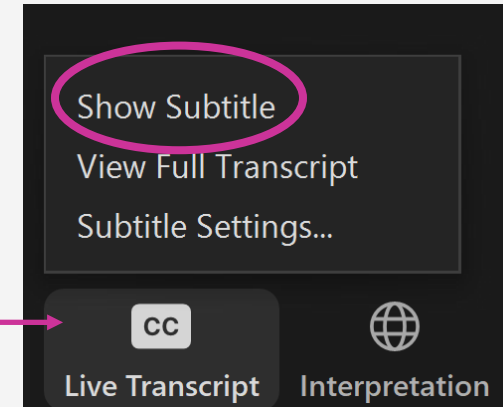


Using Closed Captioning (English)

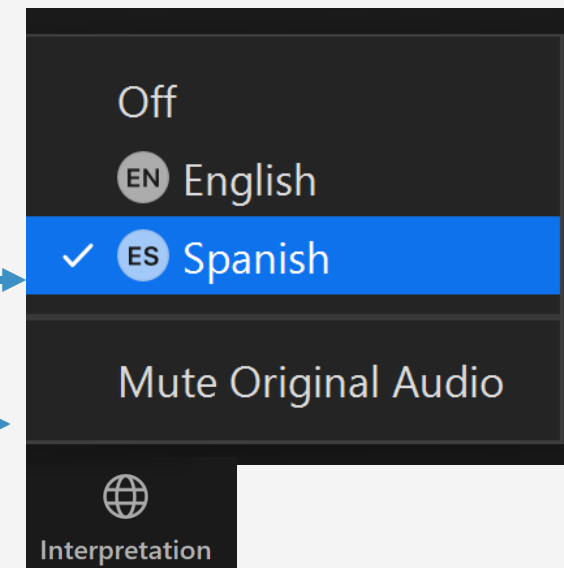
- 1 Click the “CC Live Transcript” button
(If you don’t see the “CC Live Transcript” button, click the “More” button, then “Live Transcription”)

- 2 Select “Show Subtitle”



Uso de la interpretación de idiomas

- 1 Hagan clic en el icono de interpretación
- 2 Seleccionen “Spanish”
- 3 Después de seleccionar “español”, hagan clic en el icono "Mute Original Audio"



*Families as Partners Shaping
the Future in Times of Crisis*



All Hands on Deck

Benefits of an Interprofessional Medical Education
Program during COVID-19 Using the ECHO Model

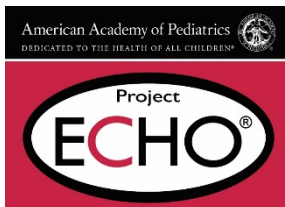
June 15, 2021

Acknowledgements

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Presenters

- **Meg Comeau**, Senior Project Director, Boston University Center for Innovation in Social Work & Health (BU CISWH).
- **Bethlyn Vergo Houlihan**, Project Director for the Collaborative Improvement and Innovation Network to Advance Care for Children with Medical Complexity (CMC CoIIN), BU CISWH
- **Amy Shah**, Project ECHO Program Manager, American Academy of Pediatrics (AAP)
- **Cara Coleman**, Director of Public Policy and Advocacy, Family Voices National
- **Ben Plant**, CMC CoIIN Research Assistant, BU CISWH
- **Christina Boothby**, Director of Children and Youth with Special Health Care Needs (CYSHCN) Initiatives, AAP

Learning Objectives

- Share innovative and replicable adaptations to the ECHO medical education model for interprofessional teams with a systems focus.
- Identify outcomes of the model's adaptations in themes from ECHO discussions and responses to the program evaluations and discuss takeaways for family-lead organizations

Agenda

Introduction & Overview of ECHO Program

Meg Comeau & Amy Shah

Inter-Professional Design of CMC & COVID-19 ECHO

Bethlyn Houlihan & Cara Coleman

Outcomes

*Ben Plant,
Christina Boothby,
Cara Coleman,
Amy Shah, & Meg Comeau*

Takeaways & Next Steps

Meg Comeau

Questions & Answers

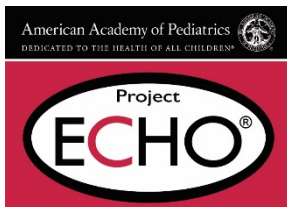
Cara Coleman

Introduction

Meet the CMC CoIN & AAP



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The Collaborative Improvement and Innovation Network (CollN) to Advance Care for Children with Medical Complexity

Four-year quality improvement project funded by the federal Maternal and Child Health Bureau



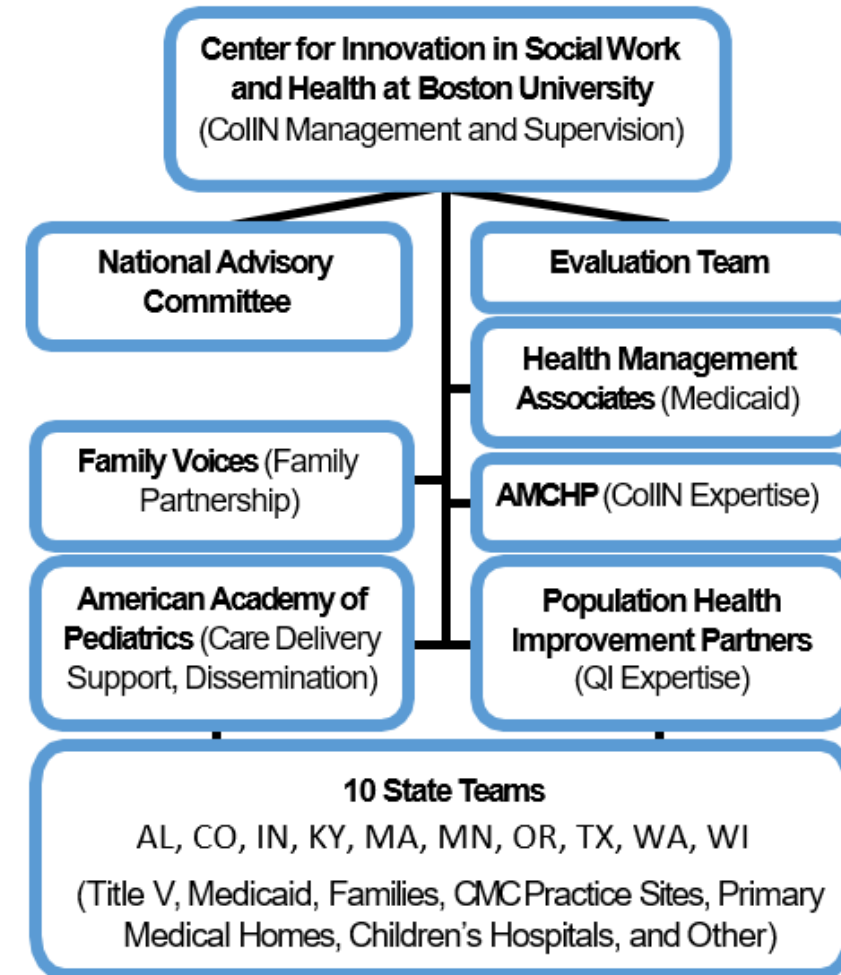
10 interprofessional state teams across the country



Shared goals:

- Improve the quality of life for children with medical complexity
- Improve the well-being of their families
- Improve the cost effectiveness of their health care

CMC ColIN Project Structure



American Academy of Pediatrics (AAP)



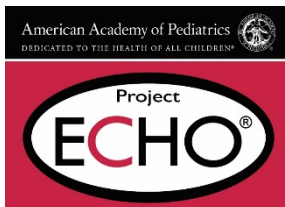
- 68,000 members
- 66 state and local chapters
- 23 national committees,
- 52 sections, 15 councils
- 480 staff; Offices in Illinois; Washington DC
- AAP is the only ECHO superhub solely focused on pediatrics

Overview of ECHO

Objectives, Methodology, & Structure



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ECHO

(Extension for Community Healthcare Outcomes)

- A tele-mentoring program designed to create communities of learners by bringing together health care providers and experts in topical areas using didactic and case-based presentations, fostering an "all learn, all teach" approach.
 - Creates partnerships
 - Encourages knowledge exchange
 - Utilizes technology
 - Promotes case-based learning

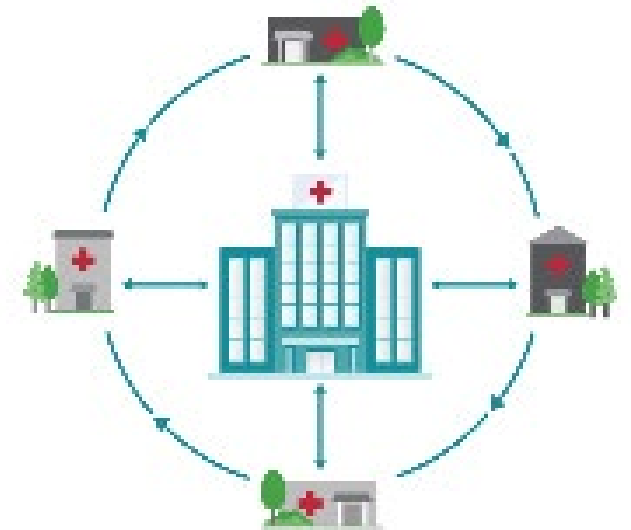
Mission: To democratize medical knowledge and get best practice care to underserved people all over the world

Goal: To touch the lives of 1 billion people by 2025

Project ECHO: A Hub and Spoke Model

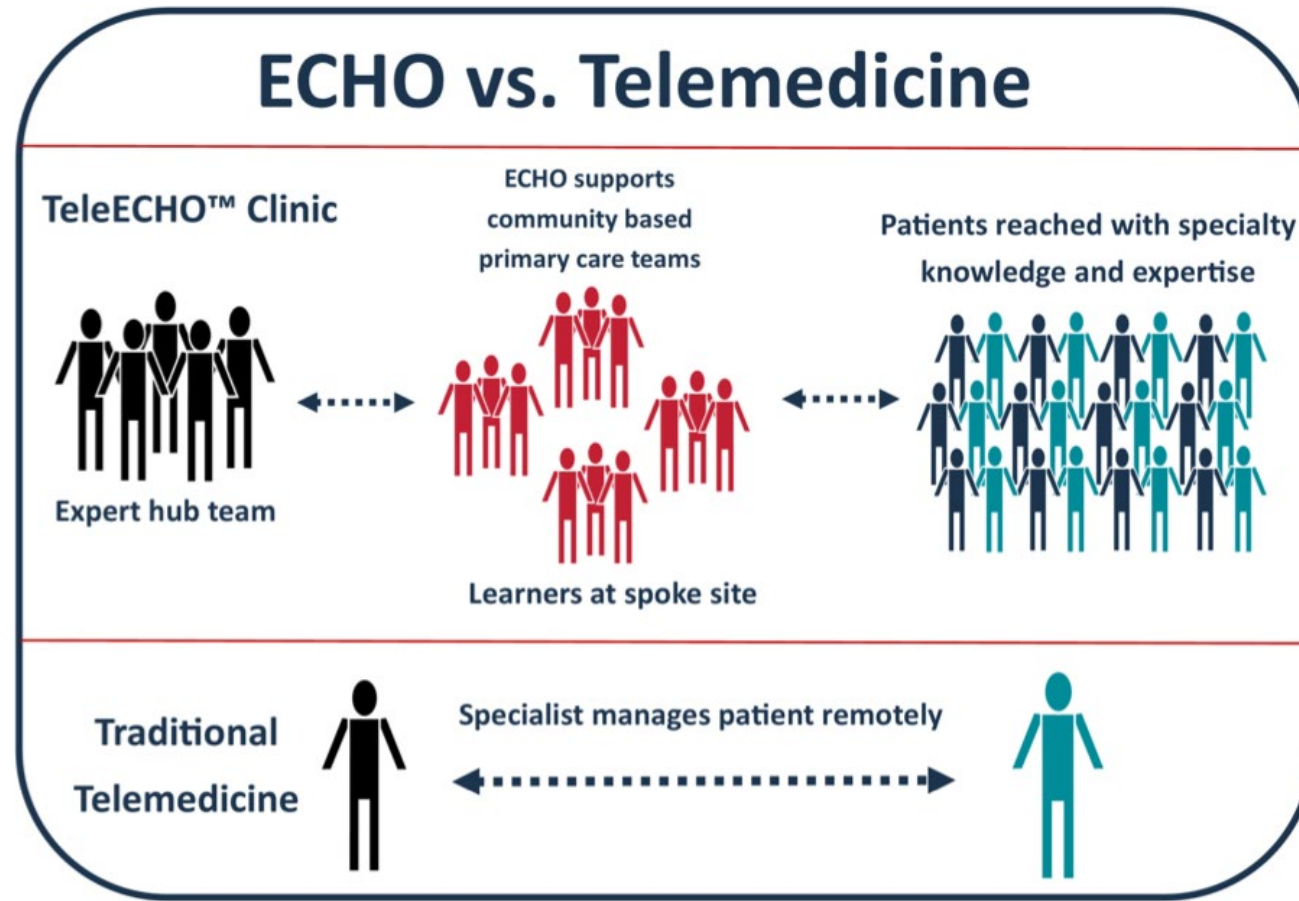
Hub and spoke knowledge-sharing networks create a learning loop

- Community providers learn from specialists
- Community providers learn from each other
- Specialists learn from community providers as best practices emerge



AAP operates as a “virtual” Superhub

- Faculty
- AAP Staff
- Content Expertise



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

American Academy of Pediatrics (AAP)



- AAP is the only ECHO superhub solely focused on pediatrics
 - Trains new hubs (90+) interested in offering pediatric ECHOs
 - Creates and launches AAP ECHO programs
 - Over 80 programs in 20+ topical areas
 - Provides support and TA to pediatric ECHO programs
 - Connects the pediatric ECHO community

What Does an ECHO Session Look Like?

The AAP ECHO superhub utilizes Zoom video conferencing

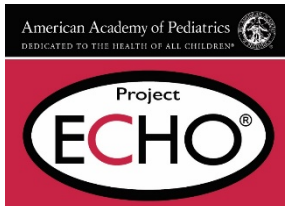


Photo courtesy of the American Academy of Pediatrics

FAMILY VOICES[®]



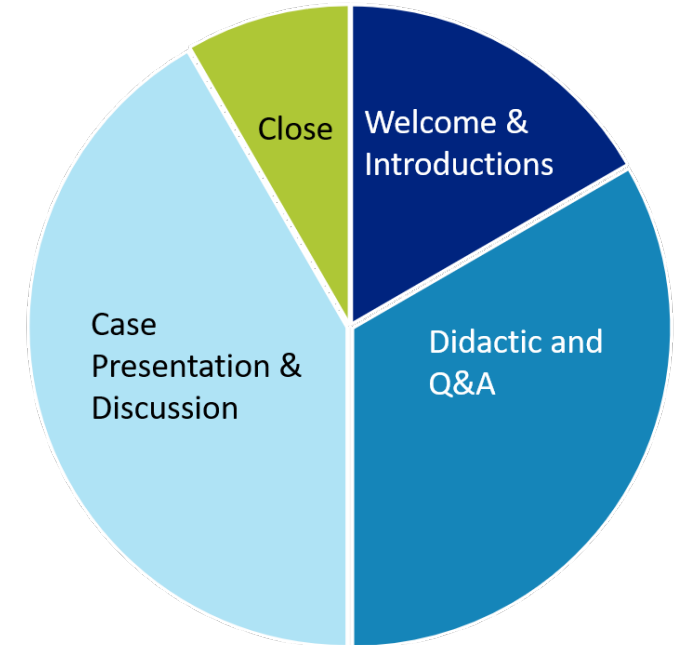
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What Does an ECHO Session Look Like?

- **Anatomy of an ECHO**

- Introductions/Housekeeping
- Lecture (followed by short Q&A)
- Case Presentation/Discussion
 - Case Presentation by spoke or faculty
 - Facilitator summarizes case; asks for clarifying questions
 - Recommendations/Discussion
 - Facilitator summarizes recommendations
- Wrap-up
 - Post-session evaluation & case form

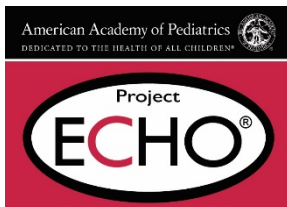


The CMC & COVID-19 ECHO

Development & Interprofessional Design



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Innovations & Unique Attributes

**Built out of CMC CoIIN
quality improvement project**

**2 cohorts: Inclusive of
interprofessional group of
participants**

**Focus on systems
improvements**

**Purposeful integration of
people with lived experience
(families)**

Prioritizing Family Engagement

Typical ECHO programs only engage family leaders as faculty

In an “all teach, all learn approach”, family leaders bring needed perspective to each level of ECHO engagement.

CMC & COVID-19 ECHO engaged family leaders as:

- Faculty
- Highly engaged participants
- Case discussion presenters
- Guest lecturers



AAP COVID-19 & CMC ECHO: Project Overview

- **Program goals**
 - To increase clinician knowledge, comfort and competence regarding care for CMC during the COVID-19 pandemic
 - To provide a forum for mentorship and support to clinicians caring for CMC during the COVID-19 pandemic
- **Primary Audience:** Pediatric primary care, specialty care providers, and interprofessional CMC CoIN teams

AAP COVID-19 and CMC ECHO Program

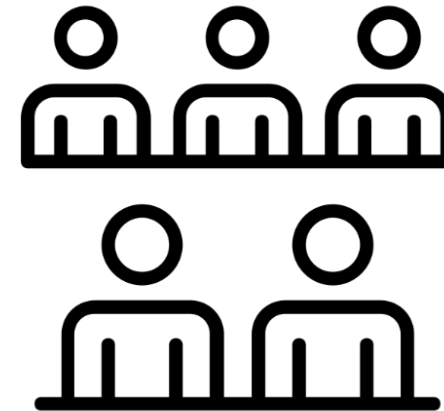
- Timeline: May 20, 2020 through June 30, 2021
- 2 cohorts due to high interest
 - Cohort #1 – CMC CollIN
 - 1st and 3rd weeks of the month
 - Interprofessional teams (pediatricians, family leaders, Title V, etc) already participating in the CMC Collaborative Improvement and Innovation Network (CollIN) project
 - Cohort #2 - Community
 - 2nd and 4th weeks of the month
 - Pediatricians and other health care professionals from across the United States

AAP COVID-19 and CMC ECHO Sessions

- 211 healthcare professionals and families who care for CMC, including:

- Physicians
- Registered nurses
- Medical assistants
- Mental/behavioral health professionals
- Parents/caregivers
- Title V staff
- Public health professionals

Average attendance per session = 20.5



Created by ProSymbols
from Noun Project

AAP COVID-19 and CMC ECHO Faculty & Curriculum

- **Interprofessional faculty** team of 13, representing expertise in:
 - Emergency Preparedness & Response
 - Infectious Disease
 - Hospital Medicine
 - Public Health
 - Primary Care
 - Mental/behavioral health
 - Family Leaders
 - Social work
- Hosted 28 sessions addressing **topics** including:
 - Care coordination
 - COVID-19 testing
 - Disaster preparedness
 - Family engagement
 - Home health
 - Mental health
 - Personal protective equipment (PPE)
 - School re-entry
 - Telehealth strategies & coding
 - SDoH in Clinical Practice

Outcomes

Themes from ECHO discussions, faculty reflections, & evaluation surveys

Themes from ECHO Discussions



Themes from ECHO Discussions: Family Needs

- **Respite Supports for Families During COVID-19**

- Session 1: How to balance needs of families vs. risk of COVID-19 spread?
- Session 15: Why do we expect families to be “on” 24/7 when we don't expect that from other professionals?



Themes from ECHO Discussions: Family Needs

- Shared Decision-Making

- Session 6: Shared decision-making between schools and families about in-person and virtual learning is key.
- Session 15: We need to remember that disaster planning needs to be in the framework of shared decision-making like the rest of the care.



Themes from ECHO Discussions: Interprofessional Approaches

- Need for Interprofessional Approaches

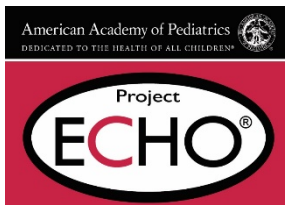
- Session 9: What role can social workers play in [physician burnout and secondary traumatic stress]?
- Session 12: Community health workers have a significant role to play in addressing SDoH during COVID.



Created by Eucalypt



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Themes from ECHO Discussions: Systems Focus

- Some problems need to be addressed at the systems level
 - Session 8: Unmet mental health need is a big problem. Despite increasing sense that integration of behavioral health in primary care is important, few incentives exist on a wide scale for this.
 - Session 18: Opportunities for bias are magnified when doctors make ad-hoc decisions at the bedside. Crisis standards of care should be developed in collaboration with individuals with lived experience via upstream policy to reduce discrimination.



Cohort Distinctions: Faculty Observation

“While the Clinician cohort seems to value concrete information and tools to share with their patients that day or week, the Improvement cohort seems more likely to discuss how the ECHO presentation informs both present and future systems of care for CMC. Both perspectives enhance and inform the other, and merge effectively when the two cohorts have shared an ECHO webinar.”

- Jennifer Lail, MD, FAAP

Cohort Distinctions: Faculty Observation

“Generally I feel that this series has been incredibly comprehensive in addressing the needs of families and pediatric practices related to COVID ... I feel the CollN group has a slightly more population health and systems focus while the practitioner group is more focused on day-to-day needs of individual families of CMC. Both are good.”

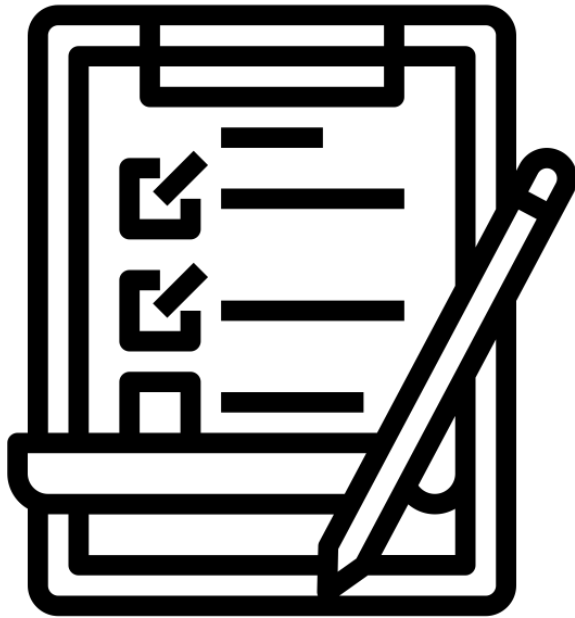
- Christopher Stille, MD, MPH/MSPH

Cohort Distinctions: Faculty Observation

“The ability to share and the power of family voice felt more collaborative in the multi-disciplinary cohort. The discussion was clearly more inter-professional and integrative of family voice as part of the team. The other cohort focused more on clinical aspects of care and at times it felt like family voice came from the outside and had to push it ways into the conversation and mentoring...The ECHO platform clearly contributes to advance family centered care-making the approach an active learning and implementation, versus descriptive and admiring of the problem.”

- Cara Coleman, JD, MPH

AAP COVID-19 & CMC ECHO Evaluation Plan



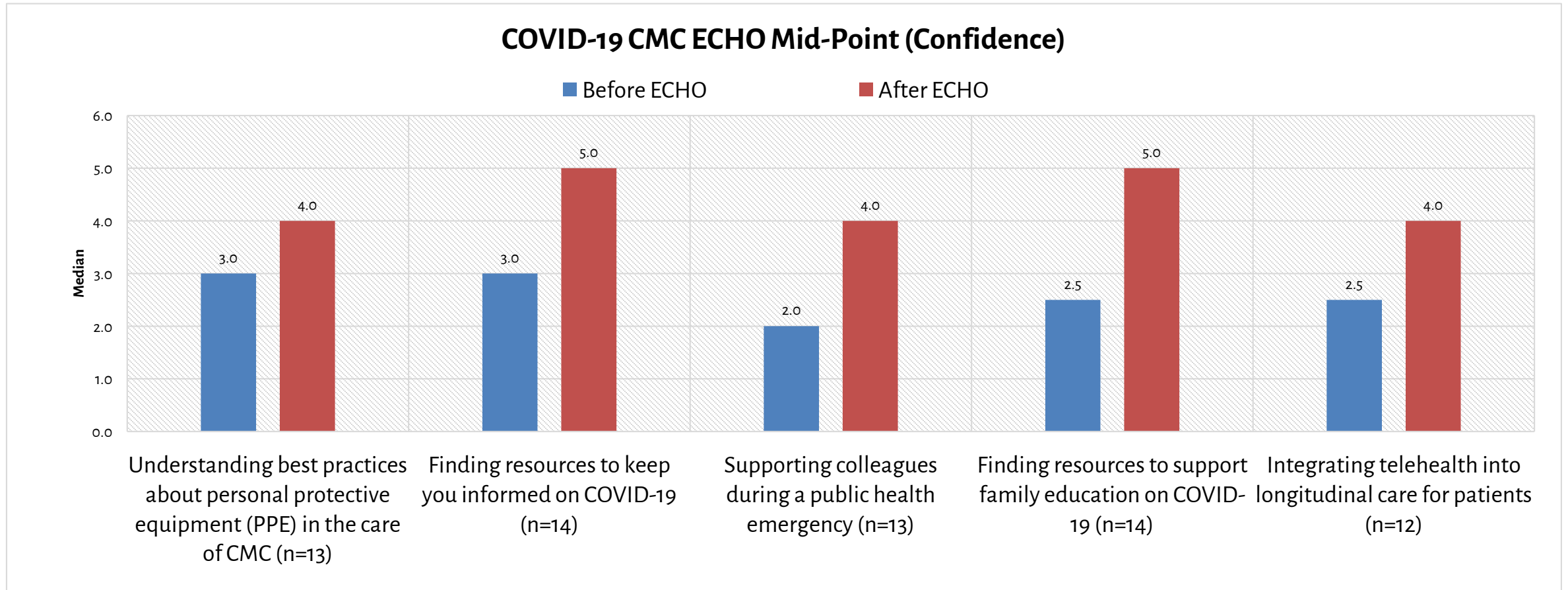
Created by Wichai Wi
from Noun Project

- Post session survey
- Mid-program survey
- Post program survey (June 2021)
- Focus groups (July-August 2021)

Mid-Point/6-month Assessment: Descriptive Respondent Breakdown

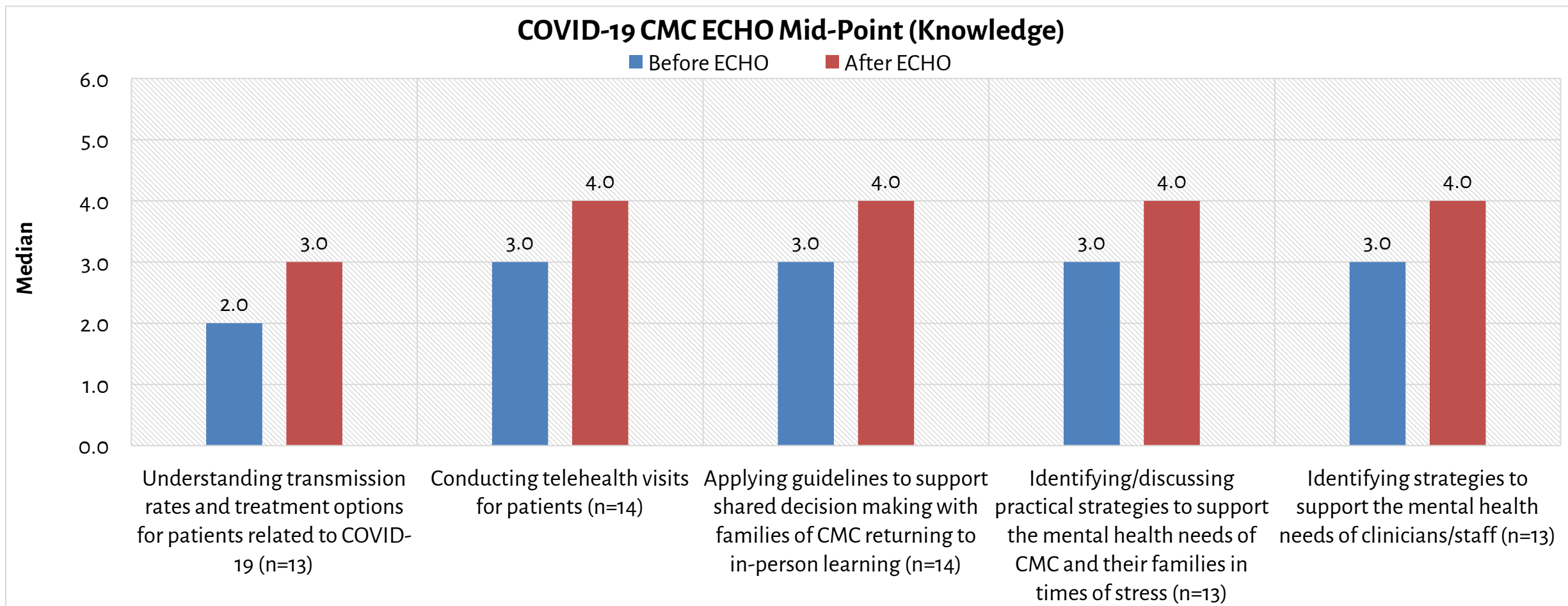
- Completed by 18 participants (response rate: 18%)
 - 44.4% of the survey respondents attended 9-12 ECHO sessions
 - 38.9% were from academic medical centers
 - 55.6% were physicians (MD, DO)
 - 66.7% had more than 15 years of experience in their current practice setting
 - 44.4% were part of the COIIN network

Confidence Around the Care of CMC



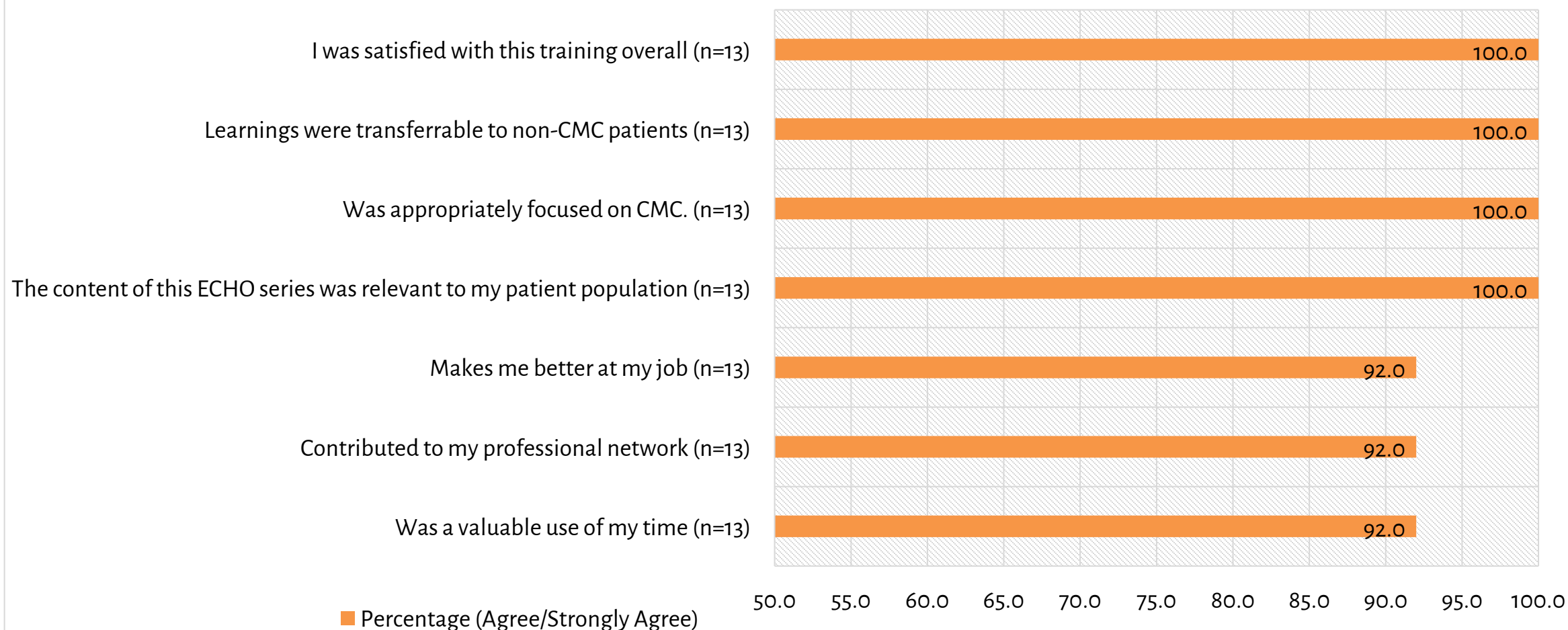
Anchors to score: Very Confident = 5, Confident = 4, Somewhat Confident 3, Slightly Confident =2, Not Confident =1.

Knowledge Around the Care of CMC



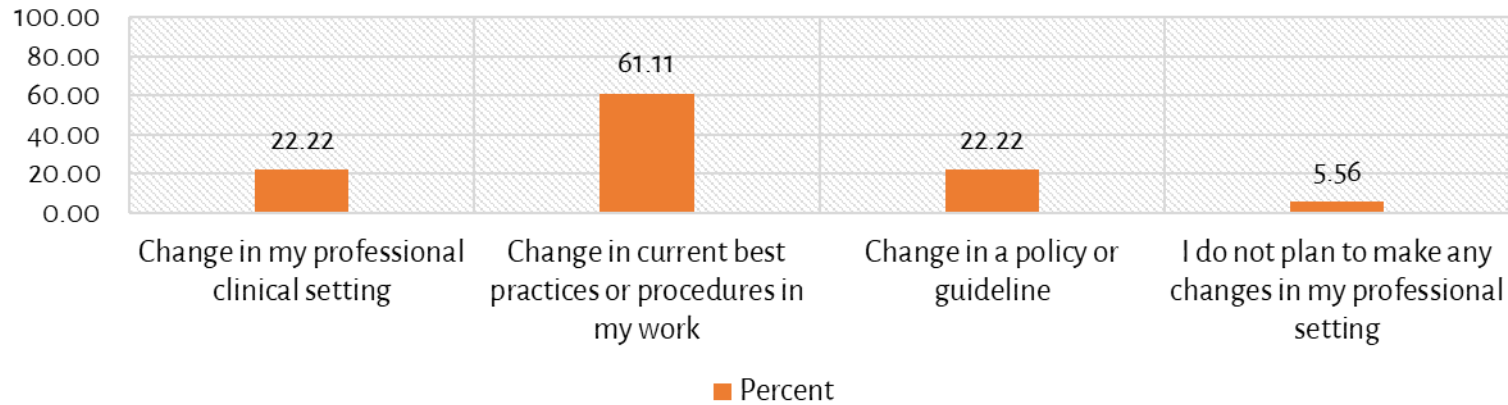
Anchors to score: Very Knowledgeable =5, Knowledgeable = 4, Somewhat Knowledgeable = 3, Slightly Knowledgeable =2, Not at all Knowledgeable =1..

COVID-19 CMC ECHO Mid-Point (ECHO Value)



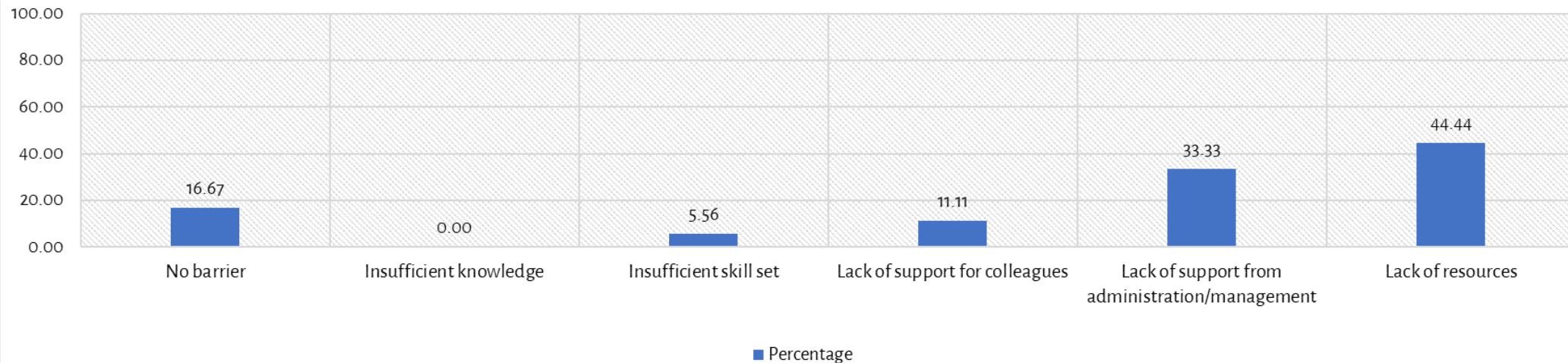
- Percentages of those who Agree/Strongly Agree with the statement and calculated based on the total respondents who progressed to this portion of the questionnaire (n=13).

COVID-19 CMCECHO Mid-Point (Practice/Work Change Identified)



- Percentages calculated based on the total respondents who progressed passed consent or “next” (n=18).

COVID-19 CMCECHO Mid-Point (Barriers to Applying ECHO Learning)

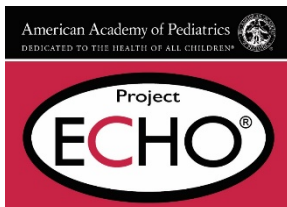


Takeaways

Takeaways, Next Steps, and Q&A



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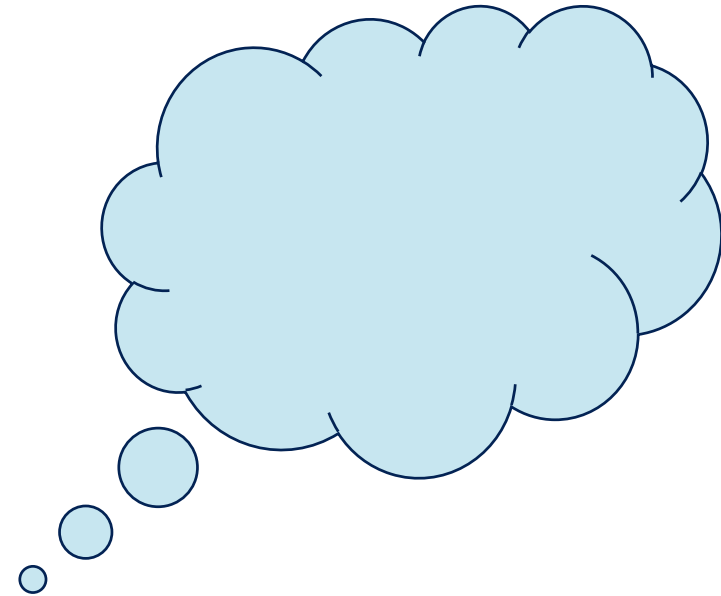
Takeaways

- To facilitate interprofessional partnership and shared learning on-the-ground, family-led organizations need evidence-based models and promising practices.
- To meaningfully address systems issues, care provision for children with medical complexity (CMC) requires collaboration across the full spectrum of the health care, social, and community-based service sectors.

Next Steps

- Need to uncover barriers to clinical implementation identified in 6-month evaluation
- Interprofessional ECHO model as an option for family-lead organizations in systems advocacy
- AAP ECHO superhub should continue to center partnerships with people with lived experience

Questions?



Thank You!

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Amy Shah – ashah@aap.org

Cara Coleman - ccoleman@familyvoices.org

Ben Plant – bplant@bu.edu

Christina Boothby – cboothby@aap.org



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