



# R . E . A . L . S O L U T I O N S

RESULTS AND  
EVIDENCE FOR  
ACTION-BASED  
LEARNING



## R.E.A.L Solutions (*Results and Evidence for Action-Based Learning*)

### Using the ECHO Model for Further Engagement

Content Lead – Comagine Health

Facilitator – Network for Regional Healthcare Improvement

Case Presenter – Qualidigm

April 28, 2020

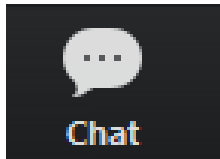
2:00 – 3:00 pm (ET)

# A Few Reminders



Please mute / unmute when not speaking

Please share your video if you are able!



When you want to speak up, please give a little wave or chat that you'd like to speak, and the facilitator will call on you

Please chat in your name and organization now

# Today's Agenda

- Overview of objectives for REAL Solutions
- Didactic on *Using the ECHO Model for Further Engagement*
- Case presentation
- Clarifying questions from audience and content lead
- Recommendations and impressions from audience and content lead
- Summary of recommendations
- Open discussion
- Closing announcements

# Objectives

- Increase member connections
- Explore topics of shared member interest
- Provide opportunity for shared learning and problem solving

# Today's Speakers



## **Sara Phillips, MBA, BSN, CPHQ**

Sara is a Senior Improvement Advisor at Comagine Health and has used the ECHO model in her work with the Hospital Improvement Innovation Network (HIIN). Her career in health care quality, risk management, and case management spans over 27 years.



## **Sandra DeBry, MBA**

Sandra is the Director of ECHO<sup>®</sup> Operations at Comagine Health and leads efforts to adapt the model to quality improvement projects across the Comagine region. She has over 20 years of experience in health care quality and program management.

# Today's Speakers



## **Kayla Cole, CSP-SM**

Kayla began working for Qualidigm in January of 2017 and serves as Director of Operations overseeing Child Health, Substance Use Disorder, and ECHO initiatives at Qualidigm.

# Today's Didactic

Using the ECHO Model™ to Engage Further

# What We Are Trying To Solve

Engaging partners across our region

Facilitating and supporting change

Sharing best practices

Expanding reach with fewer dollars and fewer staff





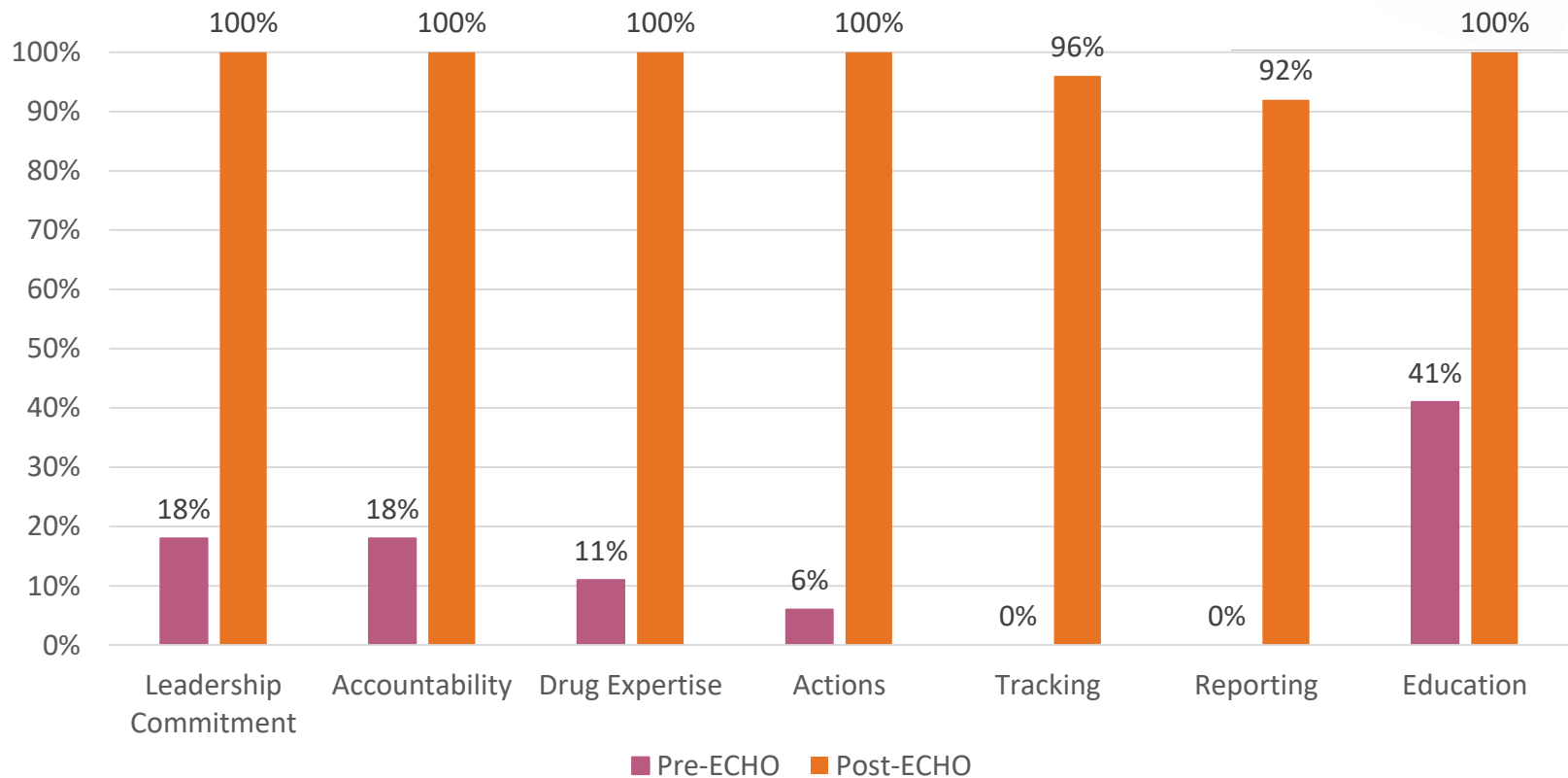
# What We Did

## Hospital Improvement Innovation Network (HIIN)

- 24 critical access facilities across a four-state network
- Multiple levels of implementation of the CDC Core Elements of antimicrobial stewardship
- Three cohorts over a 12-month period
- Process and outcome measures tracked at 30, 60 and 90 days following each cohort

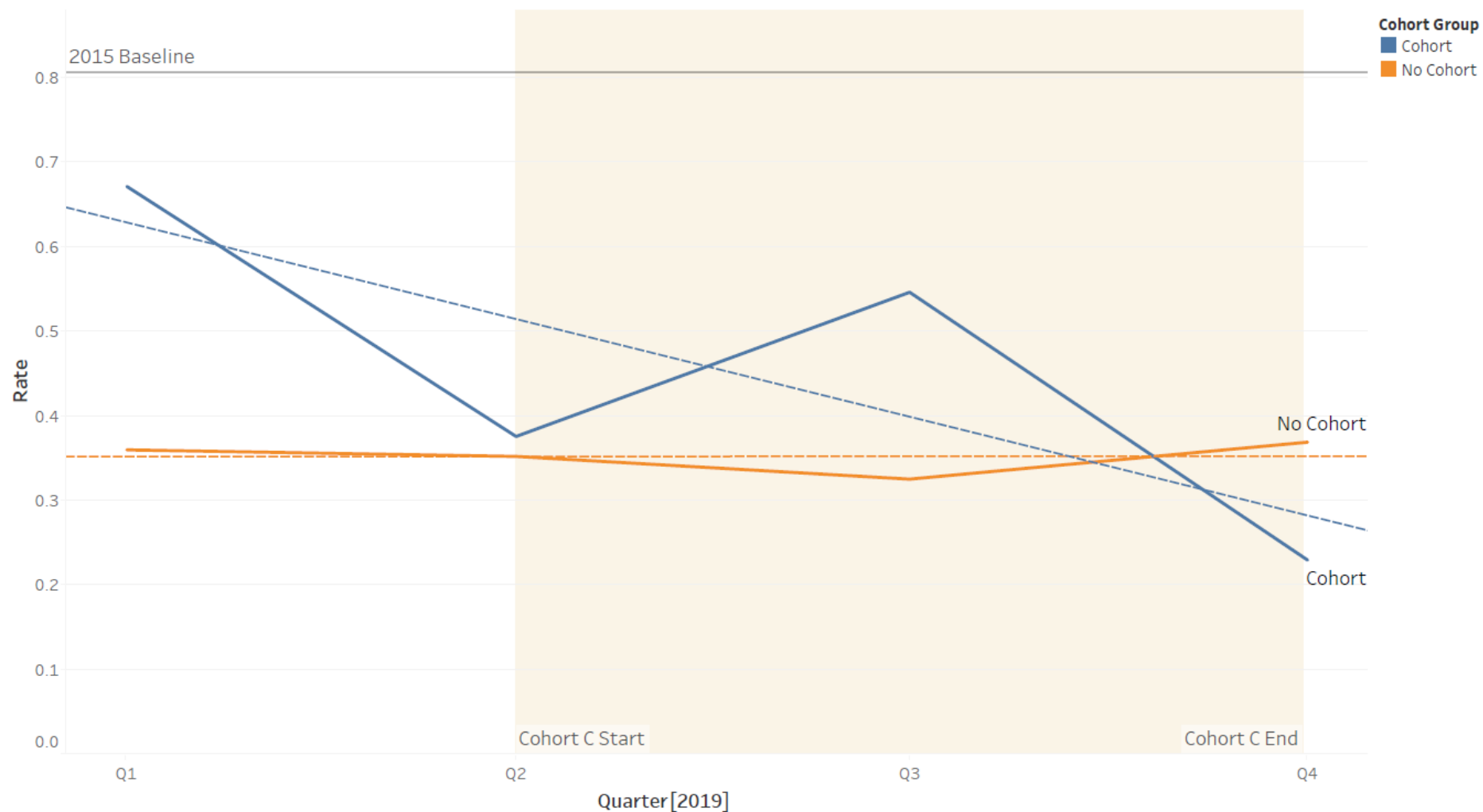
# Results: Antimicrobial Stewardship ECHO CDC Core Element Implementation

Implementation 90 Days Post ECHO



# Results: *C. difficile* SIR Improvement

Cohort C Performance



The trend of Rate for End Date Quarter. Color shows details about Cohort Group. The marks are labeled by Cohort Group. The data is filtered on End Date and Measure Name. The End Date filter ranges from 1/1/2019 to 12/31/2019. The Measure Name filter keeps CDIFF\_RATE. The view is filtered on Cohort Group, which excludes Other Cohorts.

# And Along Came the Coronavirus...

- Various community needs across six-state region
- COVID-19 information changing rapidly
- SMEs from previous ECHO ready and willing to help
- Leverage ECHO network to host sessions with critical access hospitals, rural clinics and nursing homes
- Meeting the changing needs
  - COVID-19 best practices and updates (ongoing)
  - Positive psychology and resilience
  - Telemedicine (ongoing)
  - Others in the pipeline

# How We Used the ECHO Model for the COVID-19 Response

## Project ECHO Support:

- Dr. Sanjeev Arora's March 27 call to action opened the door: "...leverage ECHO networks, flex the model, share what you have learned..."
- Project ECHO launched weekly "COVID-19 Collaborative Calls" on March 31 for global network of 350+ hubs

## Comagine Health's Response:

- Launched new Telemedicine ECHO in five business days
- Leveraged relationships with ECHO hubs in our six-state region to promote session; potential for future collaboration

# Challenges of Using ECHO in COVID-19

- Meeting local needs in a regional framework – different communities have different COVID-19 timelines and needs
- So many needs and requests, how to prioritize effectively with reduced funding and immediate need

# Measuring Success - Ongoing

- Evaluation results from sessions
  - Responsive to needs
  - Showing value
  - Providing timely response
  - Providing resources
- Extended reach with local ECHO program partnerships

# Questions?





# Today's Case

# Stakeholder Engagement

Throughout our years of OUD/SUD work we have been able to successfully collaborate with cross-sector partners, but had struggled to bring the various partners together at the same table for collaboration and input.

# Strategies Tried to Date

- Focus groups
- In-person meetings
- One-on-one engagement
- And then finally.....Project ECHO

# Desired Outcomes

- Working to help reduce and prevent drug overdose deaths by providing an ECHO on Overdose Response for communities
- Communities would be selected based on their commitment to bring together collaborators such as Law Enforcement, Recovery Centers, Mental and Behavioral Health, First Responders, Needle Exchange Programs, etc
- Education provided with time for collaboration to help improve the overdose response and prevention of each community involved

# Guidance Seeking

We were able to have such great engagement during our COOR ECHO, but there were stipends provided to each community.

- How will the communities keep momentum going without funding?
- How do we help support these community efforts to prevent overdose deaths during a time of public health emergency and social distancing?

# Summary of Recommendations

# Closing Announcements

# Upcoming NRHI events



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### R.E.A.L. Solutions: *Health in All Policies*

- Date|Time: Tuesday, May 26 | 2:00 - 3:00 PM (ET)
- Didactic Presenter: Robert Ferguson, MPH, Chief Policy Officer at Jewish Healthcare Foundation (PRHI)
- Case Presenter: TBD
- [Register Here](#)



# Upcoming NRHI events

## Finance Roundtable

- ***Loan Forgiveness for the Paycheck Protection Program***
  - Date | Time: Friday, April 30 | 4:00 -5:00 PM (ET)
  - Presenters: NRHI's CFO, Geanette Treadway, and guest expert from Albin, Randall & Bennett
  - [Register Here](#)

## Network News

- Tuesday, May 12 | 12:00 -12:30 PM (ET)



# Collaboratives in Action: Responding to COVID-19 Webinar Series



## *Mental Health Support for Healthcare During COVID-19*

- Date | Time: Monday, May 4 from 3:00 -3:45 pm (ET)
- Presenter: Institute for Clinical Systems Improvement (ICSI)

Learn about Collaboratives in Action: Responding to COVID-19

<https://www.nrhi.org/nrhi-member-work/covid-19/>



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THANK YOU!!!!