



# **ECHO** Ontario Mental Health at CAMH and the University of Toronto 2016-2017

## **Invitation to Participate**

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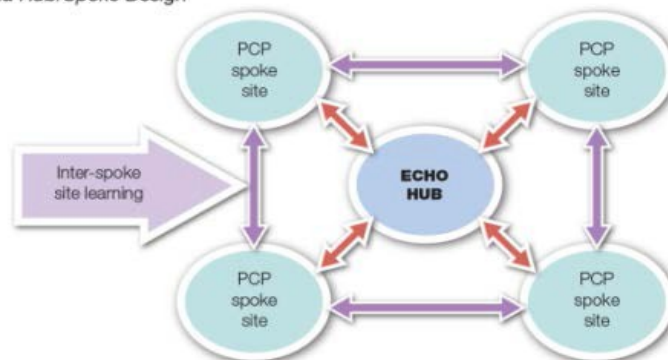
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## Introduction Letter

We are writing to invite you to join an exciting new project, which aims to build a **virtual community of practice, expand knowledge, and increase capacity** to manage clients with mental illness and/or addiction in primary care. The Centre for Addiction and Mental Health has partnered with the University of Toronto to develop ECHO (Extension of Clinical Health Outcomes) Ontario Mental Health at CAMH and the University of Toronto (ECHO Ontario Mental Health). This project is fully funded through the Ministry of Health and Long-Term Care, and **does not require any payment from primary care provider sites**. It is **fully accredited as Continuing Medical Education**, providing CME credits at no cost.

ECHO is a **'Hub' and 'Spoke'** model of knowledge dissemination and capacity building, which aims to **exchange knowledge** between academic health science centres and the frontline of community care. It relies on the **flow of knowledge in multiple directions**: from specialists to primary care providers; between primary care providers; and from primary care providers to specialists. This model is appropriate for both physicians and allied healthcare providers, and has been successfully replicated throughout the US, and globally.

CONCEPT OF "FORCE MULTIPLICATION"  
via Hub/Spoke Design



Each clinic consists of a 2 hour session including :

- A 15-20 minute didactic lecture
- Case presentations and discussions, followed by recommendations from the community of practice

For more information about the Project ECHO model, please click on the following links to view two brief videos, created by the University of New Mexico, about Project ECHO: <https://youtu.be/Faz3O1cIDMU> & [https://youtu.be/2IBfyOIL4\\_s](https://youtu.be/2IBfyOIL4_s) or check out our website: <https://www.porticonetwork.ca/web/echo-on-mh>

**We would like to invite you to join Ontario's first ECHO project in Mental Health.** ECHO Ontario Mental Health is **expanding its community of practice and is currently seeking approximately 10 additional spoke sites to join the first cycle of our project which is currently underway. Participation in this cycle will commence immediately. We are also recruiting spoke sites for the following cycle, which will commence in September.** We will do our best to accommodate as many applicants as possible right away, but applicants beyond our capacity for this cycle will be placed on a **priority queue for acceptance to the program in September.**

Please review this package, including FAQ's for full details about the requirements and the application process. We anticipate high demands for enrolment, so we encourage you to submit your application as soon as possible. **Deadline for applications is February 26<sup>th</sup>, 2016.**

We look forward to hearing from you. For more information please contact Project ECHO Ontario Mental Health at [echo\\_ontariomentalhealth@camh.ca](mailto:echo_ontariomentalhealth@camh.ca).

Sincerely,

Dr. Allison Crawford  
Project ECHO Co-Chair

Linda Mohri  
Project ECHO Co-Chair

Dr. Sanjeev Sockalingam  
Project ECHO Co-Chair

## Project ECHO® (Extension for Community Healthcare Outcomes)

### Background

The Extension for Community Healthcare Outcomes (ECHO) model™ was developed to improve access to complex chronic disease and specialty care in rural and underserved communities. Project ECHO® is an innovation that provides wider access to the centralized wealth of subspecialist knowledge and skills found in a university setting. First piloted for the treatment of hepatitis C virus (HCV) in June 2003, Project ECHO® applies the inter-disciplinary expertise of specialty clinicians to the growing public health needs caused by chronic, complex diseases. Rural primary care clinicians learn about best practices and treatment for complex diseases and concurrent conditions through iterative case-based discussions that rely on telehealth technology to facilitate participation.

Clinicians working in rural and under-served areas often manage large patient populations and a great degree of complexity and comorbidity. Complexity is compounded by treatment side effects, drug toxicities, treatment-induced depression, and co-morbidities that include mental health issues and substance abuse. Optimal management of complex conditions often requires consultation with highly trained specialists from multiple areas including psychiatry, and addiction medicine. When such consultation is either cost-prohibitive or difficult to access in rural areas using traditional means, the innovative ECHO model™ provides this ongoing relationship in an easily accessible way.

Project ECHO® operates regularly scheduled teleECHO™ clinics that serve as knowledge networks, bringing together expert inter-disciplinary specialists from the University of Toronto and CAMH with multiple community-based primary care clinicians to standardize the care of patients with mental health and addiction needs that present to primary care providers across the province. This is not “telemedicine” where the specialist assumes the care of the patient; instead, it is a guided practice model where the primary care clinician retains responsibility for managing the patient, and has access to a weekly community of practice to provide information, advice and support as required.

When a new partner site joins the network, Project ECHO®’s staff conducts an orientation on the protocol, the technology, and the case-based presentation format that will be used during weekly 2-hour teleECHO™ clinics. During these clinics, community partners collaborate with specialists through learning loops that follow the familiar case-based learning strategies from their post-graduate medical education. TeleECHO™ clinics are case-based educational experiences in which community clinicians learn through three inter-related processes:

1. *Learning Loops* – Longitudinal, case-based learning and an opportunity to develop both content knowledge and self-efficacy. The model supports guided feedback from specialists and iterative learning with the opportunity to discuss the patient multiple times during the course of the patient’s care.
2. *Knowledge Networks* – Learning from other community-based primary care clinicians in similar settings and with similar barriers is facilitated by the network’s clinician interaction and shared case management decision-making. Network clinicians are community clinicians who participate in Project ECHO® together; through shared learning and increased expertise in disease management and treatment, they also rely on each other

for expertise and support, as they develop a virtual community of practice.

3. *Didactic Presentations*- Content knowledge is supported through short didactic presentations identified as priority topics through primary care needs assessments. The presentations are given by specialists in the field of mental health and addictions who are experts on the ECHO Ontario Mental Health Hub.

## ECHO Ontario Mental Health

### The State of Mental Health and Addictions in Ontario

One in five Canadians and one in four Ontarians experience a mental illness or addiction in their lifetime, with the disease burden of mental health in Ontario 1.5 times higher than all cancers combined. The presence of a mental illness increases the likelihood that an individual will suffer from one or more chronic disease including cancer, cardiovascular disease and type 2 diabetes. Delays in treatment experienced by patients in rural and underserved areas add to the already heavy burden of complex mental illness.

More than 20% of all primary care provider visits in Ontario are related to mental health concerns and though primary care providers feel equipped to manage straightforward clinical presentations of mental illness most primary care providers feel ill equipped to manage complex or severe cases.

ECHO Ontario Mental Health at CAMH and University of Toronto aims to help primary care providers build capacity in the treatment of mental health and addictions and empower primary care providers to use best practice to reduce the need for specialist visits, improving the quality of care for patients seeking treatment for mental health and addictions from primary care providers in Ontario.

### Scope and Vision for ECHO Ontario Mental Health

#### Scope

To create a **community of practice** and **workforce multiplication**, with members of the ECHO Ontario Mental Health Community **learning from each other** and achieving the highest level within their scope of practice.

#### Vision

Our vision is that ECHO Ontario Mental Health will **equip primary care providers** in Ontario with applicable **knowledge** and **collegial support** to effectively **manage complex mental illness and addictions** needs **within their own practices**.

## Frequently Asked Questions

### How does ECHO work?

ECHO uses a “learning by doing model” in a supported community of practice. Weekly two-hour video-conferences provide an opportunity for primary care provider “spokes” to present de-identified cases to an expert hub, and receive treatment suggestions. Spokes that are not presenting learn from listening and providing suggestions. Each session lasts 2 hours, and includes a short (15-20 minute) didactic session on a specific clinical topic. Our curriculum provides a general overview of many aspects of the management of mental health and addictions and though didactics do not replace the rich case presentations and discussions that characterize our sessions, they are meant to supplement knowledge gained from case-presentations.

### What does ECHO Ontario Mental Health aim to do?

- Improve the ability to assess and manage patients and their co-morbidities, reducing the need for specialist intervention.
- Increase primary care provider capacity in the management of mental health and addictions.
- Reduce feelings of professional isolation, improving professional satisfaction and retention.
- The de-monopolization of knowledge and improved understanding and use of evidence-based best practices.
- Provide access to a community of practice for support and consultation.
- Reduce disparities in the quality of care for rural and underserved areas.
- Reduce need for specialist care by providing specialist level care in a local, culturally competent environment.
- Reduce wait times for specialists
- Participants in ECHO Ontario Mental Health receive continuing education credits.

### Who is part of the expert hub?

The expert hub is made up of specialists from the field of mental health and addictions. Specialists include:

- General, and child and adolescent psychiatrists
- Addiction Medicine physician
- Family Physician
- Pharmacist
- Social Worker
- Other clinicians as requested

### Who can become a spoke?

Physicians, nurse practitioners, nurses, physician assistants and other allied health professionals are invited to join. Spokes must agree to do case presentations and be involved in the research that is necessary in order to evaluate the benefits of ECHO Ontario Mental Health.

### How do I gain acceptance to the program?

We will be selecting a number of practices to participate in the ECHO Ontario Mental Health Program on a **first**

### **come-first served basis.**

If we are unable to accommodate all the applications for the first round of sessions, your application will be put in a priority queue and you will be accepted into the next round of sessions commencing in September. You will not be required to re-submit a registration form at that time. We appreciate your applications and patience while we build capacity to accept a larger number of participants.

### **What equipment will I need?**

Each site will need access to unencrypted (i.e. non-OTN) video-conferencing equipment, or individuals can use a personal laptop, with a high-definition camera and sufficient bandwidth and internet connectivity to avoid connection lag. Please fill in all appropriate information in the registration package about your equipment, and we will be in touch with selected sites to confirm the functionality of your equipment.

### **How is the ECHO clinic evaluated?**

It is critically important for us to evaluate the effectiveness of our curriculum. We will be evaluating ECHO Ontario Mental Health at a number of levels. We will evaluate:

- Spoke site participation
- Spoke site satisfaction
- Learning and knowledge translation
- Clinical proficiency
- Degree to which ECHO model performs on desired outcomes
- Patient health
- Community health

### **What is expected of me as a participant?**

We are asking that each spoke present approximately 2-3 cases over the 20 week curriculum. We also ask that spokes engage in collegial discussion about cases. In order to receive CME credits for a session, we ask that you complete a brief evaluation immediately after the session.

We ask that each spoke attend 70% of the sessions. Given the demand, if a spoke does not attend 3 sessions in a row, we may offer your spot to another applicant. We know that emergencies occasionally may prevent you from joining a session. If this occurs, we ask that you let an administrator know as soon as possible.

## **Presenting Patient Cases during Clinic**

### **Why Should I Present Cases?**

- **No cost** recommendations from a multidisciplinary team of national mental health and addictions experts
- **Save** your patient's gas mileage and time in order to see specialists
- **Join** a supportive network of your peers (or "community of practice")
- **Learn** best practice guidelines
- **Receive** CME credits reflective of your participation in the program

### **Which cases should I present?**

We welcome any case of mental illness or addiction in patients of all ages, with or without concurrent disorders.

### What clinical information should be included in a case presentation?

All information that is required for a case presentation should be included on the case presentation form while maintaining the anonymity of the patient. Once you register for ECHO Ontario Mental Health, you will receive template case presentation forms for ECHO Ontario Mental Health at CAMH and the University of Toronto.

### Case Presentation Form

- Please complete all sections, or the form will be returned for completion. Please include as much information as you can to help the specialist address your concern/question(s).
- Scan or complete the form online and email to [echo\\_ontariomentalhealth@camh.ca](mailto:echo_ontariomentalhealth@camh.ca)

### Best Practices

#### Which best practice guidelines are used by ECHO Ontario Mental Health?

One of the primary components of the ECHO model is to use case presentation to learn best practice together. In the ECHO Ontario Mental Health clinic, the team uses more than one set of best practice guidelines.

### Connection to Clinics, Accreditation and Administrative Information

#### Connecting to clinics

1. You will receive an e-mail notification of weekly updates from ECHO Ontario Mental Health staff prior to the session which will outline ECHO's weekly calendar of events and clinics.
2. If you plan to present a patient case, please email the completed template to [echo\\_ontariomentalhealth@camh.ca](mailto:echo_ontariomentalhealth@camh.ca) no later than the day before clinic (Monday). Cases will be put in a queue based on when they are received.
3. We will send an e-mail message a week prior, and on the day of clinic with links to the following:
  - a. Agenda, listing the order of case presentations
  - b. Didactic presentation
4. Please join into the clinic at least 10 minutes prior to the session to work out all technical difficulties

#### How does a typical ECHO Ontario Mental Health Clinic work?

- Convenes weekly on Tuesday's from 2:00-4:00pm
- Didactic presentations follow a specific curriculum, and take place from 2:00-2:30pm
- Answering follow up questions from the past week
- Case discussions will be integrated throughout the sessions.

#### Whom do I contact to participate?

[Echo\\_ontariomentalhealth@camh.ca](mailto:echo_ontariomentalhealth@camh.ca) or 416-535-8501 x 30924

#### How can I receive technical support?

[Echo\\_ontariomentalhealth@camh.ca](mailto:echo_ontariomentalhealth@camh.ca) or 416-535-8501 x 30924



### What's in it for me?

Participants in ECHO Ontario will receive free Continuing Medical Education (CME) credits. You will have access to expert support during ECHO sessions and questions that arise between sessions will be triaged by the staff and non-urgent inquiries will be answered in the following session.

If a highly complex case arises that requires specialist attention urgently, the hub will facilitate a fast track referral to an appropriate specialist.

### How do I receive educational credit?

After a completion of a brief evaluation we will send you a CME certificates on a weekly basis for time that you attended the session.

## What's Next??

### Register by Friday, February 26<sup>th</sup>

PLEASE COMPLETE THE FOLLOWING **THREE REQUIRED** REGISTRATION ITEMS

Please complete the link for **validation of proposed curriculum topics**.

1. **Please circulate this link amongst your team and ask that at least three providers** complete this very short survey. It will help us best serve your team's needs. <https://survey.camhx.ca/survey63/Topics-of-Interest.aspx>  
\*Please note that the survey will only open in Google Chrome
2. Please complete the attached **registration form** link with information about all providers participating at your organization. <https://survey.camhx.ca/survey63/ProjectECHORegistrationForm.aspx>  
\*Please note that the survey will only open in Google Chrome
3. Please complete the attached **statement of collaboration** (page 13)

If you have any issues registering, please contact us at [Echo\\_ontariomentalhealth@camh.ca](mailto:Echo_ontariomentalhealth@camh.ca) or 416-535-8501 x 30924.

**We will contact selected sites to schedule a test with equipment and to coordinate your site's start date the week of February 29, 2016.**

We thank you for your interest in joining ECHO Ontario Mental Health.

## Statement of Collaboration

### Outlining ECHO Ontario Mental Health at CAMH and the University of Toronto ("ECHO CAMH/UT")

#### Collaborations with Community Partners

ECHO CAMH/UT is a demonstration project focused on mental health and addictions services funded by the Ministry of Health and Long Term Care.

#### Patient Relationship Disclaimer

Please note that ECHO CAMH/UT case consultations do not create or otherwise establish a provider-patient/client relationship between any ECHO CAMH/UT Hub Clinician and any patient whose case is being presented in a ECHO CAMH/UT session (the "Session"). The Spoke understands that recommendations from the Hub do not in any way replace the diligence and professional expertise to be exercised by the Spoke sites with respect to their patients and any clinical advice given thereto.

#### Commitment to Collaboration

In the spirit of collaboration ECHO CAMH/UT (The Hub) is committed to working with community partners (The Spokes).

The Hub offers to do the following:

1. Discuss de-identified cases presented by Spokes and provide timely, verbal and written suggestions for care.
2. Offer weekly didactic pragmatic presentations via telemedicine on a wide range of mental health and addictions issues that are relevant to primary care providers from a wide range of disciplines.
3. Offer special training opportunities (face-to-face) to gain skills in interviewing patients, performing physical exam and treatment procedures, as available and as deemed appropriate in the Hub's discretion.
4. Provide CME credit at no cost from the University of Toronto Continuing Professional Development Office for participating in the Sessions and completing post Session evaluations, surveys and other evaluation activities.
5. Provide appropriate IT user support to facilitate connectivity and participation at CAMH.
6. Provide 15 minutes of discussion time at each session for clarification of recommendations, or urgent questions from previously discussed cases. These questions must be sent to key hub staff (see below) by email in advance.

#### Key Hub staff (and contact information) listed below:

Name	Role/Title	Phone	E-mail
Eva Serhal	Manager	416-535-8501 x 36785	<a href="mailto:Eva.serhal@camh.ca">Eva.serhal@camh.ca</a>
Brittany Watson	Project Coordinator	416-535-8501 x 30924	<a href="mailto:Brittany.watson@camh.ca">Brittany.watson@camh.ca</a>
Maurey Nadarajah	Administrative Supervisor	416-535-8501 x 34817	<a href="mailto:Maurey.nadarajah@camh.ca">Maurey.nadarajah@camh.ca</a>

### **De-identified Information Notice**

Please note that no patient identifiers are to be used within any ECHO CAMH/UT, document, and communication correspondents. Unique ECHO IDs will be assigned for each case presented ECHO CAMH/UT, but at no time shall any identifiable personal information or personal health information of patients be included in the documents or correspondence between the Hub and the Spoke or as part of the Sessions. The Ministry of Health and Long-Term Care will be developing a protocol for collection of personal information, which will assist with program evaluation and ongoing evaluation of patient outcomes. CAMH will update the Spoke about the approved process once it is complete.

### **Participation Notice**

Please note that it is required to have a minimum of 70% attendance by a representative of the Spoke for the duration of the ECHO Session. We understand that you may have important commitments, busy clinical days and emergencies. Please inform the ECHO staff as soon as possible if you are unable to make it for a Session, or a series of Sessions. ECHO CAMH/UT reserves the right to offer other interested parties your position to participate in ECHO Sessions if your attendance record has 3 consecutive absences without notice or if there is more than 30% of the Sessions are missed throughout the cycle.

It is expected that participants will adhere to the telemedicine etiquette that is included in the orientation package. In case of disruptive behaviour or non-collegial language during the weekly Sessions, the participant will be contacted offline by a member of the Hub team and will be coached on appropriate behavior and language. ECHO CAMH/UT reserves the right to withdraw a participant at any time if the issue remains unresolved.

### **Recording and Photographs**

The Spoke understands that the Sessions may be recorded by the Hub for educational purposes and agrees to ensure that all discussions regarding any cases and individuals are carried out in a manner that ensures anonymity and protection of privacy for the subjects of such discussions. For greater clarity, in the event that any personal information or personal health information is inadvertently disclosed as part of a Session, such information will be edited out of any recording. In addition, the Spoke understands that it shall not be permitted to record any Sessions other than for the educational purposes set out above, no recording shall be circulated or used in any way without express consent from the Spoke (and all individuals who appear in the recording).

The Spoke understands that from time to time the Sessions may be photographed, and such photos may be used by CAMH/UT internally at CAMH or UT, or may be shared externally on websites or with media outlets for the purposes of describing or otherwise promoting or profiling the work of the ECHO CAMH/UT initiative. Accordingly the Spoke and the individuals listed below hereby consent to the sharing or use of such photos by CAMH/UT.

**Commitment to Collaboration – Community Partner (The Spokes)**

In the spirit of collaboration, \_\_\_\_\_ (community partner’s name) is committed to working with ECHO CAMH/UT.

In this regard, \_\_\_\_\_ (community partner’s name) agrees to:

1. Participate in weekly Sessions by providing comments and asking questions (we encourage participation with multidisciplinary teams) with a minimum of 70% attendance in a 20 week cycle. These teleconferences may be recorded by the Hub.
2. Prepare and present de-identified cases, with at least 3 cases per Spoke site over a period of 20 sessions.
3. Fill out feedback evaluations, periodic surveys and questionnaires to help us improve our services to clinicians and other partners.
4. Provide clinical updates, chart reviews, and de-identified outcome data on patients as needed.

Please list here the key staff (and contact information) who will participate in or support the Sessions at your site, which usually includes a clinician (physician or mid-level provider); other professions (RN, SW, PT, OT, PA, Pharmacist, etc); IT person; and administrator(s):

Name	Role/Title	Phone	E-mail
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

\_\_\_\_\_  
Community Partner (Spoke)  
Name

\_\_\_\_\_  
Community Partner (Spoke)  
Signature

Date: (mm/dd/yy) \_\_\_\_\_

For office use only:  Spoke ID #: _____
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