Extension for Community Healthcare Outcomes
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October, 2019
Missouri Telehealth Network
University of Missouri- School of Medicine

- Started in 1994
- Educate and train people interested in starting their own telehealth program
- Training conferences and meetings
- Technical, clinical, operational, legal, regulatory, and evaluation telehealth expertise
- State, federal, and grant funding
- Show-Me ECHO
We are a HRSA funded Regional Telehealth Resource Center

Website: Heartlandtrc.org
Phone: 877.643.HTRC
Mission Statements

Missouri Telehealth Network exists to develop, study, and use telehealth solutions that improve access by providing high-value, patient-centered health care and medical education in Missouri and beyond.

Project ECHO’s mission is to democratize medical knowledge and get best practice care to underserved people all over the world.
Why do we do telehealth / ECHO?

- Clinical shortages & clinician maldistribution
- Increase access to high quality healthcare
- Decrease travel, cost, & hardship
- Because early dx prevents suffering, saves lives & $$
- Provide clinical education & training
- Provide economic development - keeping health dollars local
Telehealth in Missouri

- We’ve been doing telemedicine since 1994.
- Telemedicine is great!
- It increases access by providing services that might not be available otherwise.
- It reduces need for travel.
- But, it has its limitations...
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
MO Deligation visits New Mexico (MTN = 7 staff)

$1.5M for Show-Me ECHO vetoed by governor, started 2 ECHO pilots

$1.5M passed, several ECHO projects begin

Missouri Telehealth Network becomes Superhub

Opioid crisis response includes 2 ECHOs

Partnership with managed care to include HR/OB and NAS ECHOs

Twenty ECHO topics with 5 more in the queue (MTN = 20+ staff)
What does Show-Me ECHO do?

• Transforms health care by creating multidisciplinary teams that improve outcomes and access.

• Creates a **new product** that increases access & quality, improves outcomes, saves money, and saves lives.

• Takes care **to** patients in a brand new way that is cost effective.
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

Telementoring project that creates communities of learning.
ECHO Roles

Spokes/Participants

Hub Team

ECHO Coordinator & Operations

Show-Me ECHO
The 4 Pillars of ECHO

1. Use technology to leverage scarce resources
2. Share “best practices” to reduce variation in care
3. Case-based learning to master complexity
4. Robust evaluation to monitor outcomes
PCPs care for patients with complex conditions requiring expertise.

Communities provide advanced care for citizens locally.

Specialists share knowledge and mentor community PCPs.
Two ECHO Session Segments

Didactic

Case

Case

Show-Me ECHO
What happens?

1. Participant sends in a redacted case
2. Expert hub reviews case prior to ECHO
3. During ECHO session participant presents case
4. Hub lead facilitates discussion
5. Recommendations are made
6. Case & recommendation forms are kept in secure Box
Where does funding for ECHO go?

Expert Hub
- 5-10% FTE
- Each hub member
- Average 6 team members per ECHO

Operations
- Coordination
- Technology
- Recruitment
- Marketing
- Contracting
- Oversight

Evaluation
- Data Analysis
- Surveys
- Focus Groups
- CE
WHERE WE ARE NOW

20 active ECHO projects
5 starting this fall
4 more in the queue

More than 50 organizational partners

More than 200 Hub Team members

University of Missouri Health Care
St. Luke’s
Research
St. Louis University
Washington University
UMKC
YMCA of Greater KC
Compass
Truman Medical Center
Great Circle
Higginsville Habilitation Center
Kilgore’s Pharmacy
Bootheel Counseling Services
Missouri Regional Bootheel Consortium

Missouri Delta Wound & Hyperbaric Center
Mississippi County Health Department
Mercy Health
Missouri Department of Mental Health
UMSL
Missouri Department of Health & Senior Services
Kennet Public Schools
Missouri State University
Ferrell-Duncan Clinic
Cox Health
Missouri Primary Care Association
Health Care Collaborative of Rural Missouri
Family Care Health Centers
People’s Health Center
Access Family Care

Assisted Recovery Centers of America
Clayton Behavioral Health
Your Community Health Center
Saint Francis Healthcare System
SSM
BJC
Children’s Mercy
Affinia Healthcare
Raising St. Louis
Missouri Coalition for Community Behavioral Health
Missouri Hospital Association
Missouri Department of Social Services
Wellcare
Centene
United Healthcare
Missouri Telehealth Network
Show-Me ECHO Team

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The Heart of ECHO
Challenges of ECHO projects:

1. Recruiting & retaining *the right* participants
2. Building organizational support from hub & spokes
3. Articulating “what’s in it” for individuals
4. Articulating “what’s in it” for organizations
Evaluation

• Medicaid Claims - Derm, Autism, Asthma, HR/OB

• Self-efficacy - All ECHOs

• Case form review – Derm: diagnostic concordance, cost analysis
### Current Health ECHOs
1. Impact Asthma
2. Asthma Care & Education (ACE)
3. Asthma Care Accelerator (ACA)
4. ECHO Autism
5. Pain Management
6. Derm
7. Hep C
8. Child Psych
9. Opioid Use Disorder
10. Community Health Worker
11. HIV
12. Oral Health
13. High-Risk OB - Rural
14. High Risk OB - Urban
15. Neonatal Abstinence Syndrome
16. Rural Veteran’s Behavioral Health
17. Multi-tiered System of Supports
18. Developmental Disabilities
19. Kidney
20. SEMO Diabetes

### Coming this fall!
21. Hypertension
22. Autism - Behavior Solutions
23. Autism - Early Intervention
24. Trauma Informed Schools
25. Certified Peer Specialist

Potential Upcoming topics:
- Pediatric Sleep Disorders
- Foot Preservation
- Suicide
- Palliative Care
Important ECHO Numbers

• More than 60 melanomas have been diagnosed

• More than 250 people cured of Hepatitis C

• 100% of families in Missouri live within 60 miles of an ECHO Autism provider

• $12M saved by Asthma ECHO over 3 years

• $2.8M saved by curing Hep C
ECHO has touched 84 MO counties
Questions?

Show-Me ECHO

Extending Specialty Care into Primary Care

Show-Me ECHO (Extension for Community Healthcare Outcomes) uses videoconferencing technology to connect a team of interdisciplinary experts with primary care providers. The discussions with, and mentoring from, specialists help equip primary care providers to give their patients the right care, in the right place, at the right time.

CONTACT US

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SHOW-ME ECHOS

Asthma
Autism
Child Psych
Chronic Pain Management
Community Health Worker
Dermatology
Healthcare Ethics
Hepatitis C
Opioid Use Disorder