



NORTHWEST AIDS EDUCATION AND TRAINING CENTER

## Introduction to HIV Telehealth

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# Mission

- Build capacity to maximize treatment of chronic HIV infection in underserved areas, monitoring outcomes
- Catalyze knowledge sharing between clinicians developing treatment expertise across the Pacific Northwest region
- Disseminate treatment innovations quickly across a network of clinicians
- Maximize HIV care in local communities, treating patients locally with expert knowledge

# History of ECHO and Telehealth

## 2002 – Frustration

- 30,000 patients → 6 month wait

## 2002-2008 – Roll-Out

- Ashoka Changemakers Award
- AAMC Spencer Foreman Award for Outstanding Community Service

## 2009 – Expansion

- UW, U of Chicago, Harvard

## 2011 – Research

- Landmark NEJM Article



# Evidence Supporting Telehealth

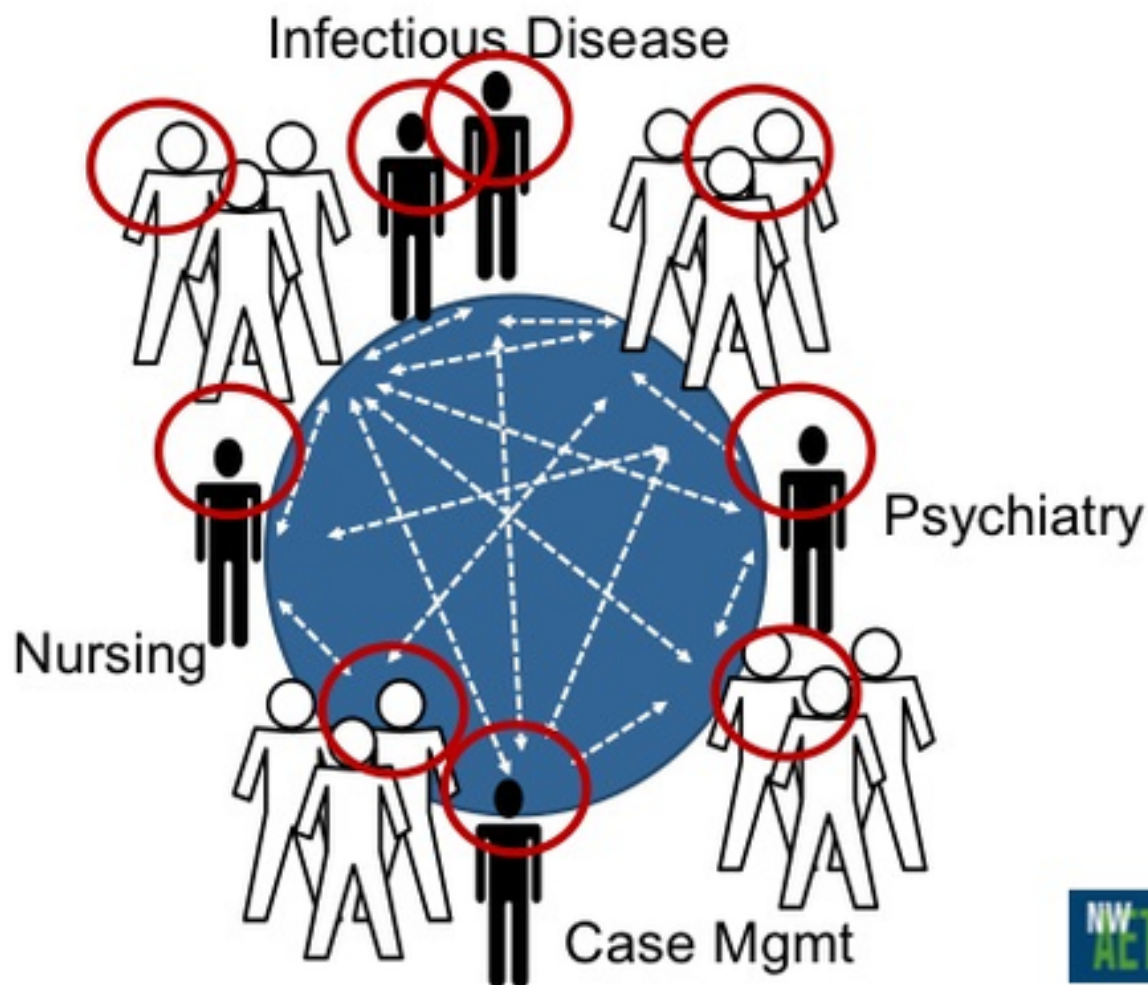
**Table 2. Sustained Virologic Response According to Genotype and Site of Treatment.\***

HCV Genotype	ECHO Sites	UNM HCV Clinic	Difference between ECHO Sites and UNM HCV Clinic	P Value
	<i>no. of patients with response/total no. (%)</i>		<i>percentage points (95% CI)</i>	
All genotypes	152/261 (58.2)	84/146 (57.5)	0.7 (-9.2 to 10.7)	0.89
Genotype 1	73/147 (49.7)	38/83 (45.8)	3.9 (-9.5 to 17.0)	0.57
Genotype 2 or 3	78/112 (69.6)	42/59 (71.2)	-1.5 (-15.2 to 13.3)	0.83

\* The rates of sustained virologic response are not reported separately for six patients with genotype 4 or genotype 6. ECHO denotes Extension for Community Healthcare Outcomes, HCV hepatitis C virus, and UNM University of New Mexico.

\* More minorities treated in ECHO group

# Interactive Learning Environment



# Interactive Learning Environment

Infectious Disease



Decrease Professional Isolation

Increase Knowledge

Increase Self-Efficacy

Arora et al. 2010



# Project ECHO Washington Sites





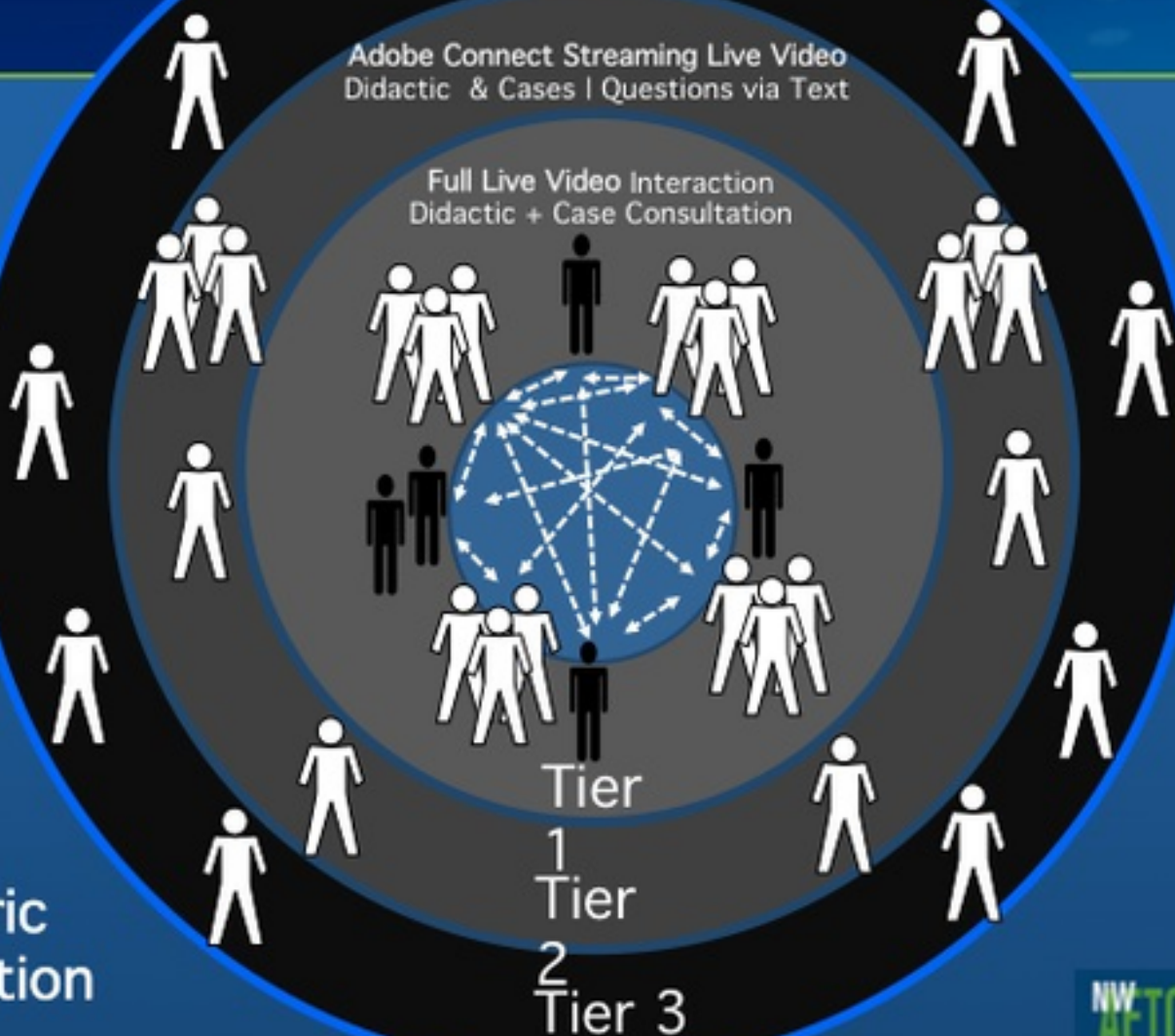
## Northwest AIDS Education and Training Center

Strengthening HIV care through integrated distance learning and clinical consultation.

On-Demand Access to mini-Didactics Only in ECHO Archive

Adobe Connect Streaming Live Video Didactic & Cases | Questions via Text

Full Live Video Interaction Didactic + Case Consultation



Tiered  
Concentric  
Participation  
Model

Tier  
1  
Tier  
2  
Tier 3

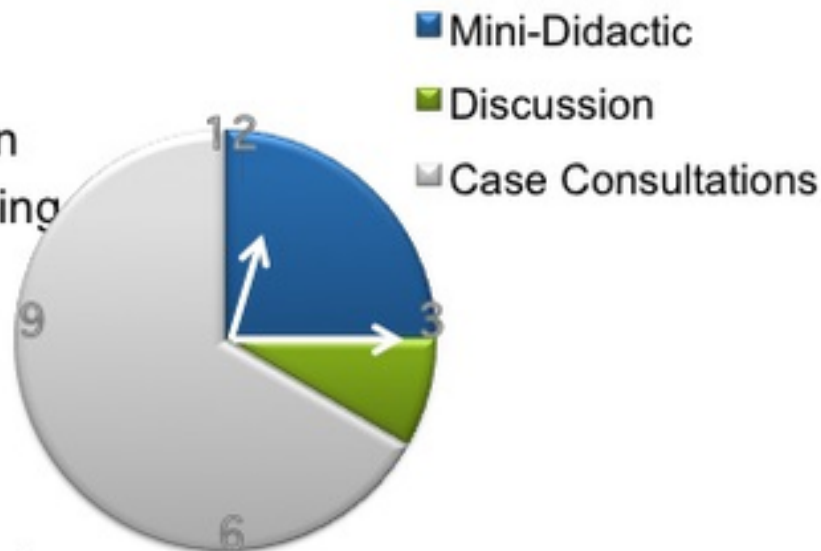
# Mechanics of Telehealth Sessions

- **Mini-Didactics**

- Focused clinical topic
- First 15 minutes of each session
- Additional 5 minutes for discussion
- Recorded/archived for future viewing

- **Case consultations**

- Remainder of session
- Goal 3-4 cases per session
- Each site should contribute at least one case per month



# Telehealth Etiquette

- Technical:
  - Video: mute microphone
  - Phone: use only when necessary, 'mute' rather than 'on hold'
  - Email or text with major issues
- Educational:
  - Positive learning environment
  - Minimize side conversations
  - Target is the 'low-volume provider'
  - Plenty to learn from everyone!!
- Metaphysical
  - New, innovative medium (tolerate some glitches)
  - Treating HIV is more like soccer (team) than golf (individual)



## *'A União Faz a Força'*

When listening to cases, think about ideas, strategies, resources that might help that clinician/clinic team with:

- Clinical assessment & diagnosis
- Treatment decisions
- Case management
- Patient communication & support
- Organization of clinic processes

Share them:

- “speak up” during the videoconference
- Send email to Christian afterwards ([ramers@uw.edu](mailto:ramers@uw.edu))



# Program Evaluation

- **Clinic Level Assessment**
  - Q12 months
  - Clinic goals
  - Standard clinical quality measures
- **Provider Level Assessment**
  - Q6 months
  - Individual provider goals
  - Knowledge
  - Self-Efficacy
  - Community of Practice
- **Within-Session Tracking**
  - Case presentations, Participation
  - Recommendations and peer-to-peer



The screenshot shows a web-based assessment form titled "Project ECHO-NW AETC Baseline Assessment (Clinic-Level)". It includes a logo for "NW AETC" and a field for "Today's Date: [Click here to enter a date.](#)". The form is divided into sections: "Part I Clinic Information" and "6. Please check the one response that best describes your practice setting." The "Part I Clinic Information" section contains seven numbered items, each with a "Click here to enter text" link: 1. Clinic Name, 2. Clinic Address, 3. Clinic City/State/Zip, 4. Clinic Phone and Clinic Fax, 5. Key Contact Name and Key Contact E-mail. The "6. Please check the one response that best describes your practice setting" section contains two columns of radio button options: Academic Health Center, Community Health Center, Migrant Health Center, HIV Specialty Clinic, HIVO/Managed Care Organization, Hospital-Based Clinic, Indian Health Services/Tribal Clinic, Infectious Disease Clinic, Maternal/Child Health Clinic, Rural Health Clinic, Sexually Transmitted Disease Clinic, Pharmacy (community/retail), Correctional Facility, Military/VA, and Private Practice. The "7. Geographical Setting" section includes radio button options for Urban/Suburban, Rural, and Frontier.

# Resources for Participants

- Mini-Didactics (live or archived)
- **Presenting Cases!!!**
- Availability of NW AETC ECHO Specialists 24/7
  - [ramers@uw.edu](mailto:ramers@uw.edu), Office: 206.685.0599, Cell: 206.450.8266, Pager: 206.540.1980
- Additional resources via email
  - Hot topics
  - Articles of interest
- Website: [www.nwaetcecho.org](http://www.nwaetcecho.org)
  - Streaming archive of videos (additional topics!)
  - Necessary Forms
  - Contact info
  - Curriculum, Upcoming session information



## Northwest AIDS Education and Training Center

Educating health care professionals to provide quality HIV care

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### What We Do

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### Northwest AIDS Education and Training Center

Strengthening HIV care through integrated distance learning and clinical consultation.

In September 2011, the Northwest AIDS Education and Training Center (NW AETC) was one of three organizations funded to develop an AETC Telehealth Training Center Program. We looked to the University of New Mexico's Project ECHO as a framework for developing this HIV telehealth program, given its immense success in bringing high quality specialty care and training to rural and underserved areas. NW AETC ECHO aims to build the confidence and skills of rural, low-volume health care providers (HCP) and clinics in the Northwest region to provide high quality HIV care to patients. In line with the White House's National HIV/AIDS Strategy, this program will increase access to care and reduce HIV-related health disparities by supporting HCP to take on HIV care in their rural primary care clinic settings.

Using interactive video, NW AETC ECHO offers weekly online clinics, providing just-in-time clinical consultation between community providers and a multidisciplinary panel of HIV experts (Infectious Disease, Psychiatry, Family Medicine, Pharmacy, Nursing, Case management). In each clinic session, HIV experts provide a short clinical HIV update and in-depth case consultations initiated by community clinicians from their community-based panel of HIV patients. Using this model, NW AETC ECHO fosters mentoring relationships between the HIV expert panel and participating HCP, as well as developing a peer learning and support network in the region.

#### If interested, please contact:

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or

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# NW AETC ECHO Sites

