

Project ECHO

(Extension of Community Health Outcomes Project)



What is Project ECHO?

- Project ECHO was developed in the United States to improve the care of patients in under-served areas.
- Enables the delivery of FREE education and training to large numbers of healthcare providers using cloud based technology and existing resources.
- St Richard's, St Michael's and KEMP Hospices are working together as a specialist ECHO hub centre and will provide training and education sessions via video link to health professionals across Herefordshire & Worcestershire.
- Project ECHO creates a community of practice that supports service delivery, the sharing of knowledge and support from others working in Health & Social Care to continuously improve to care.

Why is Project ECHO needed?

- The end of life care (EOLC) strategy aims to improve the choices individuals and their families have at the end of life. In order to achieve this staff must be able to have sensitive conversations with individuals to determine their preferences & wishes to enable them to plan, identify and prioritise care during the final stages of life.
- Many Health and Social Care workers frequently experience challenges in accessing structured educational programmes, however Project ECHO can reach out to larger numbers of healthcare professionals, whilst building a virtual community offering ongoing support and advice.

Curriculum - Based on Identified Learning Needs

E.g:

- Practical Aspects of End of Life Care
- Advanced Care Planning
- ReSPECT
- Dementia
- Non-Cancer End of Life Care

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Engagement with a range of care setting programme leads to:

- Promote regular peer support and create a learning community.
- Improved integrated working
- Increased knowledge, confidence and competence.
- Enhanced relationships with other agencies (GPs, palliative care, etc.).
- Better Advance Care Planning.
- Increase in standards of both palliative and supportive care provision for individuals and their families.
- Improvements in achieving Preferred Place of Death.
- Improved bereavement care.
- Improved resilience of the workforce, as well as job satisfaction.
- Increased stability in the workforce, as well as reduced turnover.

How does it work?

- Staff attend 90 minute training sessions delivered from the hub centre via video link.
- Sessions are accessible via laptop, PC, mobile phone via a ZOOM APP
- The project team will provide educational resources & promote discussion focusing on areas where individual care settings feel they need additional training and support.
- The project team will facilitate shared learning and reflection, linked to practice examples and case studies.
- ECHO works by acknowledging that we are all learners & teachers, & that working together in this manner improves care outcomes.

What do I need to do?

- Complete a registration form & GDPR agreement
- There is no additional coursework to this education programme.
- We ask that as many key care staff members as possible attend and share the resources with colleagues who are unable to attend.
- If there is a particular topic relating to palliative and EOLC that is not covered within the listed programme, please let us know and we will aim to include it during future sessions.

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FAQ

What is the format of the sessions?

The hub centre team will start by introducing themselves and inviting attendees to introduce themselves. A guest speaker will then give a talk on a key area surrounding palliative care. There will be plenty of time throughout the session to ask questions, present a case or discuss aspects from clinical practice.

Who should attend the sessions?

The sessions are suitable for anyone wanting to increase their knowledge and skills in aspects related to palliative and end of life care. It is helpful if a variety of staff from your care setting attend so they can support each other in presenting / discussing case reviews and promoting changes to current aspects of practice.

What does a case presentation involve?

All you will be required to do is make a few notes before the session about a difficult/interesting patient that you and your team may need a bit of extra support with and to discuss this during the session.

How often do I need to present a case?

Ideally, a rota will be issued so you will know in advance when you will be presenting a case. If group sizes are small, you will be asked to reflect on cases linked to the topic area for the following session.

I can't think of a patient for my case presentation that is relevant to the session - what should I do?

It is not necessary for the patient you are discussing to match the topic of the session that week, you just need to choose a case who you feel it would be useful to get some additional advice and support to support their care in your care home.

Do I need to attend every session?

We ask that you attend as many sessions as possible and you're welcome to join any sessions you miss at a later date, to ensure you and others get the most out of the programme. However, we appreciate due to the demands of your roles that this may be difficult