



University Hospital Galway

Ospidéal na h-Ollscoile, Gaillimh

GALWAY UNIVERSITY HOSPITALS



in Ireland: lessons from the West

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13th November 2015



Overview

- What is ECHO?
- Visiting ABQ
- Deployment
- Challenges





Galway University Hospitals ECHO



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ORIGINAL ARTICLE

Outcomes of Treatment for Hepatitis C Virus Infection by Primary Care Providers

Sanjeev Arora, M.D., Karla Thornton, M.D., Glen Murata, M.D.,
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MISSION & MODEL OF ECHO

The mission of Project ECHO® is to develop the capacity to safely and effectively treat chronic, common and complex diseases in rural and underserved areas and to monitor outcomes.

- Use Technology (telemedicine and internet) to leverage scarce healthcare resources
- Disease Management Model focused on improving outcomes by reducing variation in processes of care and sharing “best practices”
- Case based learning:
Co-management of patients with specialists
- HIPAA compliant centralized database to monitor outcomes



Supported by Agency for Health Research and Quality HIT grant I UCI HS015135-04, and MRISP, R24HS16510-02 and the New Mexico Legislature, Robert Wood Johnson Foundation.



ECHO IS MORE THAN A CLINIC

ECHO is educational, not merely consultative

- ✖ We build expertise at the primary care level to safely and effectively manage common, complex conditions so that these primary care communities serve one another for subspecialty care

ECHO CLINICS OFFER

Telementoring with specialty teams at the Hub

Increases knowledge, skills and produces positive practice change

Co-management of cases

Recommendations are suggested, not ordered

Treatment decisions lay with the clinician who examined the patient

Availability of specialists between ECHOs

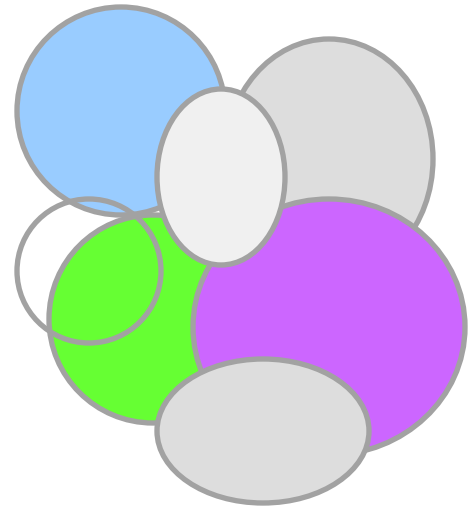
Effective triage during ECHO sessions

INCENTIVES

- × CME for every hour of participation
- × Certification; credentialing may be offered
 - + Physician, nurses, physician assistant, other
- × Enhanced knowledge and skills to serve as local expert in conditions common to primary care
- × Optional: engage in research
- × National exposure to other clinicians

CLINIC 'HUB' TEAM ROLES

- × Physician specialist(s)
- × Pharmacist
- × Psychologist
- × RN
- × Clinic coordinator or Administrative assistant
- × IT User support
- × CME coordinator



IDEAL 'SPOKE' TEAMS

Primary care teams with support from their management do the best

- ✕ NP, PA, Physician who is excited about ECHO
- ✕ Clinic nurse – RN, LPN
- ✕ Clinic coordinator – MA, CHW, admin., etc



WNWHG

**Grúpa Ospidéal an Iarthair/an Iarthuaiscirt
West / North West Hospitals Group**





WNWHG

Grúpa Ospidéal an Iarthair/an Iarthuaiscirt
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ASHOKA

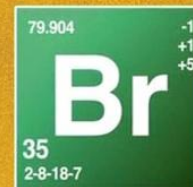




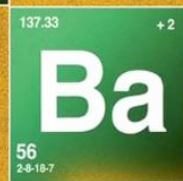
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TELEHEALTH CLINIC





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Clustering of Poor Prognostic Factors in Heavy Patients

Weighted, Age 50+	< 75.0 (1,142)	> 75.0 (1,001)
Male, n (%)	340 (29.8)	365 (36.9)
Black, n (%)	105 (9.2)	115 (11.5)
Age, years ^a	61.0 ± 10.5	63.0 ± 9.4 ^b
WBC, 1000/ ^c	11.0 ± 5.7	10.2 ± 5.4 ^b
Hemoglobin, g/dL	10.0 (10.0)	10.0 (10.0)
Log MELD score ^d	5.00 ± 0.77	4.98 ± 0.80 ^b
MELD score, n (%)	302 (26.7)	300 (30.0)
MELD, n (%)	340 (29.8)	365 (36.9)
Prognosis, n (%)	340 (29.8)	365 (36.9)

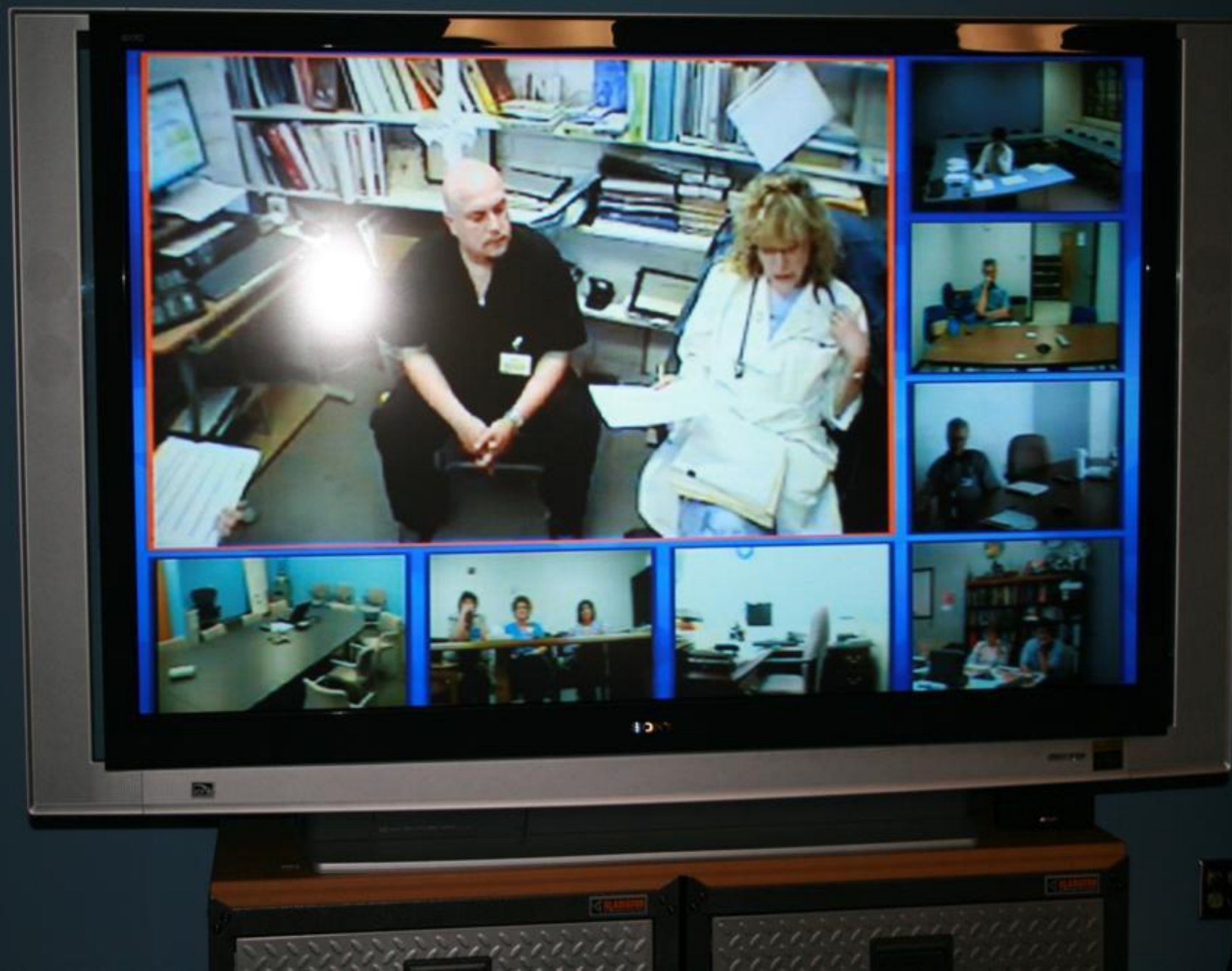
Weighted, n (%)
^aAge, years; ^bAge, years; ^cWhite blood cell count; ^dMELD score, n (%)



Clustering of Poor Prognostic Factors in Heavy Patients

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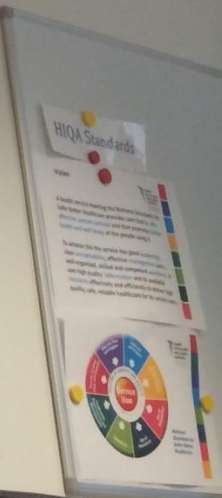


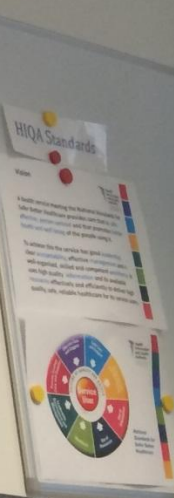
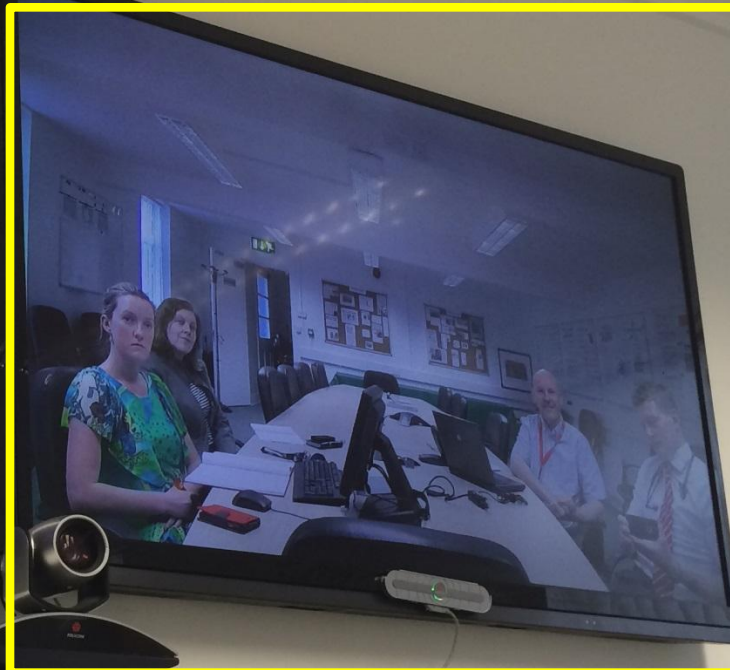


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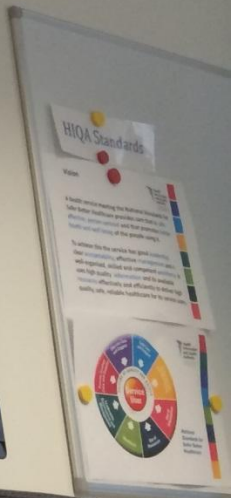
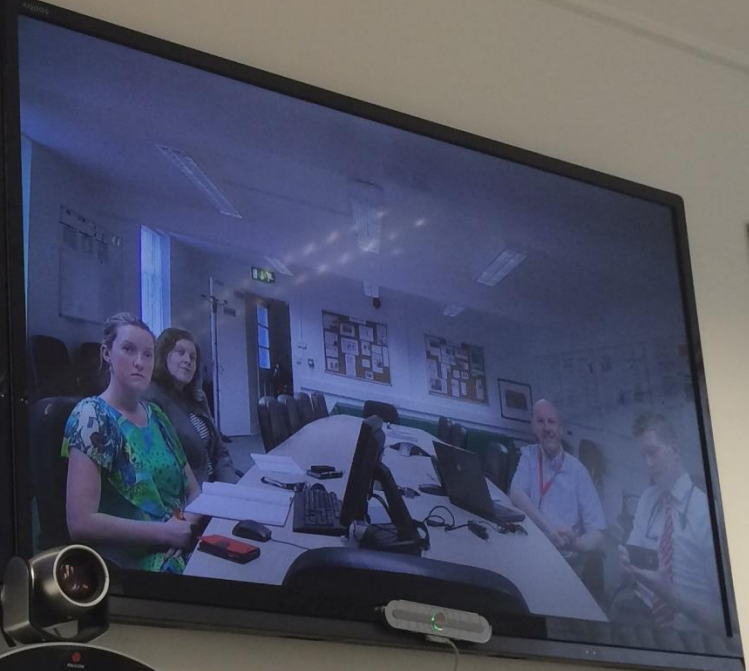


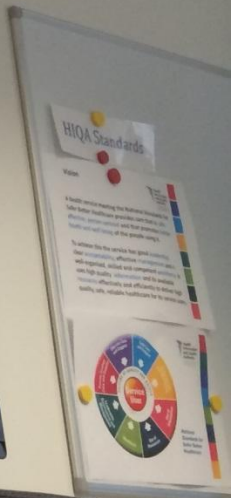
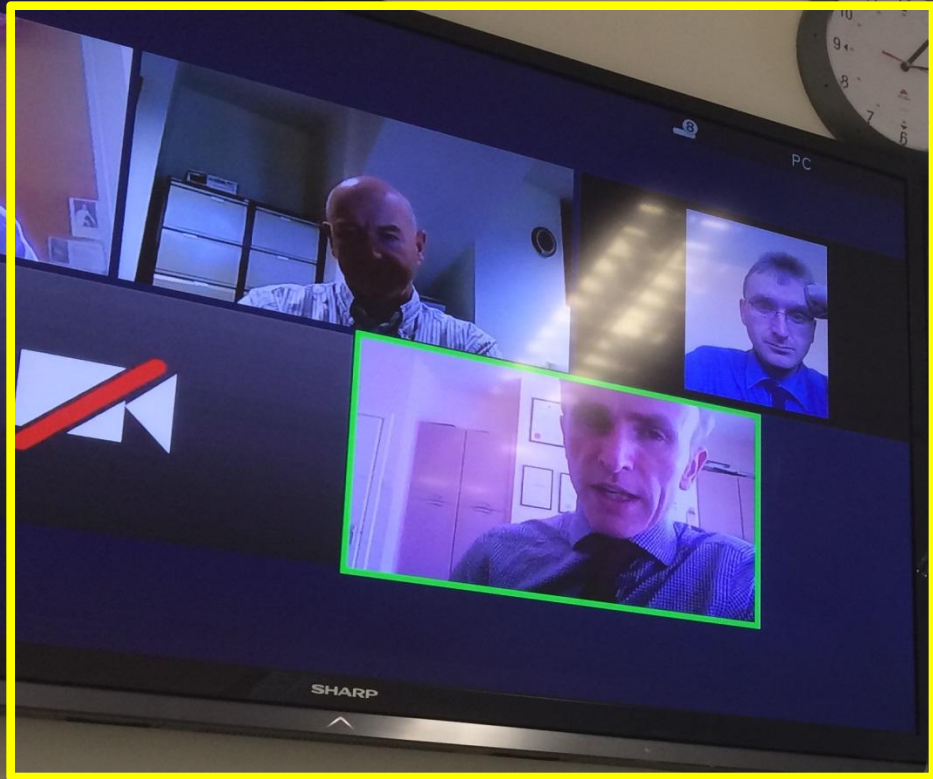
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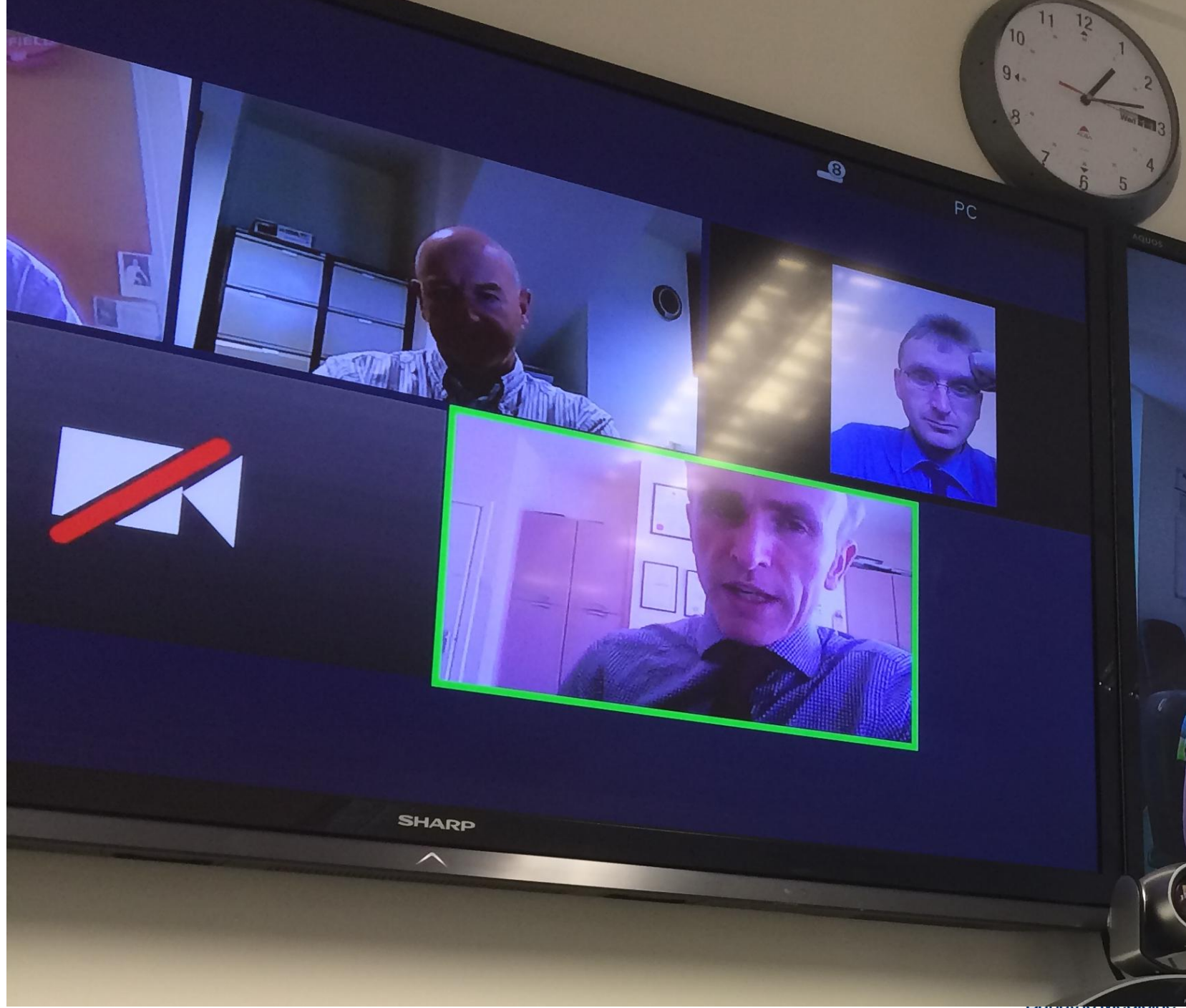












ECHO Etiquette

Respect for all participants is key to a successful ECHO.

Always...

- ...limit body movement and broad gestures. They can be very distracting.
- ...remind people about confidentiality.
- ...have every attendee introduce themselves.
- ...Identify participants as they sign in late.
- ...be generous in extending greetings and introducing people.
- ...make eye contact *with the camera* when you are speaking. Direct in-person participants to look at the camera.
- ...be conscious of group discussion dynamics, and give people time to respond.
- ...use gentle, supportive approaches to correct misinformation.
- ...use “gentle nudges” to help people discover and learn.
- ...start on time and end on time.
- ...excuse yourself and leave the room if you need to have a side conversation or take a phone call.
- ...consider that people have different learning styles, and plan your conference to include visual, auditory, and demonstration
- ...medical facilitator will summarize the case and the recommendations.
- ...request specific case follow-up (Ex. 1 month, 3 months, etc)

Sometimes...

- ...use gentle redirection when someone dominates time or is critical or confrontational to a colleague.
- ...remind people about the risk of inadvertent disclosure of protected health information.
- ...request feedback from participants who are listening in via telephone.

Never...

- ...disclose protected health information.
- ...criticize a person’s ideas, even when they are wrong.
- ...let clinic begin or end late.
- ...use sarcasm or ironic humor. It doesn’t translate well.
- ...allow providers to talk about or criticize colleagues or the unseen patient.
- ...diminish a person or criticize a past decision.
- ...engage in side conversations.
- ...make extraneous noise, like typing on a keyboard or rustling papers. Conference microphones are very sensitive.
- ...talk over other people. If someone is speaking, let them finish, or signal your wish to talk to the facilitator.



Challenges:

- IT issues
- The physical space
- Etiquette adherence
- Just T2DM? Scale



Challenges:

The NEW ENGLAND JOURNAL of MEDICINE

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LESSONS LEARNED AT PROJECT ECHO™

PITFALLS

- × Not following The ECHO Model
- × Presuming ECHO is just curbside consultation instead of educational capacity building
- × Presuming ECHO is easy
- × Assuming superiority over anyone
- × Assuming that collegiality occurs without effort
- × Being inaccessible
- × Not optimizing videoconferencing connectivity, or user support
- × Not engaging interdisciplinary team

SUCCESSFUL REPLICATIONS

- × Follow the ECHO Model
- × Utilize ECHO etiquette
- × Optimize technical assistance from experienced ECHO clinicians to help you replicate
- × Optimize relationships with IT



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Thanks!