

Team-based care project ECHO Program

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TOPIC/TARGET AUDIENCE: Education, workforce development and capacity building.
Target Audience: health education, community health, and health professionals working with under-served populations

ABSTRACT: Background: Originally developed at University of New Mexico in 2003, Project ECHO (Extension of Community Healthcare Outcomes) is a group telementoring program that builds the capacity of primary care clinicians and clinical teams to manage complex and prevalent conditions that they typically refer to specialty care. Eight practices and 30 participants from three CCOs across Oregon participated in the pilot in fall 2016. This pilot demonstrates that ECHO is an effective method for quality improvement and technical assistance across clinical teams.

Methods: The Team-based Care ECHO pilot was a six session telementoring program focused on improving team-based care in practices with integrated behavioral health clinician(s) on staff. Each session included a 20 minute didactic presentation and 30 minute “practice situation” or QI issue that the practice faced regarding integrating care.

Results: 56% of participants completed the post-program survey. Nearly all respondents agreed or strongly agreed that the program helped them:

- Become more informed about key aspects of team-based care (82%)
- Improve their access to team-based care experts (88%) and behavioral health experts (94%)

Implications: Based on strong participation and satisfaction with the program, the ECHO model should be considered to address other QI topics and CCO incentive metrics.

OBJECTIVE(S): Describe the ECHO methodology and understand applications where it could be applied to improve primary care clinicians or other learners knowledge, skills, and confidence to treat patients with complex, chronic conditions or improve clinical practice

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