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

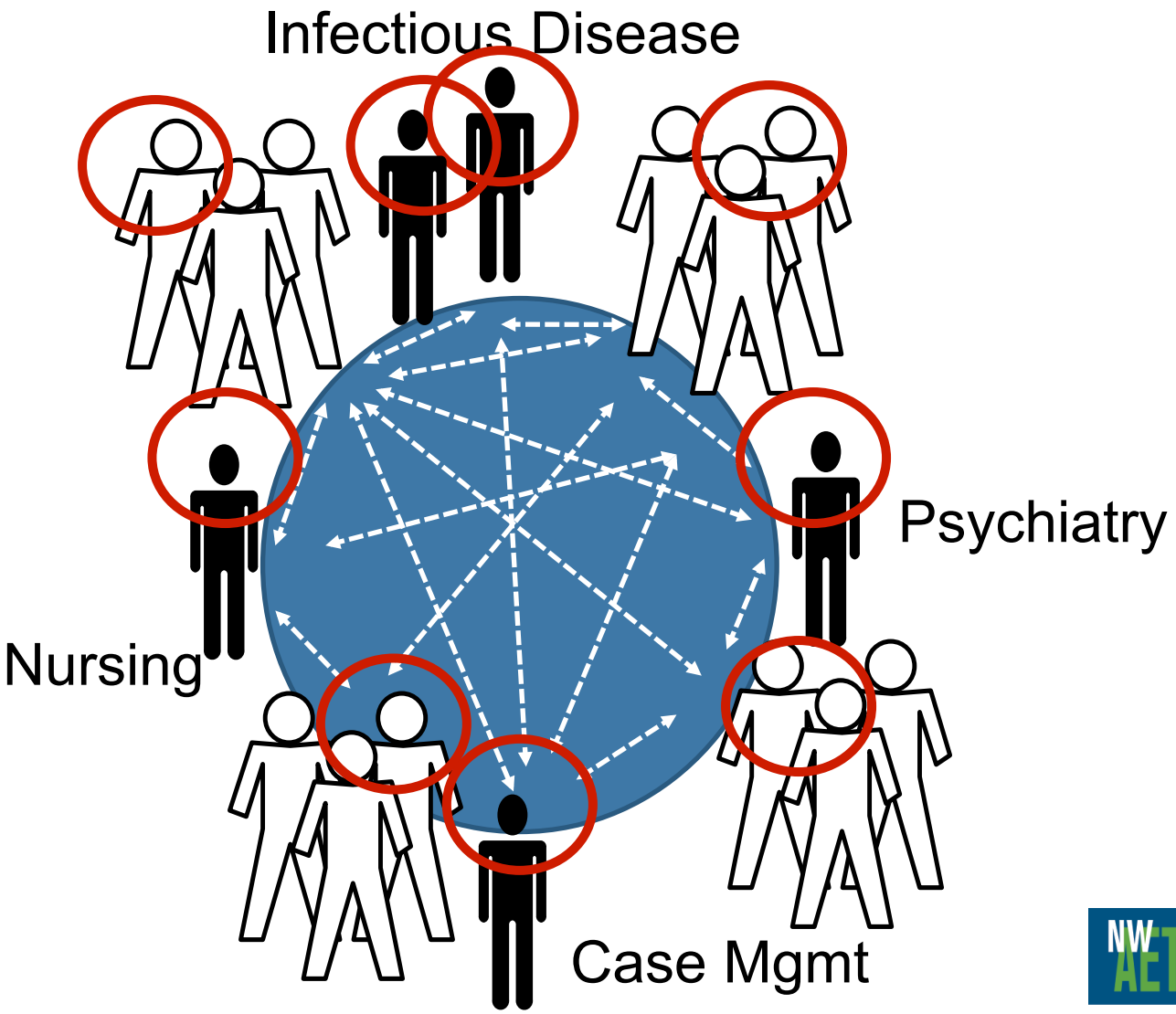
Table 2. Sustained Virologic Response According to Genotype and Site of Treatment.*

HCV Genotype	ECHO Sites	UNM HCV Clinic	Difference between ECHO Sites and UNM HCV Clinic	P Value
	no. of patients with response/total no. (%)		*percentage points (95% CI)*	
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

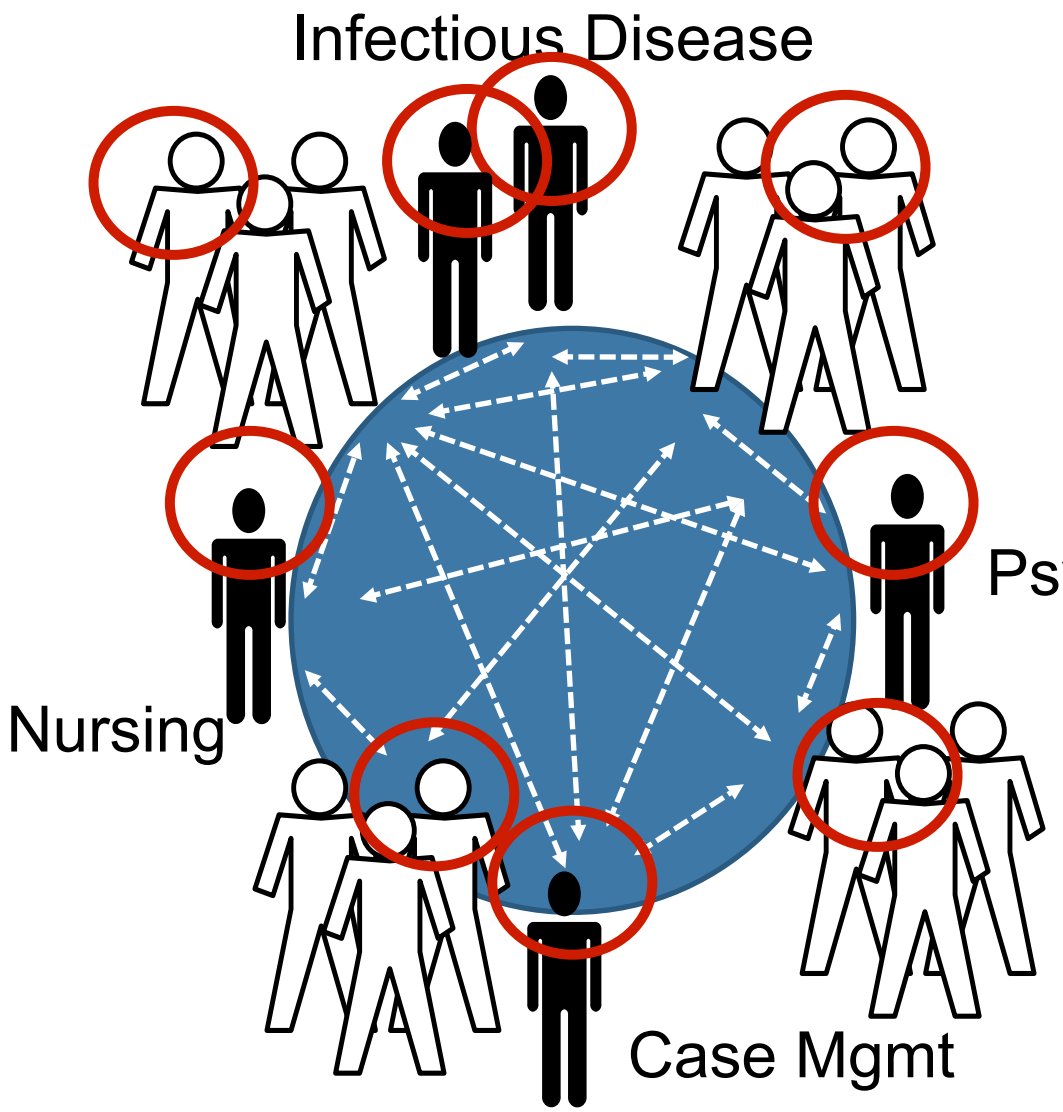
* The rates of sustained virologic response are not reported separately for six patients with genotype 4 or genotype 6. ECHO denotes Extension for Community Healthcare Outcomes, HCV hepatitis C virus, and UNM University of New Mexico.

* More minorities treated in ECHO group

Interactive Learning Environment



Interactive Learning Environment



Decrease Professional Isolation

Increase Knowledge

Increase Self-Efficacy

Arora et al. 2010

Project ECHO Sites

ECHO - Chronic Pain
27 sites

ECHO - Integrated Addiction and Adult Psychiatry, 42 sites

ECHO – HCV, 21 sites

Project ECHO Washington Sites

Northwest AIDS Education and Training Center

Strengthening HIV care through integrated distance learning and clinical consultation.

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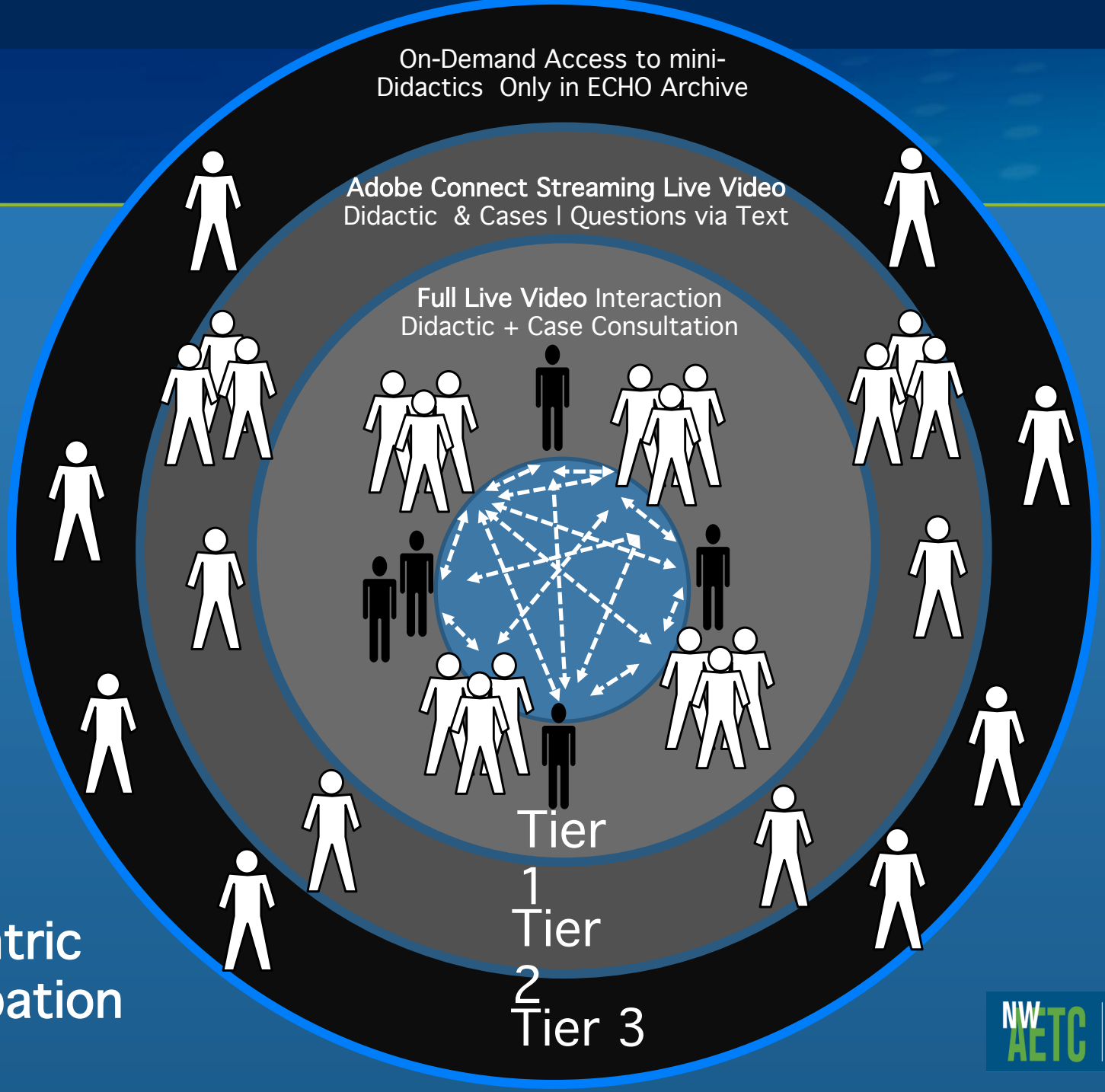
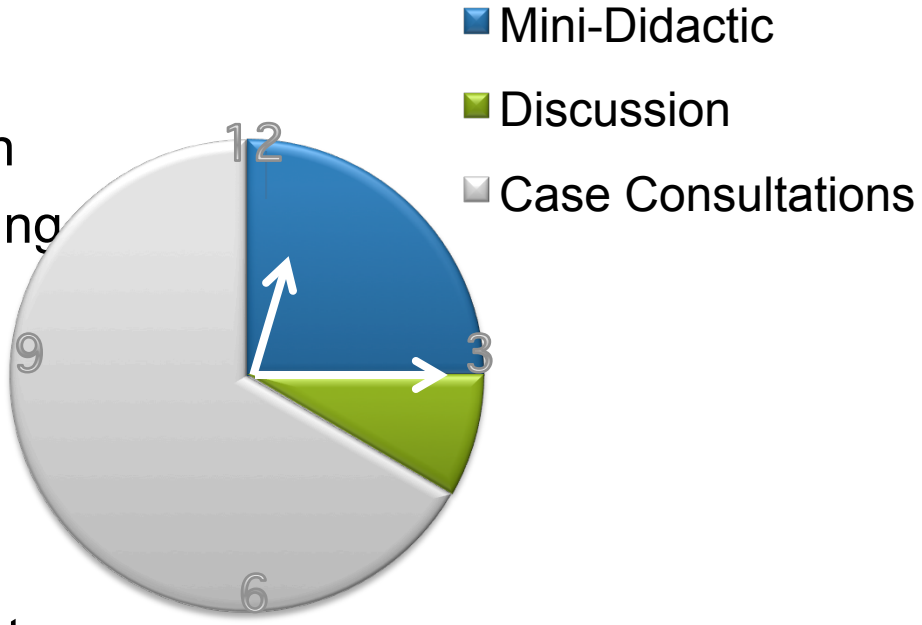
Tiered Concentric Participation Model



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:

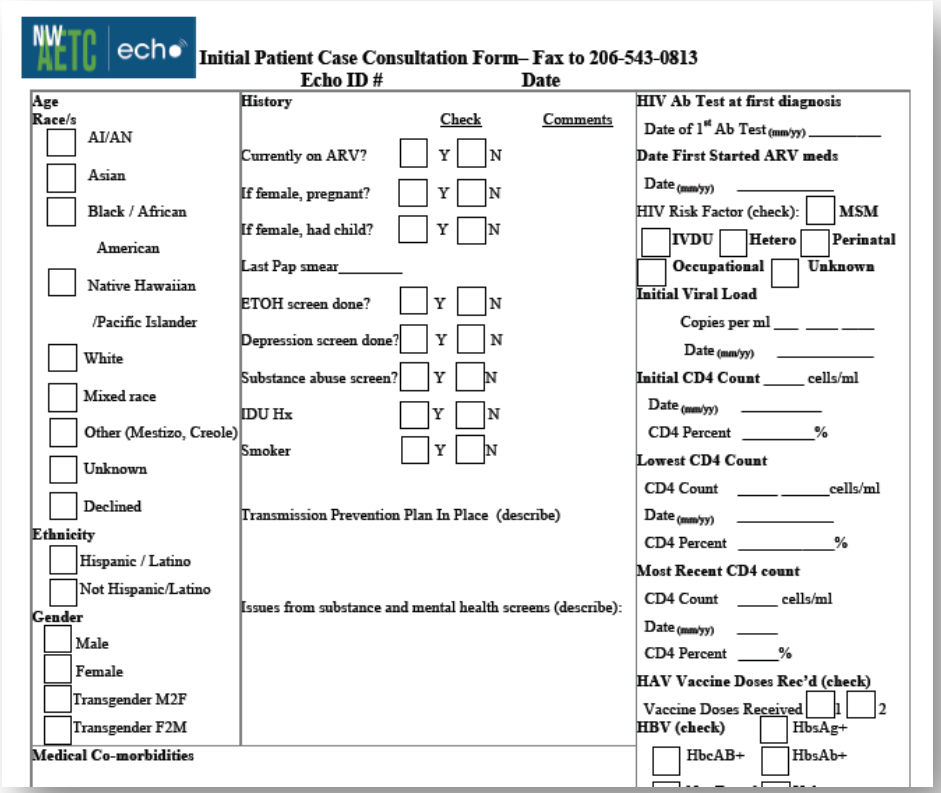
- Clinical assessment & diagnosis
- Treatment decisions
- Case management
- Patient communication & support
- Organization of clinic processes

Share them:

- "speak up" during the videoconference
- Send email to Christian afterwards (ramers@uw.edu)

Case presentations

- ECHO ID: '*SEA-CBR-1*'
- ECHO Fax: **206.543.0813**
- Faxed in by close of business on Tuesday
- What makes a good case?
  - Anything important in **your** clinical HIV practice!
  - Our goal is to grow as a network and share best practices
- Expectation to present at least 1 case/month



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Initial Patient Case Consultation Form– Fax to 206-543-0813

Echo ID # **Date**

Age

Race/s

- ☐ AI/AN
- ☐ Asian
- ☐ Black / African American
- ☐ Native Hawaiian /Pacific Islander
- ☐ White
- ☐ Mixed race
- ☐ Other (Mestizo, Creole)
- ☐ Unknown
- ☐ Declined

Ethnicity

- ☐ Hispanic / Latino
- ☐ Not Hispanic/Latino

Gender

- ☐ Male
- ☐ Female
- ☐ Transgender M2F
- ☐ Transgender F2M

Medical Co-morbidities

History

	Check	Comments
Currently on ARV?	☐ Y ☐ N	
If female, pregnant?	☐ Y ☐ N	
If female, had child?	☐ Y ☐ N	
Last Pap smear_____		
ETOH screen done?	☐ Y ☐ N	
Depression screen done?	☐ Y ☐ N	
Substance abuse screen?	☐ Y ☐ N	
IDU Hx	☐ Y ☐ N	
Smoker	☐ Y ☐ N	

Transmission Prevention Plan In Place (describe)

Issues from substance and mental health screens (describe):

HIV Ab Test at first diagnosis

Date of 1st Ab Test (mm/yy) _____

Date First Started ARV meds

Date (mm/yy) _____

HIV Risk Factor (check): ☐ **MSM** ☐ **IVDU** ☐ **Hetero** ☐ **Perinatal** ☐ **Occupational** ☐ **Unknown**

Initial Viral Load

Copies per ml ___ ___ ___

Date (mm/yy) _____

Initial CD4 Count _____ cells/ml

Date (mm/yy) _____

CD4 Percent _____%

Lowest CD4 Count

CD4 Count _____ _____cells/ml

Date (mm/yy) _____

CD4 Percent _____%

Most Recent CD4 count

CD4 Count _____ cells/ml

Date (mm/yy) _____

CD4 Percent _____%

HAV Vaccine Doses Rec'd (check)

Vaccine Doses Received ☐ 1 ☐ 2

HBV (check) ☐ HbsAg+ ☐ HbcAB+ ☐ HbsAb+

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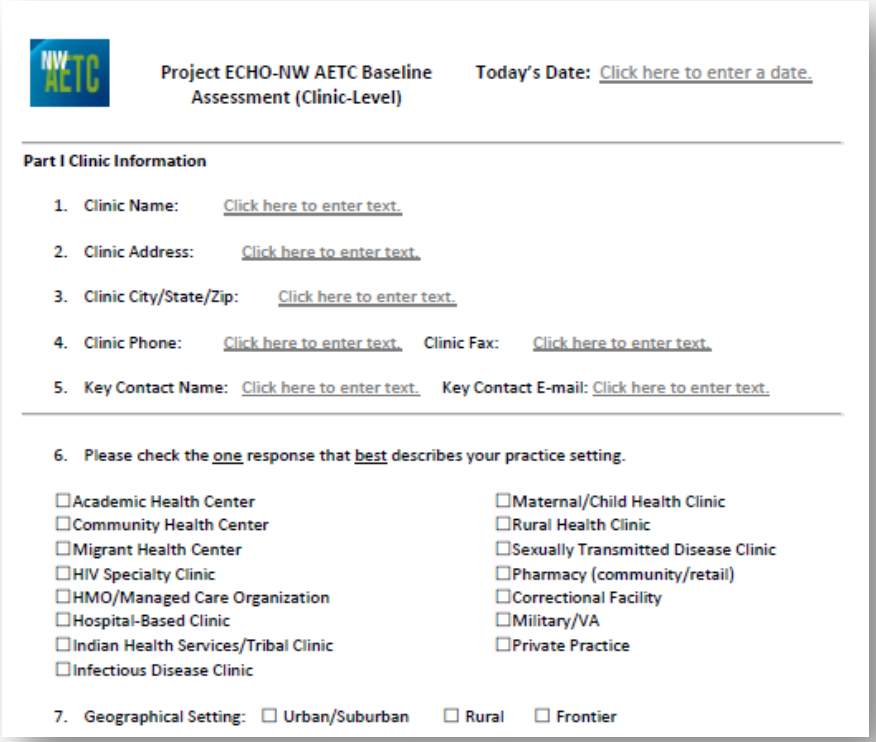
Program Evaluation

- **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



Project ECHO-NW AETC Baseline Assessment (Clinic-Level)

Today's Date: Click here to enter a date.

Part I Clinic Information

1. Clinic Name: Click here to enter text.
2. Clinic Address: Click here to enter text.
3. Clinic City/State/Zip: Click here to enter text.
4. Clinic Phone: Click here to enter text. Clinic Fax: Click here to enter text.
5. Key Contact Name: Click here to enter text. Key Contact E-mail: Click here to enter text.

6. Please check the one response that best describes your practice setting.

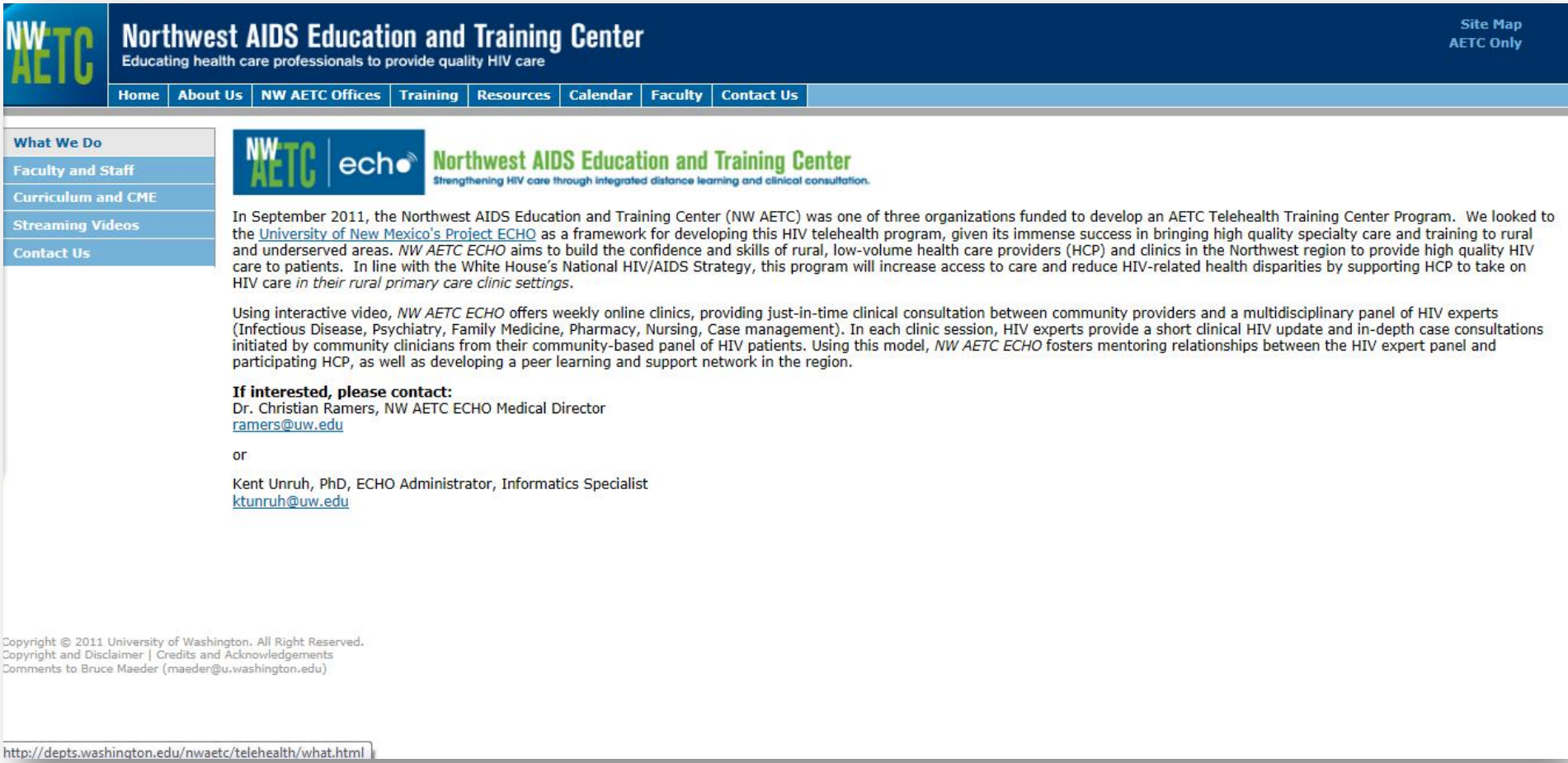
- ☐ Academic Health Center
- ☐ Community Health Center
- ☐ Migrant Health Center
- ☐ HIV Specialty Clinic
- ☐ HMO/Managed Care Organization
- ☐ Hospital-Based Clinic
- ☐ Indian Health Services/Tribal Clinic
- ☐ Infectious Disease Clinic
- ☐ Maternal/Child Health Clinic
- ☐ Rural Health Clinic
- ☐ Sexually Transmitted Disease Clinic
- ☐ Pharmacy (community/retail)
- ☐ Correctional Facility
- ☐ Military/VA
- ☐ Private Practice

7. Geographical Setting: ☐ Urban/Suburban ☐ Rural ☐ Frontier

Resources for Participants

- Mini-Didactics (live or archived)
- **Presenting Cases!!!**
- Availability of NW AETC ECHO Specialists 24/7
  - 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
  - Streaming archive of videos (additional topics!)
  - Necessary Forms
  - Contact info
  - Curriculum, Upcoming session information

www.nwaetcecho.org



Northwest AIDS Education and Training Center
Educating health care professionals to provide quality HIV care

Site Map
AETC Only

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What We Do
Faculty and Staff
Curriculum and CME
Streaming Videos
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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:
Dr. Christian Ramers, NW AETC ECHO Medical Director
ramers@uw.edu

or

Kent Unruh, PhD, ECHO Administrator, Informatics Specialist
ktunruh@uw.edu

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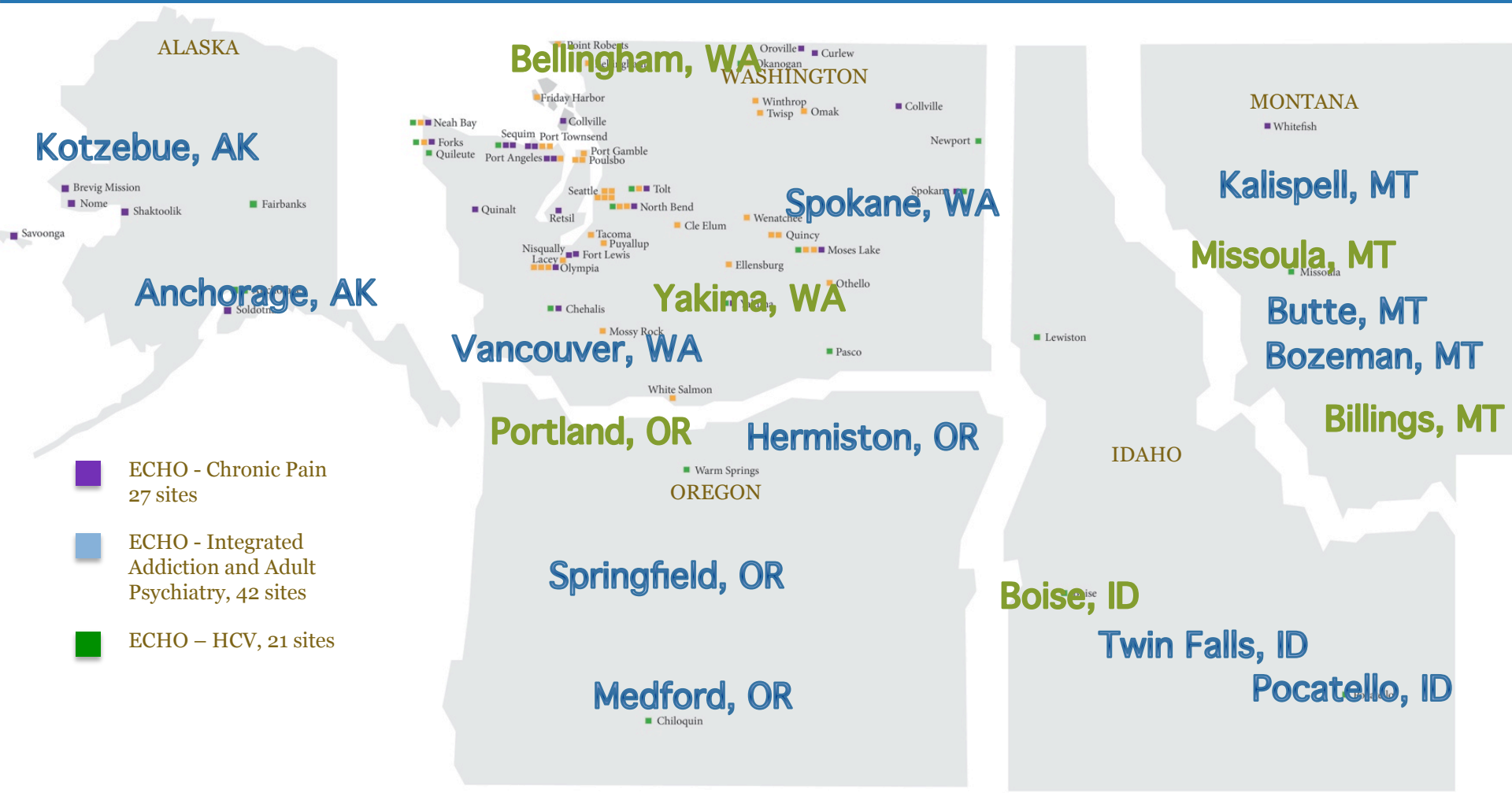
Comments to Bruce Maeder (maeder@u.washington.edu)

http://depts.washington.edu/nwaetc/telehealth/what.html

NW AETC ECHO Sites



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