

Advancing Health Equity Through Integrated Health ECHO

2023-2024

Frequently Asked Questions



National Council for Mental Wellbeing ECHO Hub

Center of Excellence for Integrated Health Solutions

What will you gain by participating?

Kicking off in late November 2023, this seven-month ECHO program will allow participating health care operations teams to make integrated and equitable changes within their organizations by engaging with and learning from other provider organizations and experts. Through didactic presentations on critical issues related to integrated health and discussions of real organizational cases, participants will receive guidance and resources to advance integrated, whole-person care to improve health equity.

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, as well as 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 and Health Care.



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- Understand and describe data- and measurement-informed strategies for identifying and implementing population health management (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 the workforce and implement organizational strategies for shifting to a culture of compassion, resilience and trauma-informed care.
- Pursue actionable change and connect with peers about plans for change.

Are there requirements for participating?

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

To truly benefit from this ECHO and gather the information needed to implement sustainable change, the National Council encourages organizations to designate a team to apply for this opportunity and attend each session. We recommend that this team include:

- At least one lead clinician who provides and/or oversees clinical services.
- An administrative staff person who oversees internal practices and policies.
- Human resources or diversity, equity and inclusion officer/lead.
- Members who represent diverse roles and identities (i.e., a combination of administrators, managers and direct service providers, and diversity in race, ethnicity, gender identity, age, etc.).
- At least one client, patient, consumer leader or advocate who receives services from your organization.

Requirements:

- **Correspondence and attendance** – One staff member should act as team lead and be responsible for correspondence with ECHO staff. At least one member of the team should attend and participate in all seven of the monthly 90-minute sessions (November 2023 to June 2024).
- **Session participation** – Participants should actively engage and participate, maintain an open mind and be willing to uphold the safe space practices established by faculty and facilitators during each session.
- **Case presentation** – All participating organizations should submit one case presentation describing their organization's experiences, challenges and opportunities related to addressing or advancing health equity. This will allow participants to exchange insightful feedback and guidance on how teams can advance equity efforts within their organizations. Organizations will be selected to present their case during a session to allow for dialogue among participants and experts.
- **Actionable change** – Participating teams are encouraged to propose and pursue an actionable change related to advancing health equity throughout this ECHO. There will be time to share about these planned changes during the ECHO.

- **Surveys** – Participants will be asked to complete surveys before, during and after the ECHO series to assist the planning team in regularly improving and updating learning and engagement methods during this and future ECHOs.

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

One or two days before each session, participants will receive the presentation slide deck and any additional materials. After each session, participants will receive a recording of the session, a survey and any other resources reviewed or discussed.

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

Yes! Participant feedback directly guides the direction and content shared in each session. Participants will be directed to complete post-session surveys to share their feedback.

When do sessions occur?

Session 1	Landscape of Health Equity in Integrated Care	Thursday, Nov. 29, 2023 12-1:30 p.m. ET
<i>No December Session</i>		
Session 2	Implementing the CLAS Standards	Thursday, Jan. 18, 2024 12:30-2 p.m. ET
Session 3	Applying Population Health Approaches to Address Social Determinants/Drivers of Health	Wednesday, Feb. 21, 2024 11 a.m.-12:30 p.m. ET
Session 4	Lived Experience in Integrated Care	Tuesday, March 19, 2024 11:30 a.m.-1 p.m. ET
Session 5	Recruitment, Retention and Representation in the Workforce	Thursday, April 30, 2024 12-1:30 p.m. ET
Session 6	Cultural Humility, Sustainable Resilience and Compassion Satisfaction	Tuesday, May 21, 2024 11:30 a.m.-1 p.m. ET
Session 7	Open Coaching Session <i>or</i> Topic TBD	Thursday, June 13, 2024 11:30 a.m.-1 p.m. ET

Is there a cap on the number of participants?

Only 30 organizations may participate in this ECHO opportunity. Applications will be reviewed once the registration period closes on Monday, Nov. 13, and all applicants will be notified if they are accepted into the opportunity in mid-November before Session 1.

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If you have any questions, please contact Integration@TheNationalCouncil.org.

