



# ANNUAL REPORT | FY2019

7/1/18-6/30/19



AT THE FOREFRONT  
**UChicago**  
**Medicine**



# About ECHO-Chicago

The Extension for Community Health Outcomes (ECHO) is an innovative approach to building primary care capacity at community and academic health centers. ECHO facilitates workforce development by providing advanced training for community-based primary care providers that increases their use of best care practices in managing common chronic conditions. The University of Chicago Medicine's ECHO-Chicago program is the longest-running urban ECHO program in the world. Using high-quality videoconference technology, ECHO-Chicago brings together experts from the University of Chicago and elsewhere in partnership with community-based healthcare providers to engage in case-based learning and disease management for communities with limited resources. Through ECHO-Chicago, community-based primary care providers gain the advanced skills required to deliver complex care directly to patients in their medical home. As a result, patients receive evidence-based care for complex, chronic conditions in their medical home delivered by the provider who knows them best—their primary care provider. Patients no longer need to wait for an appointment with a specialist or travel to a major medical center for care. This leads to more cost-effective care, with proven cost savings.

## Accelerating knowledge transfer...

- ECHO-Chicago capacity building training focuses on the most common, complex chronic adult and pediatric physical and mental health conditions.
- Series are usually comprised of 10-15 sessions. Each weekly, hour-long session includes a 20-minute didactic followed by participant-led case presentations.
- Participants receive guidance and support on managing challenging patient cases from both subject matter experts and their peers.
- There is no cost or travel required to participate, as training is provided via interactive videoconferencing.
- Activities are approved for AMA PRA Category 1 Credits™ (CME), MOC Part II & IV, and CEUs.

*...to transform community healthcare*





## FY19 Milestones



**1900th**  
person-series  
trained



**2000th**  
patient case  
presented



**300th**  
site of care  
reached

## Directors' Welcome

This year marked a number of exciting milestones for ECHO-Chicago. As of the end of June 2019, we exceeded 1900 person-series trained, 2000 patient cases presented by community-based providers, and 300 clinical sites of care reached. The impact of ECHO-Chicago continues to steadily increase. This year, through our program, nearly 91% of participants showed an increase in self-efficacy after completing capacity building training as compared to baseline (up from 89% last year). We continue to see that about two-thirds of our participants show an increase in self-efficacy that moves them to the next level of competency.

This past year, ECHO-Chicago launched two new series. The first, Adolescent Health, focuses on the complex healthcare needs of adolescent patients as they transition from pediatric to adult care. The second series, the Social Service Alignment Learning Collaborative (SSALC), was developed in partnership with the Comprehensive Care, Community and Culture (C4P) program at the University of Chicago to lay the foundation for innovative partnerships across Chicago to support collaborative management of difficult patient cases. We are excited to announce the launch of our new series Complex Diabetes: Managing Medical and Social Issues series in January 2020, which will support providers in managing types 1 and 2 diabetes.

This year also marked the end of our landmark Hepatitis C Community Alliance to Test and Treat (HepCCATT) project, which worked to rapidly build broad community capacity to screen for and treat hepatitis C in Chicago. Over the 5-year Centers for Disease Control and Prevention (CDC)-funded project, ECHO-Chicago exceeded 450 person-series across our two series – Hepatitis C for Primary Care and Hepatitis C Case Management & Clinical Capacity Building. We are ecstatic to hear from our partners about the impact that training has had on providers, the care they deliver, and their patients; for example:

*I've seen providers feel more confident in their skills as a result of ECHO-Chicago training. The best example is Hepatitis C. This is the one topic where we have trained the most providers. In 2016 (before ECHO training) we completed one treatment for Hepatitis C in the entire organization and we serve 180,000 patients. Last year (after ECHO training) we completed treatment with documented cures in Hepatitis C for more than 100 patients. - Jairo Mejia, MD, ACCESS*

ECHO-Chicago would not be where it is today without the contributions of our partners. Thank you for your ongoing interest, support, and collaboration. We look forward to our continued work together and the forging of new partnerships in the coming year. We also look forward to hearing your ideas for new ECHO series, how we can improve what we do, and how we can further increase access to, and quality of, care together.

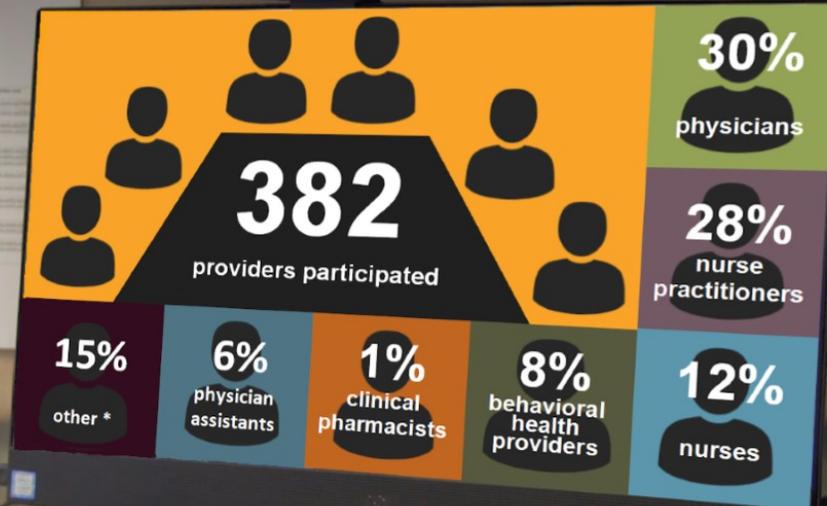
Sincerely,

Daniel Johnson, MD  
Director

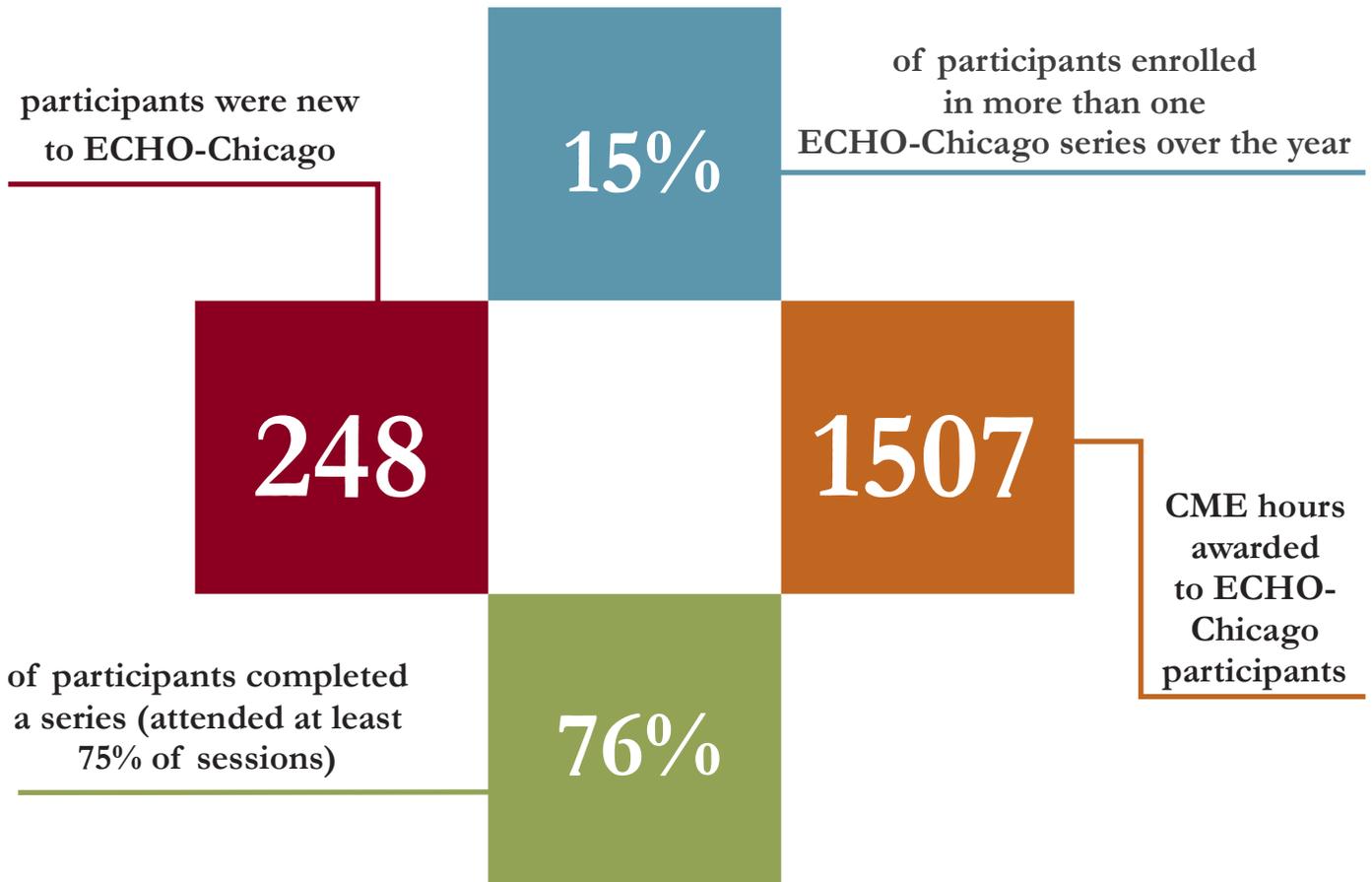
Karen Lee, MS  
Executive Director



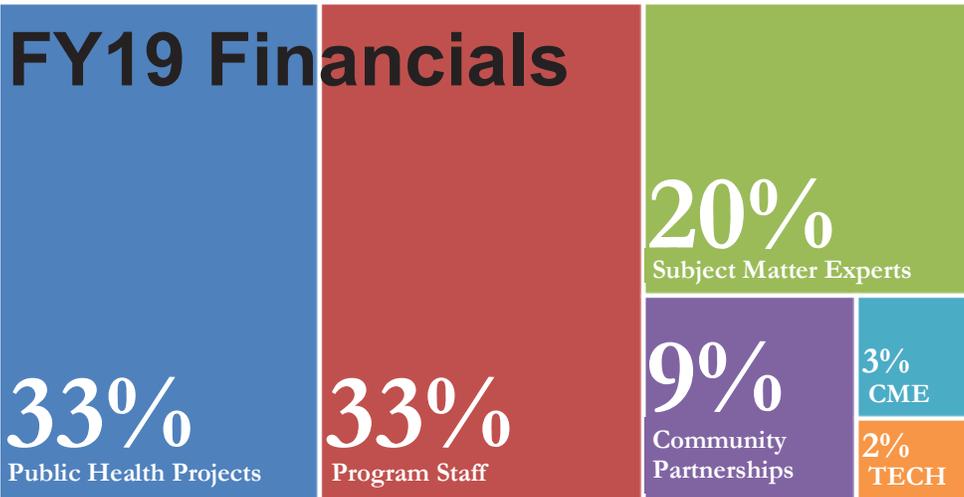
# FY19 Participation Highlights



\* includes case managers, medical assistants, medical students, and other health professionals





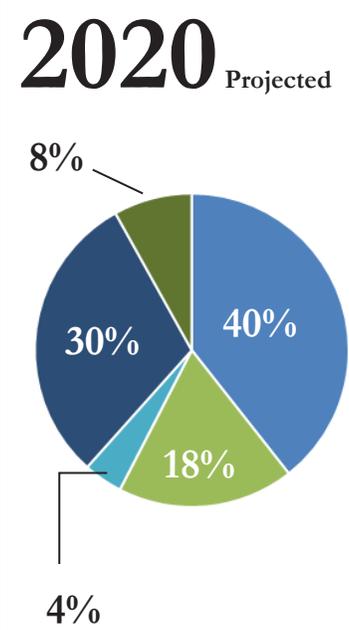
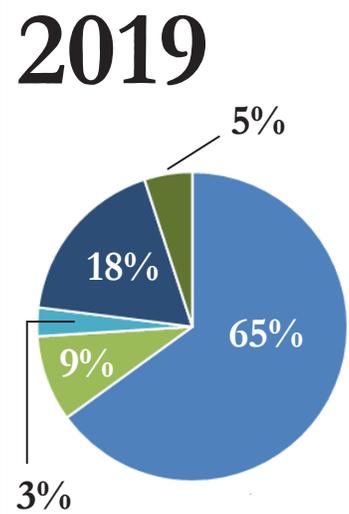
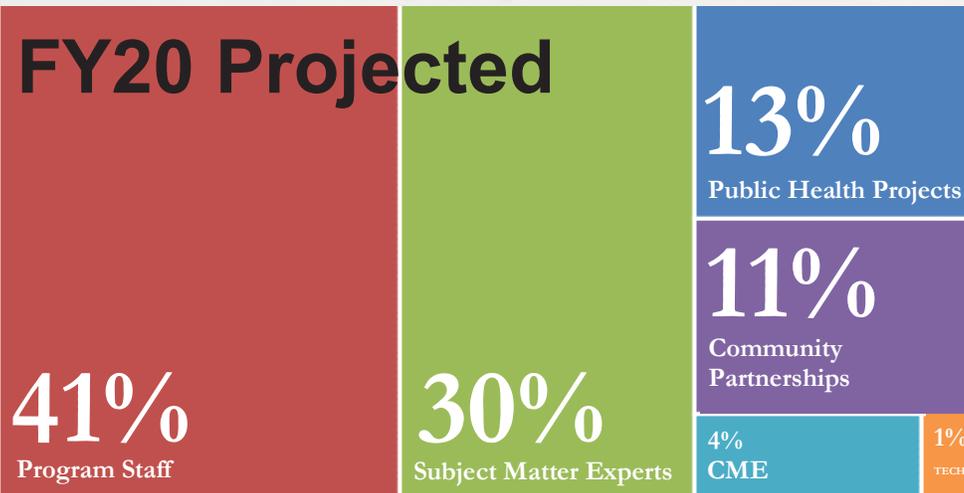


## Sources of funding

- Federal
- Foundation/ non-profit
- City of Chicago
- UChicago Medicine
- Private donors

## ECHO-Chicago was made possible by the generous support of our many FY19 donors

Centers for Disease Control and Prevention	Centers for Medicare and Medicaid Services	Chicago Department of Public Health	Grant Healthcare Foundation
Health Resources & Service Administration	Illinois Primary Health Care Association	Lloyd A. Fry Foundation	Prince Charitable Trust
Office of Minority Health, DHHS	Dr. Petra Rissman and Randy O. Rissman	Robert Wood Johnson Foundation	
Telligen Community Initiatives	UChicago Medicine	UChicago Medicine Urban Health Initiative	



# Current Pediatric Series

## FY19 Highlights

### Childhood Adversity & Trauma

This series equips primary care providers with strategies for implementing trauma-informed practices to assess and address Adverse Childhood Experiences (ACEs).

**Facilitators:** Audrey Stillerman, MD, ABFM, ABIHM; Claire Coyne, PhD; Barbara Bayldon, MD; Colleen Cicchetti, PhD; Nia Heard-Garris, MD

25th

organization  
participated



### Complex Pediatric Asthma: Beyond the Guidelines

A disproportionate amount of urban, minority, and underserved youth are affected by asthma. This series provides knowledge in diagnosing and managing complex asthma for the most vulnerable children. It also increases the use of best practices for pediatric asthma in the community as well as to improve health outcomes for low-income children suffering with asthma.

**Facilitators:** B. Louise Giles, MD; Anna Volerman, MD; Jeannine Cheatham, MS, APN, PCNS-BC; Lolita Smith, MSW



100th

case presented

### Pediatric Attention Deficit Hyperactivity Disorder

ADHD is one of the most common chronic childhood disorders in the US. This series touches on everything from behavioral interventions to medication prescription and management, alternative medical options for treatment, and the impact of ADHD on sleep to deliver better care to children and adolescents at risk for ADHD.

**Facilitator:** Cesar Ochoa-Lubinoff, MD



250th

provider trained

### Pediatric Obesity and Co-morbidities

This series provides primary care providers with increased skills and knowledge to screen and treat children for obesity and related comorbidities and improve the long-term health outcomes for children nationally.

**Facilitator:** Goutham Rao, MD

125th

Session led by Dr. Rao



### Adolescent Health

Adolescents have healthcare needs that are different than those of other age groups and often go unmet. Many healthcare providers do not feel adequately equipped to meet those needs. This series helps in assessing and addressing best practices to provide better care and improve overall well-being of adolescent patients.

**Facilitators:** Felicia Scott, MD; Karen Bernstein, MD; Jonathan Klein, MD; Gregg Montalto, MD; Julia Rosebush, MD; Karen Simpson, MD



New

topic area launched

# FY19 Highlights

## 50th

provider trained



### PRIMARY CARE



## 100th

case presented

### SKILLED NURSING FACILITIES



## 50th

provider trained

## 500th

case presented



# Current Adult Series

## Comprehensive Care Learning Collaborative

With healthcare costs rapidly increasing, care is becoming more fragmented—especially for those who are hospitalized. This series focuses on the care of patients at increased risk of hospitalization. Multiple strategies and care models for this patient population are discussed, including the University of Chicago's Comprehensive Care Program.

**Facilitators:** Joyce Tang, MD; Ram Krishnamoorthi, MD, MPH; Grace Berry, MD; David Meltzer, MD, PhD; Audrey Tanksley, MD; Anshu Verma, MD

## Geriatrics - Primary Care & Skilled Nursing Facilities

We offer series for two audiences— primary care providers and skilled nursing facilities. The primary care series aims to improve health outcomes for older adults by creating a robust, engaged network of interdisciplinary care providers who share resources and education to improve health for older adults.

The skilled nursing facility series links specialists with direct care workers to create a shared network that can lead to improved quality of care and increase the capacity of providers working in these facilities, ultimately improving the health of patients receiving care.

**Facilitators:** Katherine Thompson, MD; Christina Bernhardt, LCSW; Lauren Gleason, MD; Stacie Levine, MD; Monica Long, RN; Patricia MacClarence, LCSW; Michelle Martinchek, MD

## Hepatitis C—Primary Care & Case Management

We offer series for two audiences – primary care providers and case management teams. Training for primary care providers centers on HCV risk assessment, testing, diagnosis, counseling, staging, treatment, and ongoing monitoring. Our case management series provides best practices for strengthening existing HCV programming and a toolkit for tailoring an HCV workflow for each clinic.

**Facilitators:** Andrew Aronsohn, MD; Colleen Blackshear, PharmD; Maggie Kaufmann, MA, MPH; Jill Wolf, LCSW



## Opioid Use Disorder

This series provides primary care providers with the knowledge to care for patients and communities suffering from addiction. The curriculum is designed to focus on case discussions, problem solving, peer support and mentorship for beginning Medication Assisted Treatment (MAT) prescribers.

**Facilitators:** Beth Dunlap, MD; George Weyer, MD; Kimberly Watts, LCSW, MSW, CADC

25th

health care site participated



## Resistant Hypertension

Hypertension is recognized as a major contributing factor to heart disease. Incidence rates of hypertension are as high as 50% among Chicago's South Side health center adult patient populations. This series addresses state of the art care, including proper techniques for obtaining accurate BP readings, medication management, dietary changes, and patient adherence.

**Facilitators:** George Bakris, MD



250th

case presented

## Serious Mental Illness

SMI carries significant rates of morbidity and mortality, including premature mortality of about 25 years compared to the general population. This series aims to build capacity to help primary care providers become more competent and comfortable in delivering care to patients with SMI and reducing the burden on specialty mental health care.

**Facilitators:** Doriane Miller, MD; Daniel Yohanna, MD; Sarah Keedy, PhD; Royce Lee, MD; Jeffrey Rado, MD, MPH; Angela Rogers, APN, MSN, MPH

25th

health care site participated



## Women's Health: A Multidisciplinary Approach to Complex Care

A disproportionate disease burden exists among women who are racial or ethnic minorities or who are low-income. This series provides training and support to community providers in using a risk-based approach to breast, bone, heart, and gynecological health for high risk populations, with a focus on women in underserved communities.

**Facilitator:** Sandra Naaman, MD



100th

case presented

## Social Service Alignment Learning Collaborative

The goal of this program is to develop effective and affordable strategies to align medical and social services to improve health outcomes and well-being of individuals and promote health equity for disadvantaged populations and communities.

**Facilitators:** David Meltzer, MD, PhD; Janine Hill, MPH

New

topic area launched



# The Impact of ECHO-Chicago

## Using ECHO-Chicago Infrastructure to Advance Programming

A number of public health initiatives have leveraged ECHO-Chicago infrastructure to build capacity among the healthcare workforce in order to increase access to quality care and improve health outcomes.



The Hepatitis C Community Alliance to Test and Treat (HepCCATT) is a 5-year Centers for Disease Control and Prevention (CDC)-funded project (5NU51PS004607) designed to significantly reduce the number of people with undiagnosed and untreated hepatitis C (HCV) infections among Chicago's most highly affected communities. HepCCATT consists of provider training, public awareness, advocacy, case management, and data collection. This project was an unprecedented public health collaboration led by 11 partners across the city of Chicago including ECHO-Chicago at The University of Chicago, CDPH, IDPH, AllianceChicago, American Liver Foundation, Caring Ambassadors, Community Outreach Intervention Projects at UIC (COIP), Walgreens, BioCureRx, MRAIA, and HealthLNK at Northwestern.

### OVERALL SUCCESSES

**364 Providers trained in HCV from 150 sites of care**

**89 trained in HCV Case Management from 39 sites of care**



The Comprehensive Care Learning Collaborative (CCLC) shares models for the care of patients at increased risk of hospitalization and aims to improve patient care, assist with the progression toward Transforming Clinical Practice Initiative milestones for patients at high risk of hospitalization, and prepare for Merit-based Incentive Payment System Improvement Activity requirements. One such model of care is the University of Chicago's Comprehensive Care Program (CCP) which began in 2013 as a randomized control trial of over 2300 patients who now receive both inpatient and outpatient care from the same physician. Initial results indicate the potential for substantial reductions in total healthcare costs and significant improvements in patient satisfaction and mental health ratings. The Social Service Alignment Learning Collaborative (SSALC) ECHO series developed in partnership with the Comprehensive Care Community and Culture Program (C4P) expands on this model by addressing patients' social needs and building a network among a variety of social service agencies across the city of Chicago.



SOUTH SIDE  
HEALTHY AGING  
RESOURCE EXPERTS

The South Side is one of the greatest medically underserved communities in the United States, with the ratio of primary care providers to residents in neighborhoods being less than half of the Chicago average. ECHO-Chicago and the South Side Healthy Aging Resource Experts (SHARE) Network partner to improve health outcomes for older adults on Chicago's South Side by creating a network of care providers who share resources and education with funding from HRSA and the Geriatrics Workforce Enhancement Program (GWEP). A Skilled Nursing Facility (SNF) component was added in FY17 to meet this goal.



Urban  
Health  
Initiative

ECHO-Chicago is working with the South Side Pediatric Asthma Center and Urban Health Initiative's (UHI) Pediatric Asthma Community Health Worker Program to improve asthma management care in underserved communities across Chicago.

The HRSA-funded ECHO project leverages the ECHO-Chicago infrastructure to build capacity for the management of complex pediatric asthma among community-based PCPs and improve their use of evidence-based asthma management practices.



# Scholarship and Publications

## Publications

Gleason LG, Johnson D, Thompson K, Martinchek M, Long M, Rapier N, Hamlish TL. An innovative model using telementoring to provide geriatrics education for nurses and social workers at skilled nursing facilities. *Geriatric Nursing*. Sept-Oct 2019; 40(5):517-521. PMID: 30987777.

Jafari P, Kostas T, Levine S, Martinchek M, Johnson D, Graupner J, and Thompson K. ECHO-Chicago Geriatrics: Using telementoring to “geriatricize” the primary care workforce. *Gerontology & Geriatrics Education*. Feb 2019; 1-9. PMID: 30706769.

## Presentations

- Behavioral health integration: A look at lessons and barriers. Oral presentation at Institute for Healthcare Improvement’s National Forum; Orlando, FL.
- Case management and capacity building to enhance hepatitis C treatment-uptake at community health centers providing HIV services in a large urban setting. Oral presentation at National HIV Prevention Conference. Atlanta, GA.
- ECHO Chicago: Building primary care capacity to address behavioral health issues: Lessons learned. Partner presentation at MetaECHO 2019; Albuquerque, NM.
- ECHO-Chicago Marketing Strategy. Workshop presentation at MetaECHO 2019; Albuquerque, NM.
- Identification of Sustained Virologic Response Among Individuals with Hepatitis C Virus Infection. Oral presentation at CDC Epidemic Intelligence Service Conference, Atlanta, GA.
- Identification of Sustained Virologic Response Among Individuals with Hepatitis C Virus Infection. Oral presentation at 2019 CSTE Annual Conference, Raleigh, NC .
- PowerBI. Workshop presentation at MetaECHO 2019; Albuquerque, NM.
- Qualitative Pilot: ECHO-Chicago Discussion Content. Poster presentation at MetaECHO 2019; Albuquerque, NM.
- Research and Data. Workshop presentation at MetaECHO 2019; Albuquerque, NM.
- Self-Efficacy in 13 ECHO-Chicago Clinical Series. Poster presentation at MetaECHO 2019; Albuquerque, NM.
- Self-Efficacy in ECHO-Chicago Pediatric Clinical Series. Poster presentation at 2019 the Illinois Chapter of the American Academy of Pediatrics Annual Conference, Naperville, IL.
- The voice of the patient advocate on the hub team. Panel presentation at MetaECHO 2019; Albuquerque, NM.
- Using technology to build community capacity and meet growing health needs. Movement is Life Caucus; Washington, DC.

ECHO-Chicago: Mentoring

As one of 12 ECHO Superhubs—and the longest-running urban ECHO program in the world ECHO-Chicago provides training and mentorship to existing ECHO programs or to groups that are interested in starting their own ECHO programs. Here are some of the programs that we worked with in FY19.

### AUSTRALIA

Children’s Health Queensland  
Hospital and Health Service



### CANADA

Project ECHO Care of the  
Elderly Team at Baycrest Health  
Sciences



### UNITED STATES

Telligen  
Case Western Reserve University  
The MetroHealth System  
Cincinnati Children’s Hospital  
Medical Center





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From Left to Right: Patrick Gower, MPA—Project Coordinator, Kanika Mittal, MS —Director of Operations, Isa Rodriguez, BA—Associate Director of Outreach, Daniel Johnson, MD—Director, Marielle Ogle, MS—Project Coordinator, Kathryn West, AM, LSW—Project Coordinator, Karen Lee, MS—Executive Director, Sandra Tilmon, MPH—Research Manager, Dawn Croach—Business Administrator