

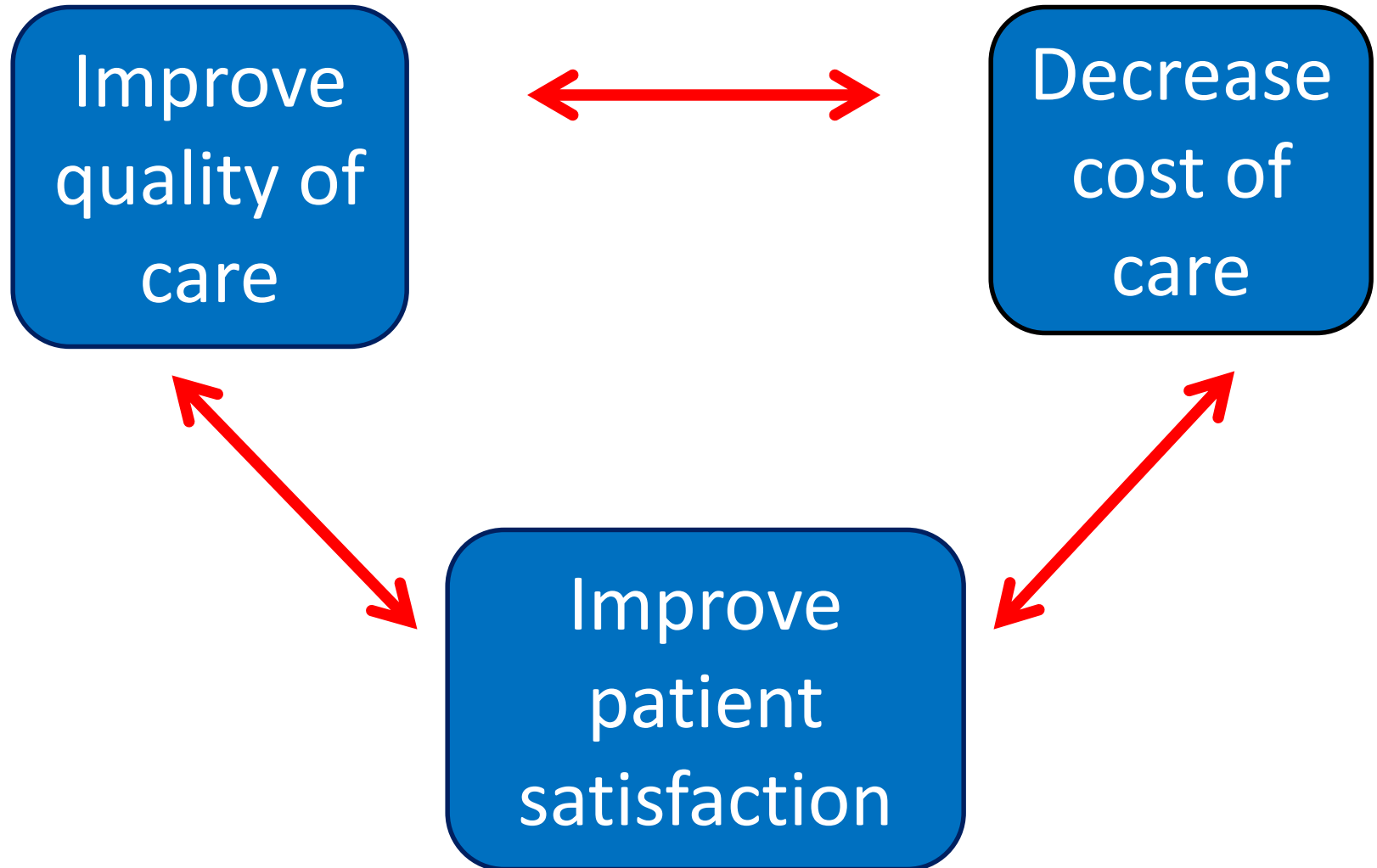
ECHO Care: a program to care for complex patients



Miriam Komaromy, MD
Associate Director, Project ECHO
miriamk1@salud.unm.edu

ECHO Care is a special health care program designed to support patients insured by Medicaid managed care who have complex health care needs and high costs of care

Goals of ECHO Care



Collaboration

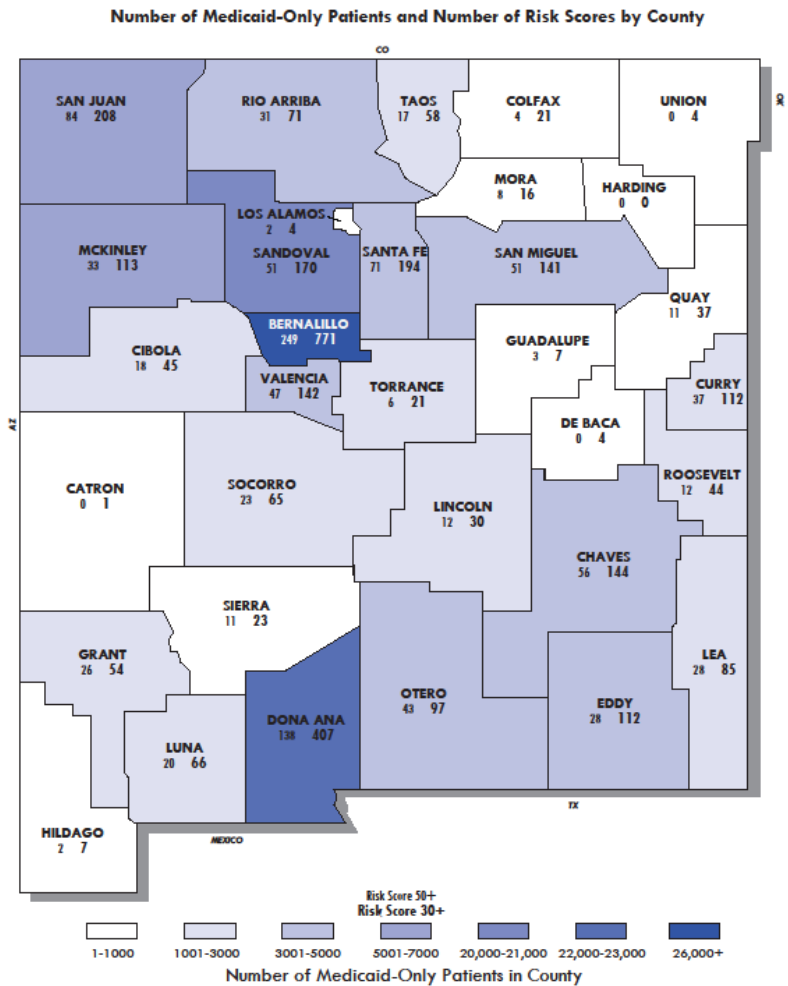
- Federal CMMI grant
- Project ECHO has ECHO Care partnerships with:
 - NM state Medicaid office (HSD)
 - All of the NM Medicaid managed care organizations (MCOs)
 - Numerous Community Health Centers (CHCs)
- MCOs jointly provided salaries for the ECHO Care teams
- CHCs provided the clinic locations

The most complex and costly patients

- Multiple complex illnesses
- Doubly or “triply” diagnosed—physical, mental, and addiction diagnoses
- Severe social barriers to health
- Limited social support

Where are the ECHO Care patients?

ECHO Care teams are located in “hotspots”



- All NM Medicaid patients ranked by likelihood of hospitalization in next year
- Mapped location of highest risk patients
- Up to 1/3 homeless

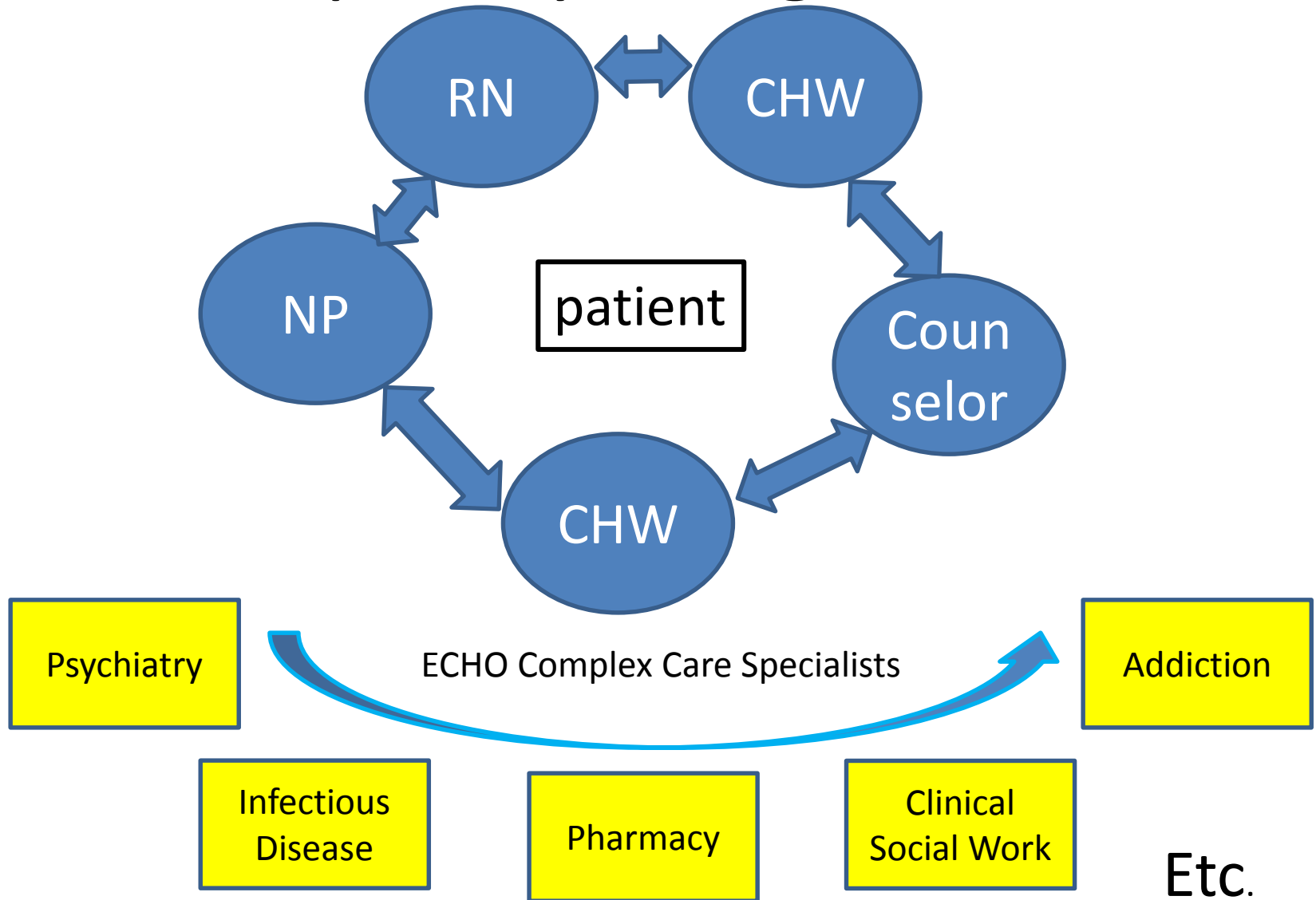
Enrollment Criteria

- Two or more poorly controlled chronic complex diseases
- One hospitalization in past 6 months and another in past 12 months
 - OR
- 3 or more ED visits in past 6 months

How does ECHO Care address these problems?

- Improves primary care
 - Team-based, multidisciplinary primary care
 - Coordinated, high-intensity care
 - Integrated physical and mental health care
 - Addresses social barriers
 - Focus on “transitions” of care
 - Not billed as fee-for service care
- Improves access to coordinated specialty care
 - ECHO Complex Care Clinic (CCC)

Multidisciplinary, Integrated Teams



ECHO Complex Care Clinic



Improved access to coordinated specialty care

ECHO Complex Care Clinic

- Case-based learning
 - Synchronized treatment recommendations from multidisciplinary specialists
 - Medical, behavioral and social aspects of care
 - Resource sharing among teams
 - Identifying systems barriers
- ECHO specialists also available for phone consultation to our teams

Implementation

- Launched 6 ECHO Care teams starting 10/2013 and ending 6/2016
- Project ECHO provided intensive training and support
 - In-person training including motivational interviewing, trauma-informed care, crisis intervention, home visiting
 - Weekly teleconferences before Complex Care Clinic, divided into disease-specific blocks including addiction, psychiatric illness, diabetes, liver disease, etc.
 - Weekly Complex Care Clinic for case presentation and discussion

ECHO Care evaluation

- Analysis of claims data
 - Utilization
 - Costs
 - Quality measures
- ECHO Care Surveys
 - Patient Satisfaction Survey – comparison of baseline and every 6 months following enrollment
 - Surveys of ECHO Care team members and clinic administration
- Qualitative evaluation
 - Interviews with ECHO Care patients, caregivers, MCO care coordinators, and ECHO Care team members, and Complex Care Clinic specialists

Challenges

- Contractual and legal relationship with 4 Managed Care Organizations, NM State Medicaid, and clinics
- Recruiting team leads
- Cultural clashes within teams and staff turnover
- Locating and recruiting patients
- IT/data collection
- Disenrollments

Strengths

- 770 patients recruited
- Excellent, integrated care as demonstrated by improved outcomes (to be published)
- Complex Care Clinic
- Many products for replication of this model