Issues)

- Please gently correct any information that is presented that may not be in line with best practices within your scope of expertise
- Accidental disruptions (forgetting to mute) will be handled by the Coordinator
- Dr. Lovre will gently address any voluntary disruptions or breaking of established ground rules (use of inappropriate language, etc.)
 - Continued disruption during a session will be addressed by the WAL Team
 - Continued disruption over multiple sessions will be addressed by Dr. Lovre and the WAL Team

Supporting Evaluation

- Evaluator will reach out to you to conduct key informant interviews and surveys
 - Please be honest!
 - Individual responses are not shared with me but general feedback and information is shared with WAL and CDC to help improve the program.
- Please reach out to us at any time if you identify an opportunity to improve the quality of the program.

QUESTIONS?