COVID-19 and Children with Medical Complexity (CMC) Extension for Community Healthcare Outcomes (ECHO)

**Tips for designing an inclusive interprofessional ECHO**

**Tips**
Practical techniques to create a successful ECHO

- **Fully integrate the youth/family perspective and voice from the beginning**
  - as faculty, participants, guest lecturers, case discussion presenters, and moderators

- **Consider an interprofessional approach when recruiting participants:**
  - Physicians
  - Title V staff
  - Social workers
  - Registered nurses
  - Medical assistants
  - Families/caregivers
  - Young adults with medical complexity
  - Public health professionals
  - Mental/behavioral health professionals
  - Other key stakeholders

- **For CMC specifically, consider including faculty with expertise in:**
  - Emergency preparedness & response
  - Youth/family leaders with lived experiences
  - Mental/behavioral health
  - Infectious disease
  - Hospital medicine
  - Primary care
  - Public health
  - Social work
  - Palliative care

- **Allow time for everyone to share their perspective and ask questions**

- **Communicate clear standards to explicitly level-set on presentation format, content, deadlines and editing to all presenters in advance**

- **Level the playing field:**
  - Employ co-presentation with a youth/family leader faculty member for multi-faceted or nuanced topics
  - Explicitly express interest in families' and caregivers' perspectives. Invite them to share upfront and throughout the dialogue.
  - Include the family point of view in the didactic and case presentations
  - Use first names

- **Include interprofessional faculty who are part of the system of care for CMC in the planning of the ECHO curriculum, case form, and in identifying guest lecturers**

**Benefits**
Demonstrable successes and positive results using these tips

- **Innovative solutions**
  - Integration of new and different perspectives and lived experience helps to prioritize what matters most to families. They are experts in their own experiences and know their children best.

- **More engaging discussions**

- **A virtual format**
  - Increases access to youth/families, participants and presenters by removing barriers (e.g. travel time and costs), especially for vulnerable families

- **A systems and population health focus centered on lived experience**
  - Helps identify the most salient gaps in the system and real-life solutions

- **More collaboration and potential coordination among different stakeholders within the system of care for CMC**

This project is supported by HRSA of the U.S. Department of Health and Human Services (HHS) under grant number U5MC37777. Health Care Delivery System Innovations for Children with Medical Complexity, $2,700,000 (annually). This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.