

Evaluation Results

From May 2020-June 2021, the American Academy of Pediatrics in partnership with Boston University implemented the COVID-19 and Children with Medical Complexity (CMC) ECHO. The ECHO focused on caring for CMC and their families during the COVID-19 pandemic.

ECHO by the Numbers

Attendees included physicians, registered nurses, nurse practitioners, medical assistants, mental/behavioral health professionals, families/caregivers, care coordinators, social workers, Title V staff and public health professionals.

56 Total Sessions Held
56 Total Cases Presented

114 Total Number of Unique Sites
311 Total Number of Unique Attendees

23.9 Average Session Attendance

37 Number of States Represented by Attendees

3 Number of Countries Represented by Attendees

Participant Experience

Over 90% of participants rated key ECHO format and content elements as very good/excellent.

Participants reported:

- sharing the information learned during ECHO sessions with their colleagues
- practice-based changes in care plans, workflows, policies, and procedures

Dissemination & Knowledge Gained

“(B)uilding a community of practice has been helpful for me as a provider and broadened my knowledge, especially with rapidly changing information and state to state variability.”

“Shared information regarding provider burnout and how to support families with needs at home, in the community, and with school. **The value of having the parent perspective and dialogue** was helpful to view information from their perspective.”

Policy Change

“I appreciated having different providers presenting in the ECHOs so we could hear different perspectives with different expertise. Similarly having different people presenting the case studies provided that variety that would have been lacking if the same people presented every time. **I also really appreciated an ECHO with providers as well as people with lived experience having equal input – a rare situation to have equity practiced in real time.**”

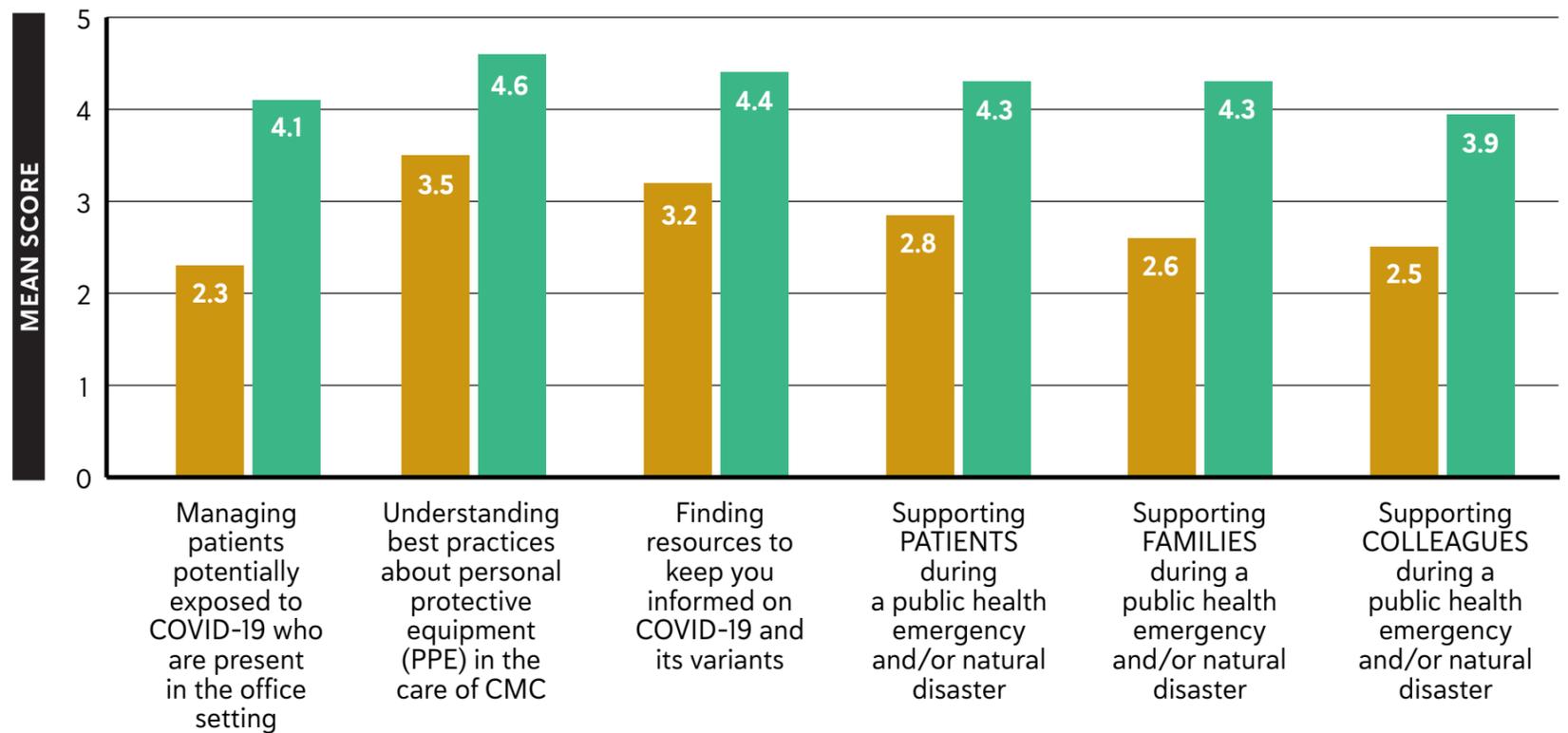
Impact and Outcomes

There was a statistically significant improvement in each of the survey questions listed in the tables below.

Participant COVID-19 CMC Confidence

(n=15)

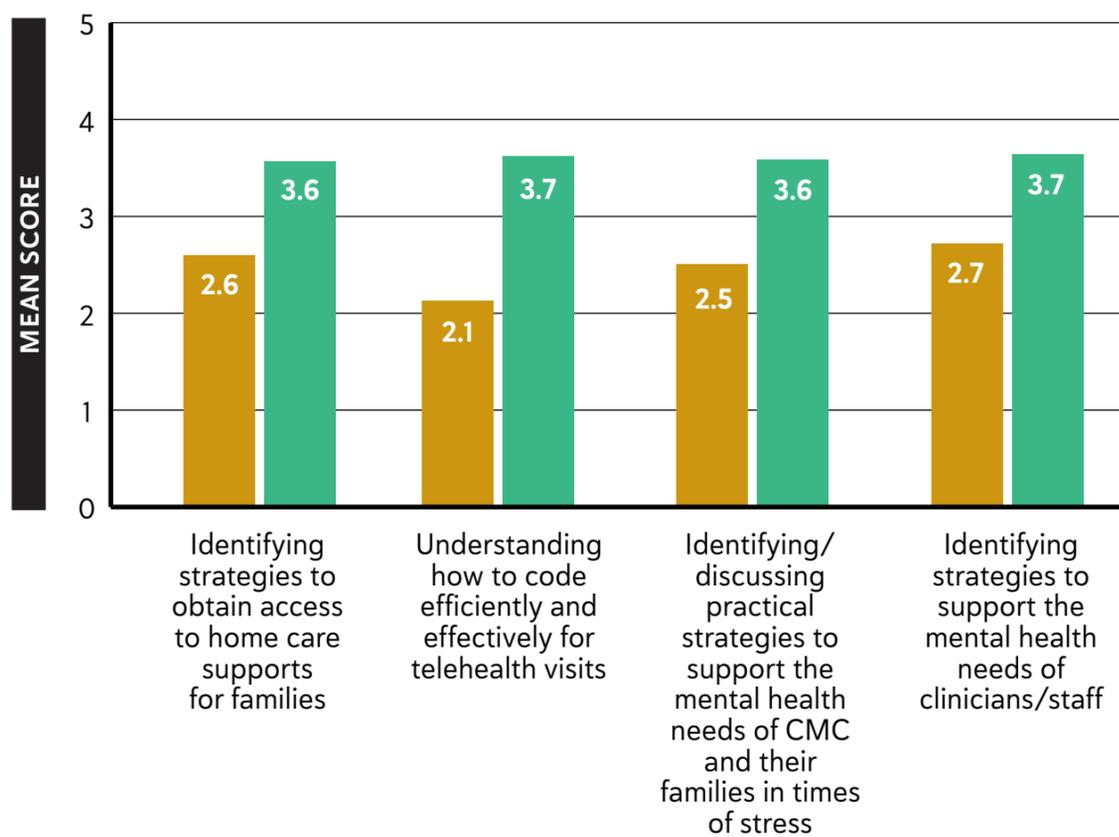
Pre-ECHO Post-ECHO



Participant COVID-19 CMC Knowledge

(n=14)

Pre-ECHO Post-ECHO

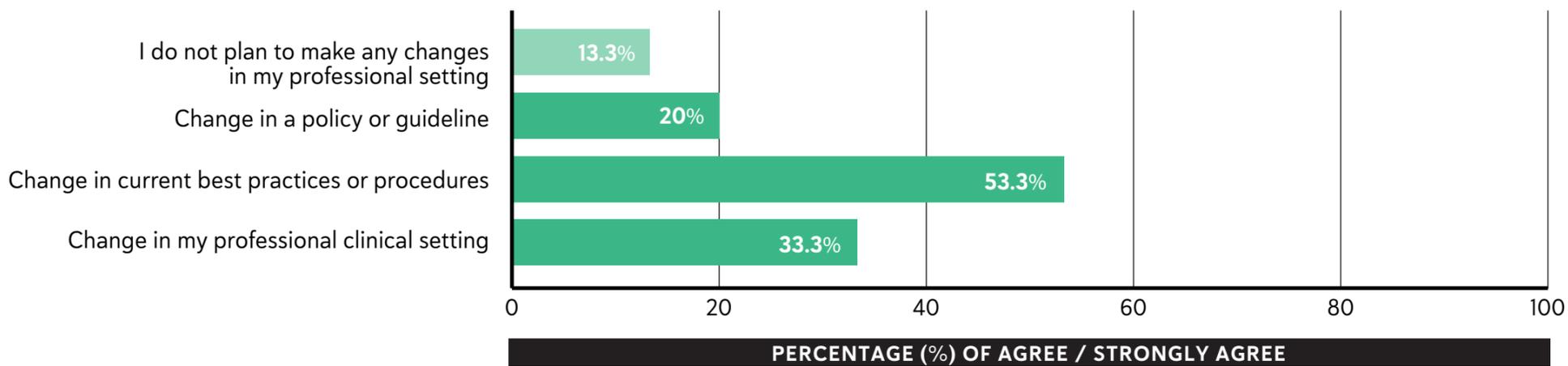


“The available teaching and opportunity to learn about resources especially how other states are providing resources for the surrounding pandemic has assisted my ability to help my staff, my clinics and the patients we serve.”

System Impact

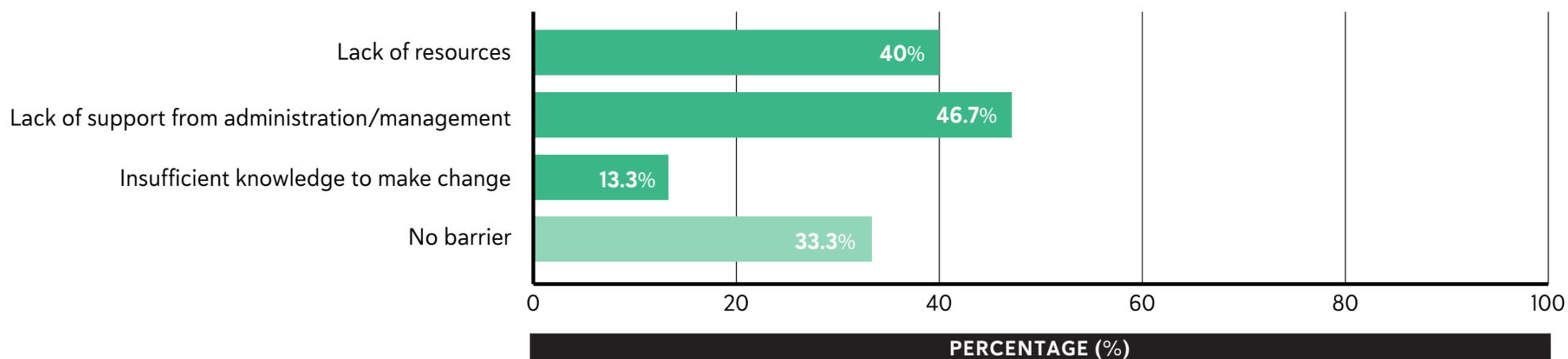
Post-Program COVID-19 CMC ECHO Plans to Make Changes

(n=15)



Post-Program COVID-19 CMC ECHO Barriers to Making Changes

(n=15)



“I feel I have gained the information needed (from the ECHO) to be able to discuss with administration more confidently (the) changes that are needed and the importance for patient and provider satisfaction as well.”