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PROJECT ECHO® COE INNOVATION ADOPTION

INFORMATION PACKAGE



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WELCOME TO ECHO COE INNOVATION ADOPTION

On behalf of our ECHO team, we are delighted to welcome you to the Project ECHO® Care of the Elderly Innovation Adoption program. This 6-session monthly program will be held on Thursdays from 12:00 – 13:00 pm EST from January 31– June 20, 2019. This program focuses on the adoption and implementation of innovation in long-term care. In the following package, you will find information such as the curriculum and speaker schedule, how to use Zoom® and how to present a case for discussion. If you have any further questions regarding ECHO COE Innovation Adoption that are not found in this document, please email mlifshen@cabhi.com.

ECHO COE INNOVATION ADOPTION GOALS:

- Enhance innovation quality within the Seniors Quality Leap Initiative organizations;
- Develop participant capacity in program implementation, organizational innovation, knowledge mobilization;
- Meet the demand for care by expanding expertise in care of the elderly

BENEFITS FOR LEARNING PARTNERS:

- Benefit from the collective expertise of multidisciplinary specialists as well as the experiences of other long-term care leaders;
- Build confidence in adoption and implementation of innovation;
- Join a supportive network of your peers (a “community of practice”);
- Learn about tools, resources, and strategies for implementing and sustaining innovation

HOW DOES PROJECT ECHO® WORK?

Project ECHO (Extension for Community Healthcare Outcomes) is a guided-practice model that aims to increase workforce capacity by sharing knowledge and establishing a community of practice. Specialists at the “hub” site meet regularly with “spoke” sites. Since the start of Project ECHO in 2002, the model has greatly expanded and has been implemented by over 250 partners—in Canada, the United States, and internationally—covering more than 55 complex conditions and problems.

CORE PRINCIPLES OF ECHO:

The ECHO model develops knowledge and capacity among participants through:

1. Using technology (videoconference and internet) to leverage scarce resources and create knowledge networks, which connect multidisciplinary teams of experts located at the Hubs with learners at a Spoke site(s) through regularly scheduled teleECHO clinics;
2. Improving outcomes by reducing variations in processes of care and sharing best practices;



3. Using case-based learning: guided practice through diverse, real-life cases with subject matter experts to facilitate learning by doing and create learning loops which create deep knowledge, skills and self-efficacy;
4. Tracking data to measure ECHO session function over time for the purposes of ongoing quality improvement.

PROGRAM STRUCTURE

A TYPICAL ECHO SESSION

- ECHO sessions take place via videoconference, using a PC, Mac or smartphone and simple software called Zoom. Zoom access is provided to learning partners for free (see details below);
- Participants will include experts in knowledge mobilization and innovation, and learning partners from a variety of settings;
- Each session will begin with introductions of participants. A 15-minute didactic on a topic related to the culture of innovation and/or sustainability of innovation will then be presented. Learning partners then present cases for facilitated discussion by the entire group. All participants are encouraged to contribute actively to case discussions. Cases are submitted prior to the ECHO session. Case presentations will not be recorded;
- Sessions will be held once a month on Thursdays, 12:00 -13:00 pm EST from January 31 – June 20, 2019.

CURRICULUM – TOPIC SCHEDULE AND SPEAKERS*

Month	Date	Topic	Didactic Presenters
1	31-Jan-19	Culture of Innovation	Dr. Zayna Khayat
2	21-Feb-19	Sustainability	Dr. Julia E. Moore
3	21-Mar-19	Culture of Innovation	Ms. Gretchen Addi
4	18-Apr-19	Sustainability	TBD
5	23-May-19	Culture of Innovation	TBD
6	20-Jun-19	Sustainability	TBD

*This schedule is subject to change depending on the speakers' availability.

May I view the didactic presentation after the ECHO session has ended?

Yes, if the presenters give consent, the didactic portion of the session will be recorded and made available on the community of practice website after each session.

May I invite colleagues/guests to an ECHO session?

Yes, you may invite colleagues or guests to an ECHO session. Please email Marni (mlifshen@cabhi.com) in advance of the ECHO session with the name(s) and role(s) of the individuals you have invited.

How do I access the monthly ECHO sessions?

A monthly email will be sent with a PDF of the didactic, the case presentation, and a link to register and connect for the next session.

CASE PRESENTATIONS

WHAT CASES SHOULD I PRESENT?

The case presentation is meant to highlight some of the adoption or implementation work that your organization is doing. We especially encourage you to submit a case that relates to the adoption of an innovation chosen from the CABHI-SQLI catalogue. We invite you to discuss a challenge around adoption or implementation, and as a group we can share our own learnings, and recommendations.

WHAT INFORMATION SHOULD BE INCLUDED IN A CASE PRESENTATION:

- **Case presentation form:** We will provide a link to a case presentation form, which will ask you to explain the implementation or adoption challenge and include space to list the main question(s) you have for the community of practice. When completing this form consider the following within your specific context: the barriers and/or facilitators to implementation success; historical challenges found with implementing a new program. Additional questions to consider includes: how did your organization come to pick the innovation that was chosen? Who was involved in the decision-making process? What kind of factors were assessed? What factors helped you decide who would be on the implementation team? How did you communicate



about this implementation effort to other people in the organization? What was the work you needed to do to get this off the ground? Was there a clear action plan? Or were things more ad hoc? How did your team respond to the new adoption?

- Complete the case presentation form with as much information as you can to help the Hub team and the other learning partners address your concern/question(s).

HOW TO PRESENT A CASE?

- Submit the completed case form;
- During the ECHO session, the facilitator will call on you to present your case. Please verbally summarize the case;
- The facilitator will promote discussion among all participants, starting with clarifying questions for the case presenter. At the conclusion of the discussion, the facilitator will summarize recommendations from all participants;
- Recommendations will be summarized in a document and sent to the case presenter. They will also be posted on the Community of Practice website.

WEBSITE

All resources discussed during ECHO session didactics and case presentations are posted on our Community of Practice website, www.baycrest.echoontario.ca. To receive access to resources, case recommendations, and other material related to the ECHO COE Innovation Adoption program, please follow the instructions:

1. Select **Register** under “My Account” on the main page;
2. Enter your information and click **Submit**;
3. You will receive an email once your registration has been approved. Once your user registration is approved, you can **log in**;
4. Once you are logged in, click '**Resources**' under 'Innovation Adoption' on the top menu to view all resources, including recommendations, and lectures from past ECHO sessions.

LOGISTICS

HOW TO GET ZOOM

You may download the free Zoom client for PC or Mac at <https://zoom.us/>. Click the orange “sign up free” button for instructions. If your computer doesn’t have a built-in video camera, a simple USB webcam, such as a Logitech HD PRO WebcamC920, is all you need. Zoom apps are also available for iOS and Android.



CONNECTING TO AN ECHO SESSION

1. If you plan to present a case, submit the case presentation form no later than Monday prior to the ECHO session;
3. We will send an e-mail message the day before the ECHO session with links to the following:
 - a. Agenda
 - b. Didactic presentation
 - c. Case Form
4. Please join in using Zoom. If you do not have access to the internet, connection by telephone is possible. Instructions for phone connection will be emailed with the Zoom link. Please connect a few minutes early, especially at the start of the series;
5. If you have presented a case, you will receive written comments in response to your case presentations within a week of the ECHO session.

HOW CAN I RECEIVE TECHNICAL SUPPORT?

If you have questions about Zoom or preparing for an ECHO session, please email Stacey Guy, sguy@cabhi.com.

HUB TEAM

- Rosanne Aleong, Director of Research, Innovation & Translation, Kunin-Lunenfeld Centre for Applied Research & Evaluation
- Faith Boutcher, Director, Academic Education, Baycrest
- Stacey Guy, Implementation Specialist, CABHI
- Marni Lifshen, Knowledge & Implementation Specialist, CABHI
- Lisa Sokoloff, Manager, Training and Simulation, Baycrest; Program Director, ECHO COE
- Bianca Stern, Director of Health Innovation, CABHI