

ASSOCIATION OF  
COMMUNITY  
CANCER CENTERS

FINANCIAL  
ADVOCACY  
NETWORK

# Shared Decision Making for Financial Advocates

ACCC Financial Advocacy Network Summit  
August 16, 2018  
Downtown Washington DC



# Missouri Telehealth Network

*University of Missouri Health*

— Show-Me ECHO —

Project ECHO: Integrating health literacy into  
knowledge-sharing network

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## Missouri Telehealth Network University of Missouri- School of Medicine

- Started in 1994
- We educate and train people interested in starting their own telehealth program.
- We hold training conferences and meetings.
- We have technical, clinical, operational, legal & regulatory and evaluation telehealth expertise.
- We have state, federal, grant, membership, and institutional funding.
- Show-Me ECHO



# Why do we do telehealth?

- Because **clinical shortages & clinician maldistribution**.
- To **increase access** to high quality healthcare.
- To decrease **travel**, cost, & hardship.
- Because **early dx prevents suffering, saves lives & \$\$**.
- To provide clinical **education & training**.
- To provide **economic development- keeping health dollars local**.

## Limits of 1:1 Telehealth

A telehealth specialty outpatient visit allows one patient at a time to be seen.

Telehealth increases **access** to care for the patient, who might not have been able to see a specialist otherwise, but it does not increase **capacity**.



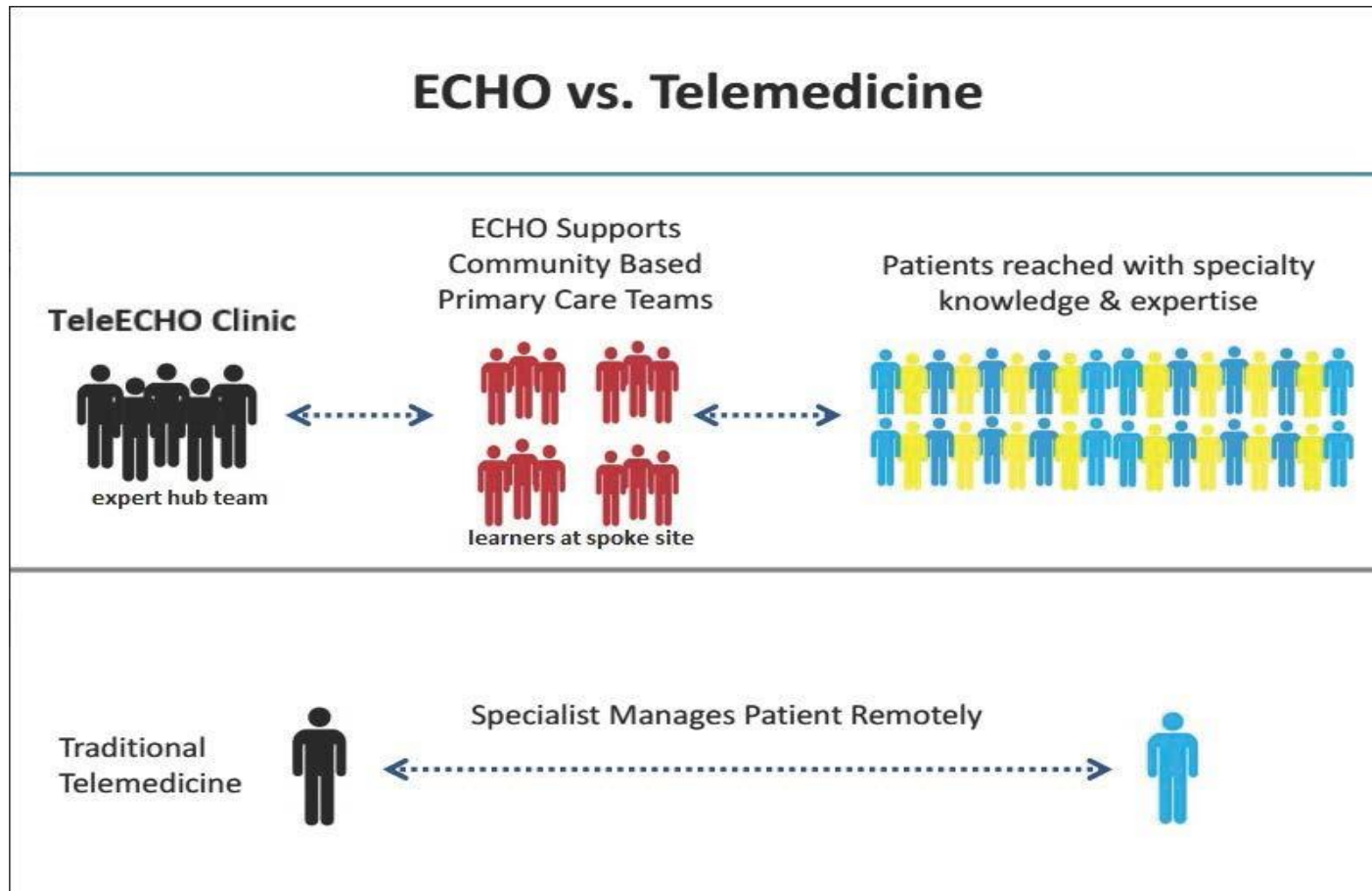
# Dr. Sanjeev Arora M.D., Hepatologist

- University of New Mexico
- Developed Project ECHO for Hep C in 2003
- 8 month wait to see him in the Hep C clinic
- Put together Interdisciplinary team
- Recruited willing Primary Care Providers
- Video Technology
- Published study showed...
  - Reduced wait times
  - Increase number of Hep C pts treated
  - Outcomes of PCPs equal to specialists





# ECHO is Extension for Community Healthcare Outcomes



## What is ECHO?

ECHO (Extension for Community Healthcare Outcomes) is an educational program that uses videoconferencing technology to create communities of learning focused on specialists sharing their expertise with community providers, who can give their patients improved care in their own communities.

## Extension for Community Healthcare Outcomes

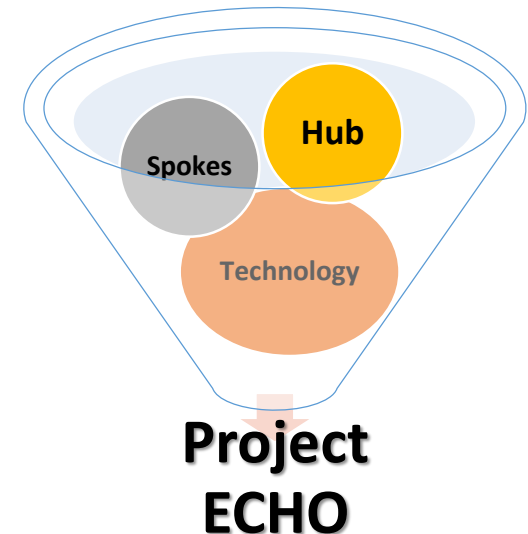
**ECHO**  
**Moves Knowledge, Not Patients**

Tele-mentoring project that creates communities of learning.



# ECHO Ingredients

- Expert Hub team that wants to share knowledge
- Spokes that want to learn and share
- Operations team
- Technology- video, database, storage
- Database to track outcomes



Increased capacity

Increased access

Reduced costs

# Who is doing ECHO?

There are currently ECHOs in more than 70 subject areas with more than 200 entities worldwide:

DOD, VA, Ireland, University of Washington, India, University of Chicago, MD Anderson, Univ. of Utah, Billings Clinic, Univ. of Wyoming, Uruguay, etc. !

Subjects: Bone Health, Cardiology, Oncology, Palliative Care, Opioid Addiction Treatment, Rheumatology, Reproductive Health, Dementia Care, Epilepsy, Behavioral Health, Sickle Cell, Gerontology, and more!



## In 2017

### SHOW-ME ECHO BY THE NUMBERS:



**28**

**Hep C patients**

are being treated  
by a Hepatitis C ECHO  
participant from a remote  
Shannon County clinic.



Asthma ECHO helped  
save MO HealthNet

**\$8.3 million**

over 2 years\*

\*DISCLAIMER: These are PRELIMINARY numbers only. More robust analyses are underway and will be forwarded when complete. Additional analyses with more rigorous methodological design are necessary to better delineate the impact of the project.



**BY APRIL 2018**, every  
family will be within **60 MILES**  
of an **ECHO AUTISM-TRAINED**  
**PROVIDER** who can diagnose  
young children with obvious  
autism symptoms and manage  
their medical conditions.

**THE PROGRAM SAVES LIVES AND MONEY, AND ALSO IMPACTS POLICY.**

## In 2017

### MISSOURI PARTICIPATION:

- **652** unique individuals
- **130** unique physicians (*MD/DOs*)
- **26** FQHC organizations
- **217** health care organizations  
*(including satellite sites and departments)*
- **62** counties and the City of St. Louis

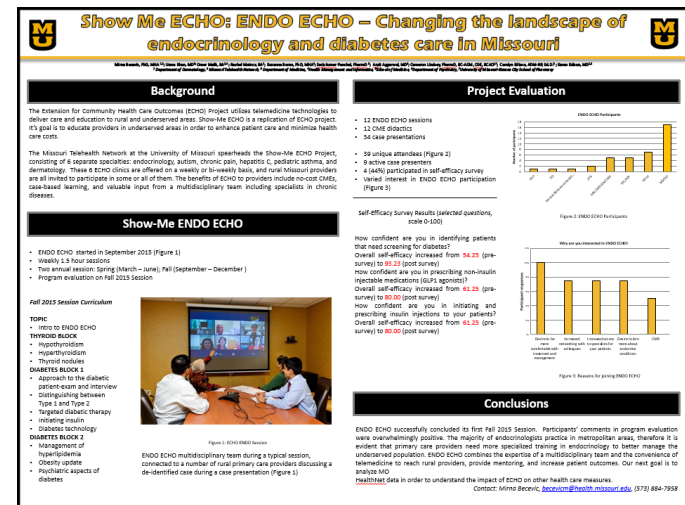
### PROMOTION:

- **16** statewide conference exhibits
- **39** Telehealth and Show-Me ECHO presentations
- **5** ECHO posters presented
- **24** media placements



# The 'O' is for Outcomes Evaluation and Data

- MO HealthNet (Missouri Medicaid) Claims Data
- Subject matter knowledge
- Self-efficacy \*
- CME surveys
- Demographics
- Practice patterns



**Show Me ECHO: ENDO ECHO – Changing the landscape of endocrinology and diabetes care in Missouri**

**Background**

The Extension for Community Health Care Outcomes (ECHO) Project utilizes telemedicine technologies to deliver care and education to rural and underserved areas. Show-Me ECHO is a replication of ECHO project. It's goal is to educate providers in underserved areas in order to enhance patient care and minimize health care costs.

The Missouri Telehealth Network at the University of Missouri spearheads the Show-Me ECHO Project, consisting of 6 separate specialties: endocrinology, autism, chronic pain, hepatitis C, pediatric asthma, and dermatology. These 6 ECHO clinics are offered on a weekly or bi-weekly basis, and local Missouri providers are all invited to participate in some or all of them. The benefits of ECHO to providers include no-cost CMEs, case-based learning, and valuable input from a multidisciplinary team including specialists in chronic diseases.

**Project Evaluation**

- 12 ENDO ECHO sessions
- 13 CME credits
- 34 case presentations
- 59 unique attendees (Figure 2)
- 9 active case presenters
- 4 (44%) participated in self-efficacy survey
- Varied interest in ENDO ECHO participation (Figure 2)

**Self-efficacy Survey Results (selected questions, 100% (9/9))**

How confident are you in identifying patients that need screening for diabetes?  
Overall self-efficacy increased from 34.25 (pre-survey) to 83.33 (post survey)

How confident are you in prescribing non-insulin injectable medications (GLP-1 agonists)?  
Overall self-efficacy increased from 65.25 (pre-survey) to 80.00 (post survey)

How confident are you in initiating and prescribing insulin injections to your patient?  
Overall self-efficacy increased from 65.25 (pre-survey) to 80.00 (post survey)

**Show-Me ENDO ECHO**

- ENDO ECHO started in September 2015 (Figure 1)
- Weekly 1.5 hour sessions
- Two annual sessions: Spring (March – June), Fall (September – December)
- Program evaluation on Fall 2015 session

**Fall 2015 Session Curriculum**

**TOPIC**

- Intro to ENDO ECHO

**THYROID BLOCK**

- Hypothyroidism
- Hyperthyroidism
- Thyroid nodules

**DIABETES BLOCK 1**

- Approach to the diabetic patient-exam and interview
- Distinguishing between Type 1 and Type 2
- Targeted diabetic therapy
- Initiating insulin
- Diabetes technology

**DIABETES BLOCK 2**

- Management of hyperlipidemia
- Obesity update
- Psychiatric aspects of diabetes

**Conclusions**

ENDO ECHO successfully concluded its first fall 2015 session. Participants' comments in program evaluation were overwhelmingly positive. The majority of endocrinologists practice in metropolitan areas, therefore it is evident that primary care providers need more specialized training in endocrinology to better manage the underserved population. ENDO ECHO combines the expertise of a multidisciplinary team and the convenience of telemedicine to reach rural providers, provide mentoring, and increase patient outcomes. Our next goal is to analyze MO HealthNet data in order to understand the impact of ECHO on other health care measures.

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\***Self-efficacy** refers to an individual's belief in his or her capacity to execute behaviors necessary to produce specific performance attainments (Bandura, 1977, 1986, 1997)



## ECHO Health Literacy Integration – to date

Asthma	2017
Autism	2016 - 2017
Child Psychiatry	2017
Chronic Pain	2016 - 2017
Community Health Worker	2017
Dermatology	2016 - 2017
Endocrinology	2016
Hepatitis C	2016 - 2017
Opioid Use Disorder	2017

- Each Show-Me ECHO hub team includes a health literacy expert
- **Health literacy** – “degree to which individuals can obtain, process, understand, and communicate about health-related information in order to make informed decisions” (Berkman, Davis & McCormack)
- Health literacy experts analyze communication between providers, shared materials, and advise on patient communication
- Health literacy experts provide tools for better understanding of subject matter



## Survey Questions

I rate my ability to:

Use health literacy universal precaution strategies (teach back, using plain language, chunking information, etc.)

Make sure that my patients understand instructions about their medication and treatment. (for ethics – understand rights & process for organ donation)

1 = none or no skill

2 = vague knowledge, skills or competence

3 = slight knowledge, skills or competence

4 = average among my peers

5 = competent

6 = very competent

7 = expert, teach others



## ECHO Findings

Use health literacy universal precautions (i.e. teach back, clear communication, chunking and checking)

- Averaged 4.1 across all ECHOs in pre survey

Make sure that your patients understand care instructions (or understand rights & process for organ donation)

- Averaged 4.9 across all medical ECHOs in pre survey
- Averaged 3.1 for Ethics ECHO participants

In those ECHOs who have completed both pre and post, 50% went from moderately confident to highly confident.

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## Health Literacy and Cancer Care

- Patients with low health literacy may (Morris et al):
  - have more pessimistic and fatalistic views on cancer and cancer prevention
  - feel less in control over risks to their health
  - not understand recommendations on cancer prevention

Morris, N., Field, T., Wagner, J., et al. (2013) The association between health literacy and cancer-related attitudes, behaviors, and knowledge. *J Health Communication*, 223-241

## In conclusion

- Cancer care is a multidisciplinary team effort
- Keeping up with evidence-based medicine is a challenge
- We must commit to utilizing available technologies in order to bridge access and education gaps
- A knowledge-sharing network, such as ECHO, may be a great platform to include health literacy experts in order to provide easy-to-understand information to patients

- <https://missouri.box.com/s/dhfft61bgk2tq7jonv8a0cbqj84rfcs6>

# Thank You!

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