Shared Decision Making for Financial Advocates

ACCC Financial Advocacy Network Summit
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Downtown Washington DC

ASSOCIATION OF COMMUNITY CANCER CENTERS

FINANCIAL ADVOCACY NETWORK

ACCC
Association of Community Cancer Centers

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 **E**xtension for **C**ommunity **H**ealthcare **O**utcomes
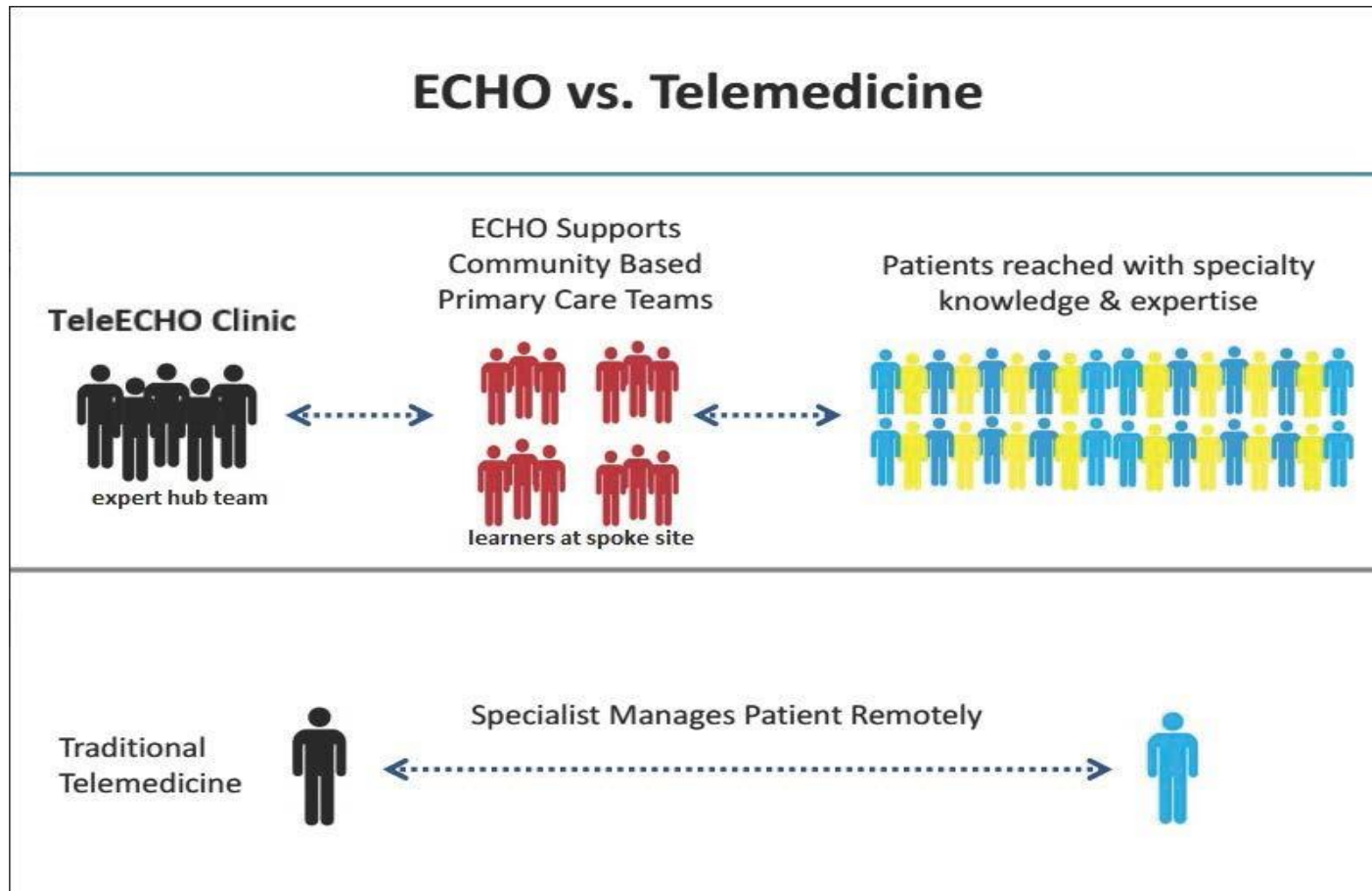
What is ECHO?

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.

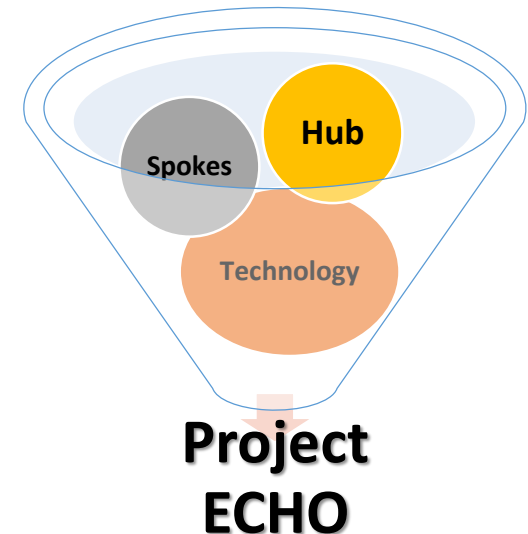**E**xtension for **C**ommunity **H**ealthcare **O**utcomes

> 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

Spokes Hub

Technology

Project ECHO

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
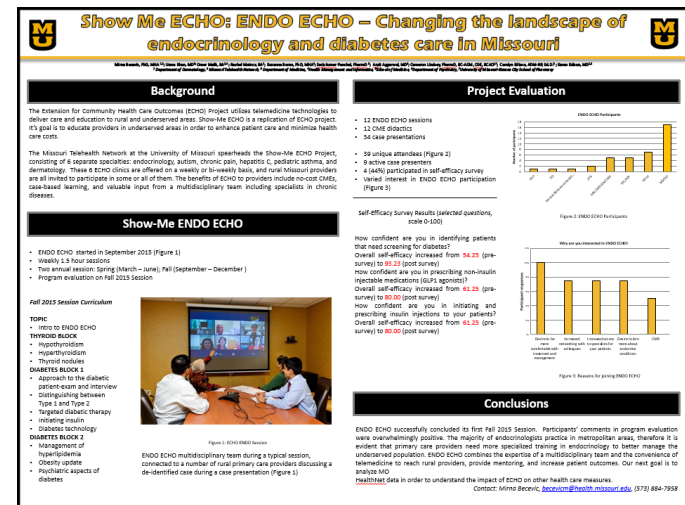
PROMOTION:

- **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

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

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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