

Supporting Primary Care Providers In Managing Complex Patients: Innovations Using A Collaborative Tele-mentoring Model

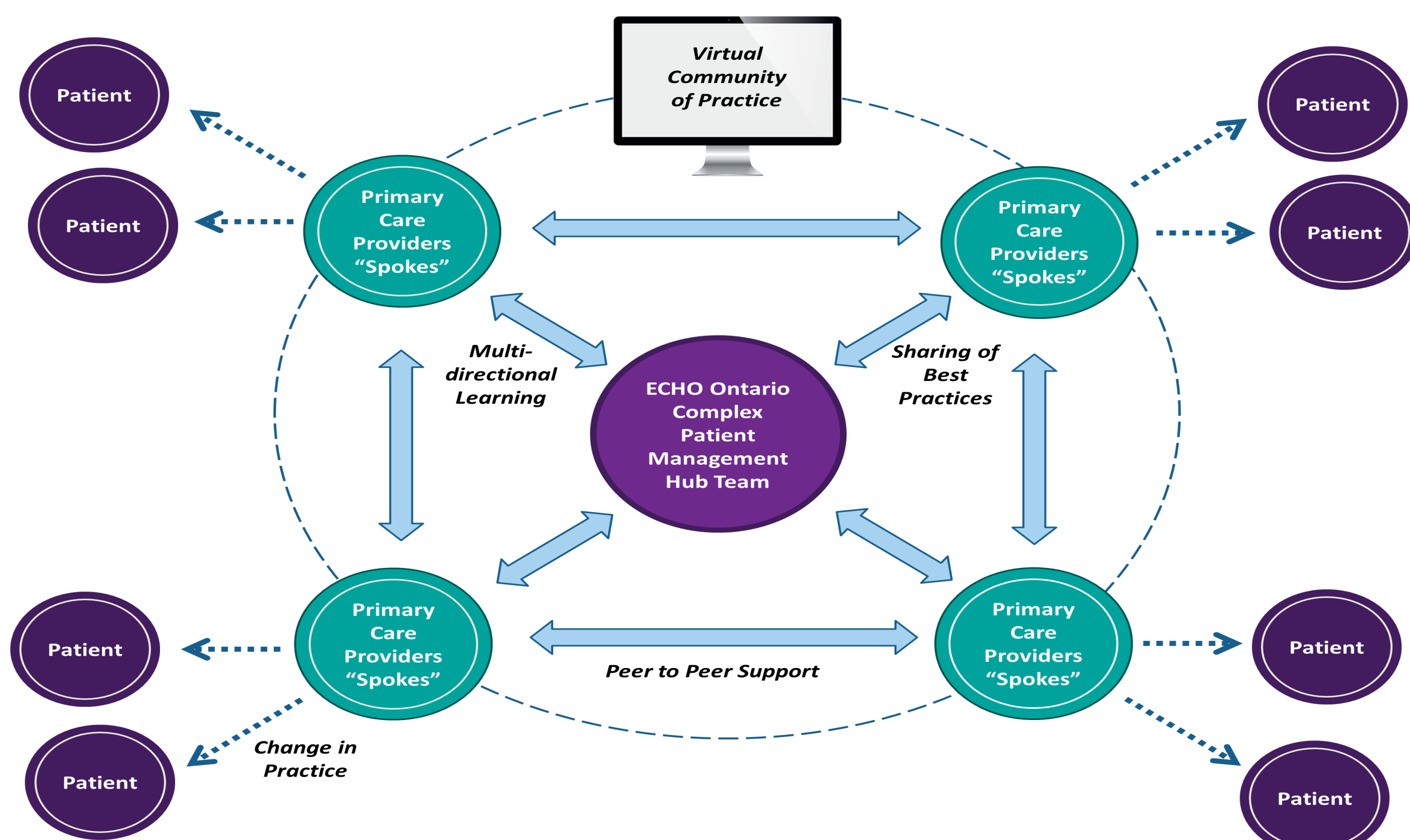
Kathleen Sheehan, MD, DPhil, FRCPC; Cheryl Pereira, MPH; Javed Alloo, MD,CCFP, MPLc; Mark Bonta, MD, FRCPC; Jennifer Carroll, MPH; Thiyake Rajaratnam, MSc; Eva Serhal, MBA, PhD; Jodi Wolff, MSW, RSW; Maria Zhang, RPh, BScPhm, PharmD, MSc; Sanjeev Sockalingam, MD, FRCPC, MHPE, FACLP

Background

- Primary care providers (PCPs) are first-line responders for patients with co-occurring medical and psychiatric conditions, especially in remote and underserved areas, where specialist access is limited.
- C-L Psychiatry traditionally uses telemedicine services to reach these areas; however, sustained capacity building of PCPs and their teams in remote regions still remains a persistent challenge.

ECHO Ontario Complex Patient Management

In January 2019, the Centre for Addiction and Mental Health launched Extension for Community Healthcare Outcomes-Ontario Complex Patient Management (ECHO-CPM), a virtual “Hub and Spoke” educational program focused on building PCP capacity in assessing and managing patients with co-occurring and multi-morbid physical and mental health concerns.



ECHO-CPM virtually connects PCPs to an inter-professional specialist Hub team, and with other PCPs in similar settings, to discuss complex real world patients, share knowledge, and learn best practices. Cycle 2 (Fall 2019) of ECHO-CPM consisted of 12 sessions. Each hour long session included a didactic presentation focusing on a specific area of complex mental and physical healthcare, followed by an anonymized patient case discussion presented by a spoke participant. Case consultations discussed in this ECHO include psychiatric management in chronic conditions (e.g. diabetes, cardiovascular disease), managing challenging care interactions, and somatization.

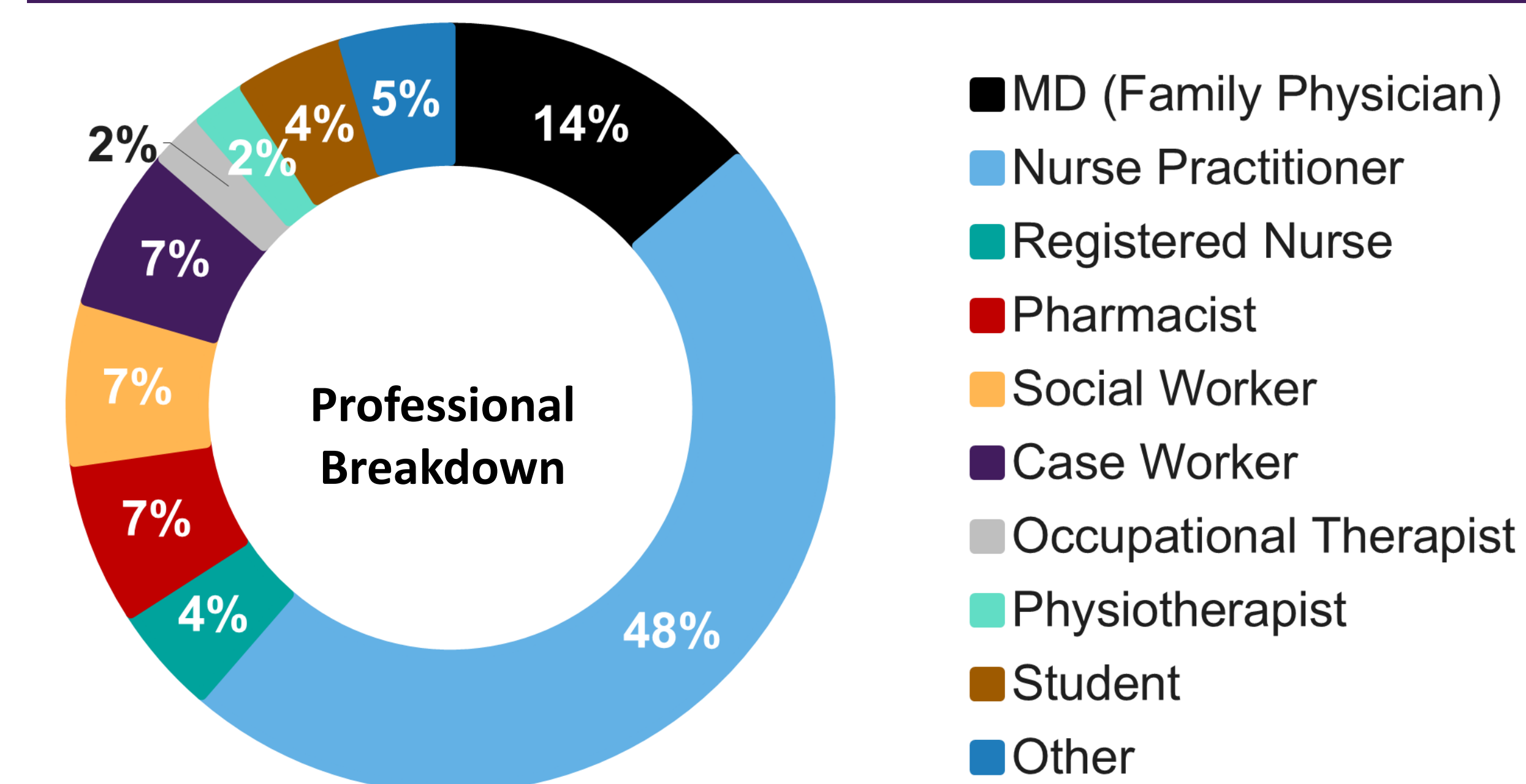
Objective

Understand the impact of the ECHO-CPM program as a virtual educational tool for managing complex patient care using Moore’s evaluation framework.

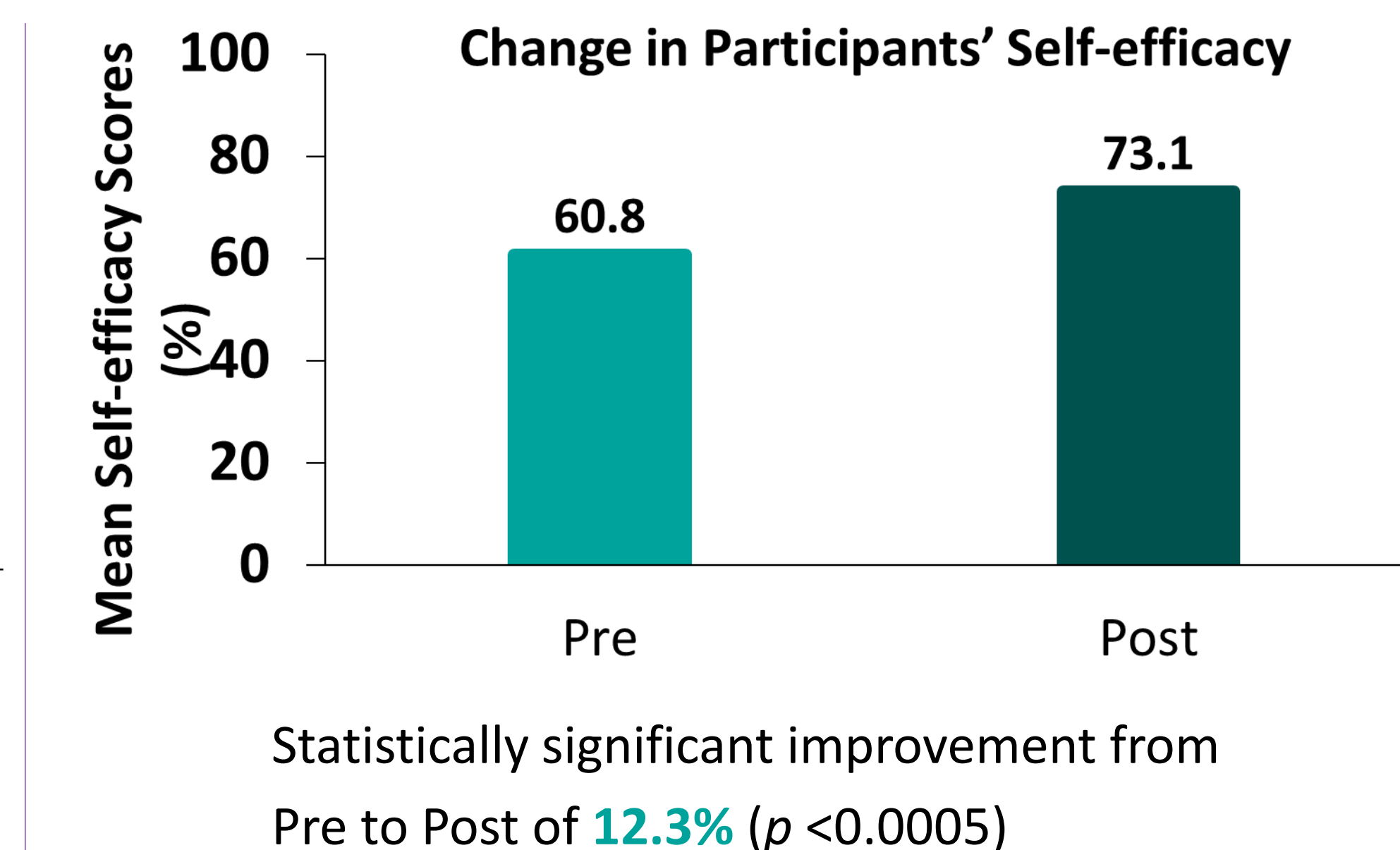
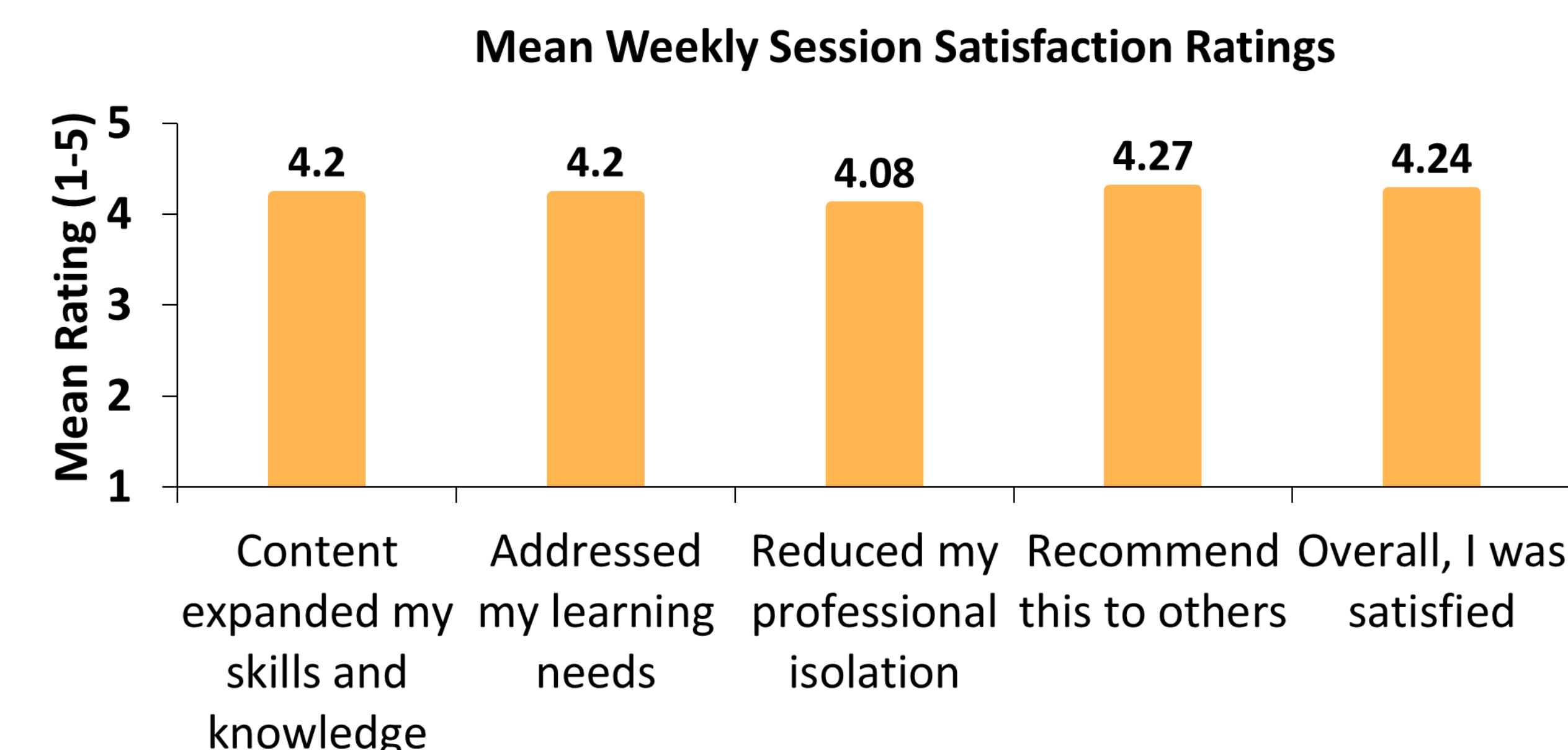
Methods

- Participation was tracked
- After each ECHO session, participants completed satisfaction surveys commenting on professional isolation, enhanced knowledge, learning needs, and overall satisfaction using a 5-point Likert Scale (1=strongly disagree, 5=strongly agree).
- Pre- and post- program, participants rated their perceived self-efficacy in core program competencies using a confidence scale from 0 to 100.
- Descriptive statistics were performed using Microsoft Excel.

Results



- **44** providers from **33** organizations
- Average of **25** participants per session
- Median number of sessions per participant **7**
- Retention Rate: **89%**



Conclusion

- Findings from ECHO-CPM suggest participants are highly satisfied and engaged with the program, and feel more confident after their participation.
- Qualitative research is underway to explore how ECHO influences participants’ approach and attitude towards the care of complex patients.