

# Advancing Health Equity through Integrated Health and Clinical Practice ECHO

## Frequently Asked Questions (F.A.Q.)



### National Council for Mental Wellbeing ECHO Hub

### Center of Excellence (CoE) for Integrated Health Solutions

#### What will you gain by participating?

This 6-month ECHO program will provide an opportunity for participating healthcare organizations to improve integrated and equitable clinical practices within their organizations by engaging with and learning from other health care provider organizations and experts. Through *didactic presentations* on key issues related to integrated health, and through *discussions around real organizational cases* to improve health equity, participating organizations can gather the guidance and resources needed to advance integrated, whole-person care for their communities.

#### Participant learning objectives:

By participating in this ECHO, participating organizations will be able to:

- Understand the importance of integrating general health, mental health and substance use treatment services to improve whole-person care in a culturally and linguistically responsive manner and specific integrated care models and approaches that can be used to address health inequities and intersecting needs.
- Understand and describe opportunities to provide culturally and linguistically responsive services, including the organizational practices and policies needed to implement National Standards for Culturally and Linguistically Appropriate Services (CLAS) in health care.



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- Understand social factors that influence health outcomes and describe population health management (PHM) approaches for addressing social needs of marginalized communities within integrated care.
- Understand and describe data and measurement-informed strategies for identifying and implementing PHM approaches targeting specific populations and communities.
- Understand how to implement employee recruitment and retention strategies that enhance representation among the workforce and advance equity for populations served.
- Understand how to recognize and address moral injury and compassion fatigue within an organization's workforce and implement organizational strategies for shifting to a culture of compassion resilience and trauma-informed care.
- Pursue actionable change activity and connect with peers about plans for change.

## Are there requirements for participating?

There are no costs associated with participating in this ECHO series.

For an organization to truly benefit from this ECHO and gather the information needed to implement sustainable change, it is encouraged that organizations apply for this opportunity and attend each session as a team. We recommend that this team include:

- At least one lead clinician that provides clinical services and/or oversees clinical practices.
- An administrative staff person that oversees internal practices and policies.
- Human Resources or Diversity, Equity, Inclusion Officer/Lead.
- Members who represent diverse roles and identities (mixture of administrators, managers, direct service providers, and diversity in race, ethnicity, gender identity, age, etc.).

Other requirements are listed below:

- **Correspondence & Attendance** - We ask that one staff member act as "team lead" and be responsible for correspondence with ECHO staff. We also ask that at least one member of the team attends and participates in all six 90-minute sessions occurring monthly from February to July.
- **Session Participation** - Participants will also be asked to actively engage and participate in each session. Participants will also be asked to maintain an open mind and willingness to uphold the safe space practices established by faculty and facilitators during sessions.
- **Case Presentation** - All participating organizations will be asked to submit one case presentation form describing their organization's experiences, challenges and opportunities related to addressing or advancing health equity. This will allow participants to gather insightful feedback and guidance from other organizations and experts for how teams can advance equity efforts within their organizations. Organizations will be selected to present their case during a session to allow for dialogue, feedback and guidance from other participants and experts on how their organization can advance health equity in the specific case scenario presented.



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- **Actionable Change** - Participating teams are encouraged to propose and work towards an *actionable change or activity related to advancing health equity throughout this ECHO*. Time to share about these planned changes with peers will take place mid-way through the ECHO.
- **Surveys** - Participants will be asked to complete surveys before the ECHO series, during and after the series ends, to assist the planning team in regularly improving and updating learning and engagement methods during this ECHO and for future ECHOs.

## How will I receive the materials to prepare for each session?

1-2 days before each session, participants will receive the presentation slide deck along with any additional materials needed before each session. Participants will also receive the recording and survey after each session, along with any other resources reviewed and discussed.

## Will I have a chance to provide feedback and share thoughts after each session?

Yes! Your feedback directly guides our direction and content shared on each session. All participants will be directed to complete a post-session survey after each ECHO session to share your feedback with us.

## When do sessions occur?

Session 1	Addressing Intersectionality through Integrated Care	<b>Wednesday, 2/22/23</b> 11:30 a.m.-1 p.m. ET/8:30 a.m.-10 a.m. PT
Session 2	Practicing Cultural Humility and the Culturally and Linguistically Appropriate Services (CLAS) Standards	<b>Thursday, 3/30/23</b> 11:30 a.m.-1 p.m. ET/8:30 a.m.-10 a.m. PT
Session 3	Understanding and Addressing Social Determinants of Health through Population Health Approaches	<b>Thursday, 4/27/23</b> 11:30 a.m.-1 p.m. ET/8:30 a.m.-10 a.m. PT
Session 4	Applying Population Health Approaches to Address Social Determinants of Health	<b>Thursday, 5/18/23</b> 11:30 a.m.-1 p.m. ET/8:30 a.m.-10 a.m. PT
Session 5	Recruitment, Retention & Representation in the Workforce	<b>Thursday, 6/22/23</b> 11:30 a.m.-1 p.m. ET/8:30 a.m.-10 a.m. PT
Session 6	Building Sustainable Resilience and Compassion Satisfaction through Continuous Quality Improvement	<b>Tuesday, 7/25/23</b> 11:30 a.m.-1 p.m. ET/8:30 a.m.-10 a.m. PT



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## Is there a cap on the number of participants?

Yes, there is a cap of 30 participating organizations for this ECHO opportunity. Applications will be reviewed once the registration period closes on Friday, Jan. 27, 2023, and all applicants will be notified if they are accepted into the opportunity in early to mid-February.

**If you have any questions, please contact [integration@thenationalcouncil.org](mailto:integration@thenationalcouncil.org).**

