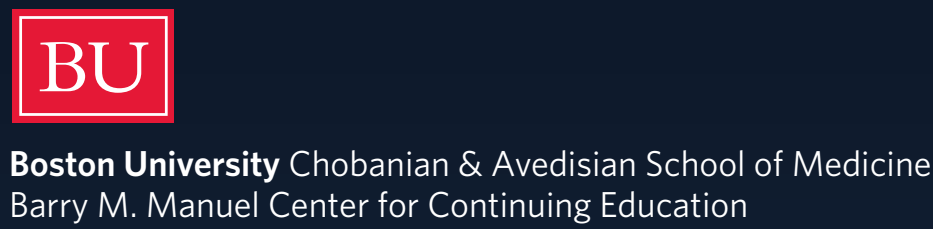


ECHO-ing Innovation: Building QI Capacity in Community Neurology Clinics Using the ECHO® Model

Sanfratello, Natalie¹; Baer, Linda¹; White, Julie¹; Lemons, Amber²; Rodriguez, Horacio²; Li, Alison¹; Tran, Victoria³; Macone, Amanda⁴



1. Center for Continuing Education, Boston University Chobanian & Avedisian School of Medicine, Boston, MA, United States.
2. Clinical Care Options, Reston, VA, United States.
3. Health Resources in Action, Boston, MA, United States.
4. Beth Israel Deaconess Medical Center, Brookline, MA, United States.



“It helped me identify what can be done, how to address challenges and know all the parts that are needed to fix it.” - Program Participant

“You’re taking a more active role in your practice and trying to make changes for the better of patients, so I think it’s a good thing, trying to do better for your patients.” - Program Participant

Background

- Migraine affects 36 million Americans and is the second most disabling illness in the world in DALYs
- All patients with chronic migraine and high frequency episodic migraine should be offered prevention, but as of 2018, only 16.8% of patients were prescribed prevention
- Quality improvement can help close these gaps in care, but many community practices lack the resources and expertise to implement QI initiatives

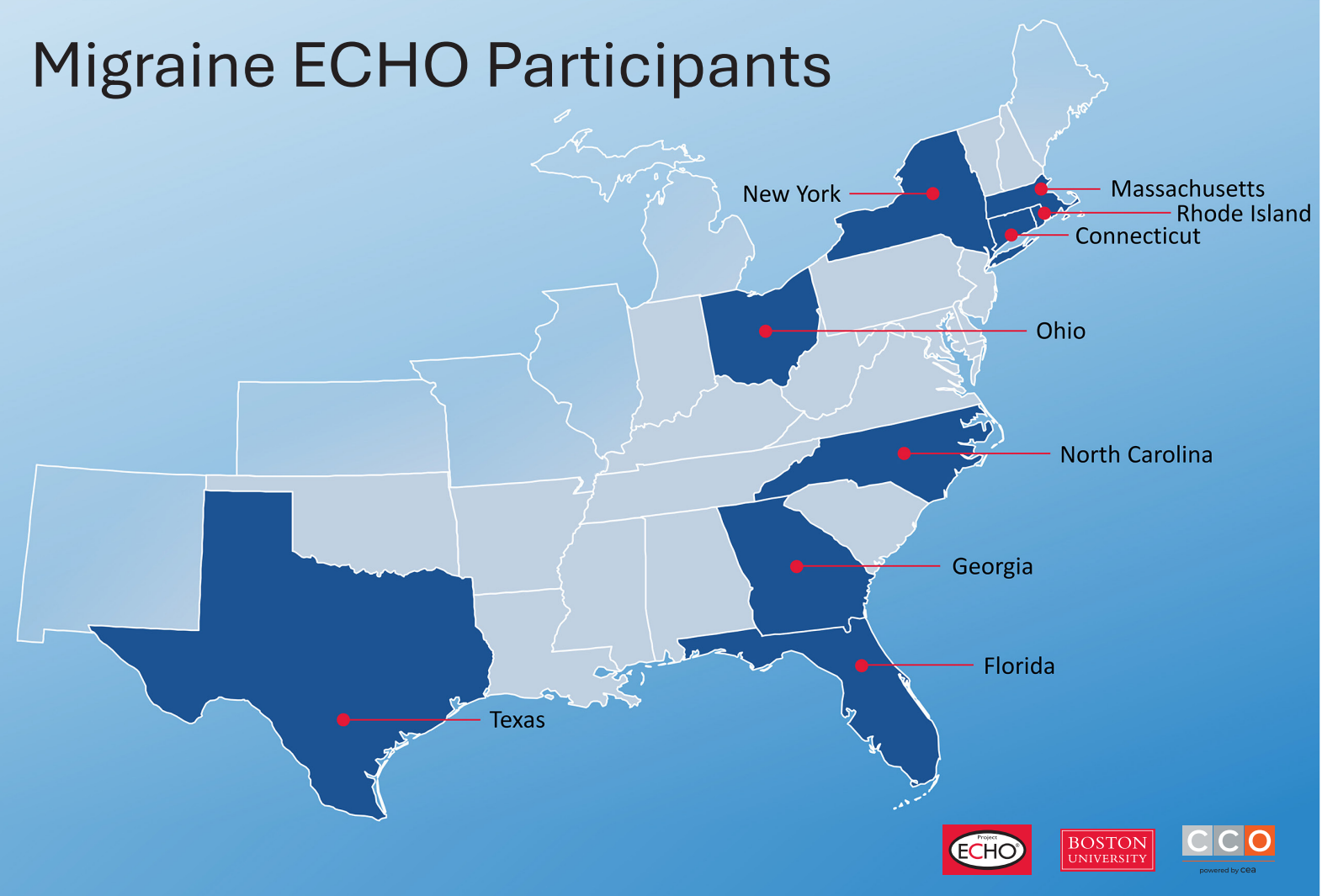
Program Objective

The overarching goal of this initiative was to build capacity within community neurology clinics to conduct QI initiatives aiming to decrease headache burden in their patients.

Methods

- Employed the ECHO® Model meeting on a monthly basis for 1 year
- Monthly sessions covered QI and clinical migraine prevention topics
- Sites employed the Institute for Healthcare Improvement’s Model for Improvement as the methodological framework for implementation of their QI projects
- Hub team provided 1:1 coaching and feedback for implementing their QI projects
- Sessions included clinical case conversations and peer to peer QI project feedback
- 13 sites signed on to participate in the program, 10 completed the educational sessions, and 8 completed the sessions and QI project
- HRiA conducted interviews with participants following the year long initiative

Migraine ECHO Participants

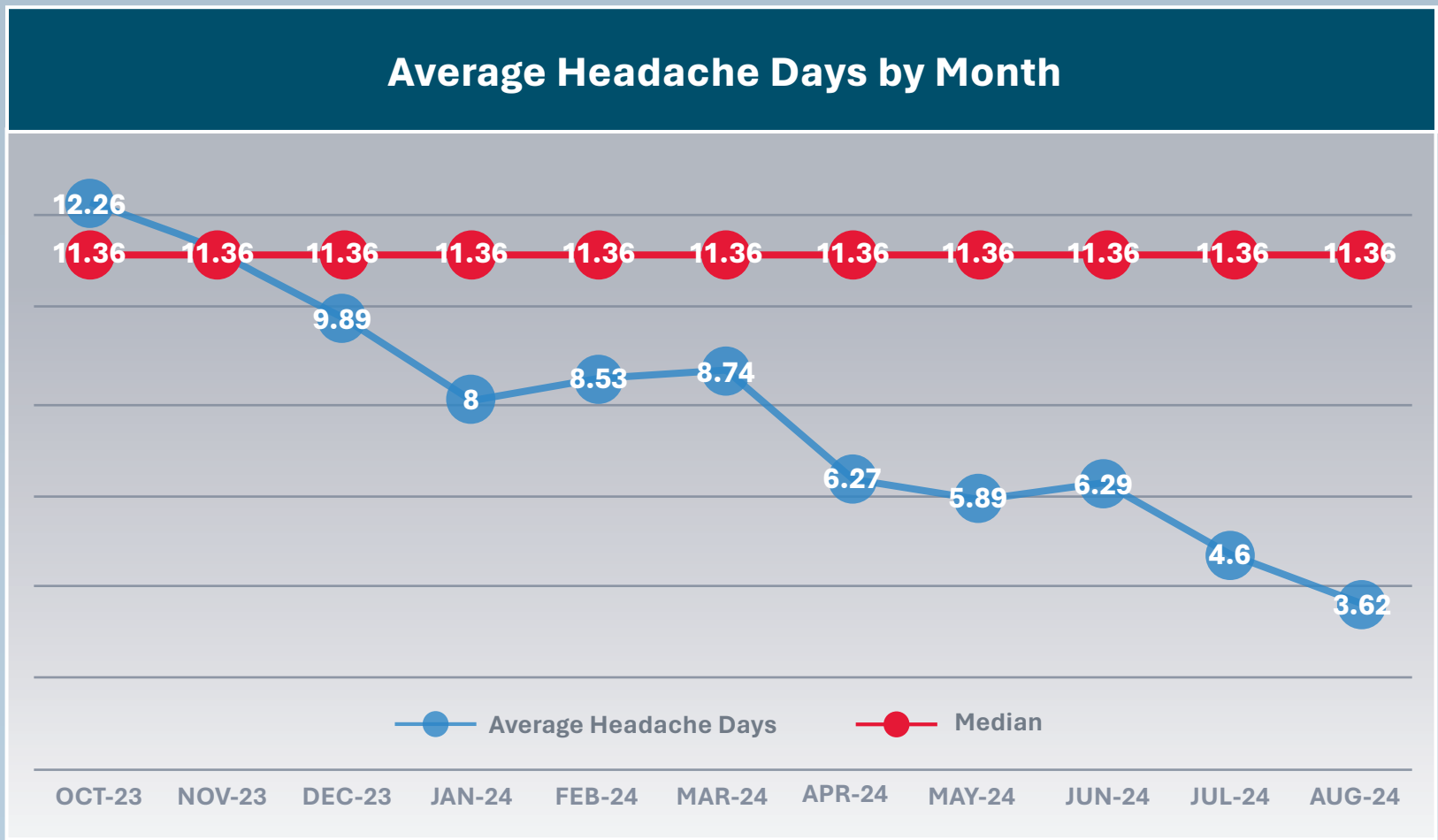


Results

Seven of eight sites completing the program saw improvement in headache burden among their patients.

Site	Measure	Baseline Performance	Final Performance
1	% of patients with improvement in headache days since last visit	0.02%	11%
2	Average headache days per month	11.36	3.62
3	Average headache days per month	20	4
4	Average headache days per month	19	10
5	% of patients with MIDAS III or IV	90.09%	9.71%
6	% of patients with fewer than 15 headache days per month	83.5%	85%
7	Average headache days per month for those with chronic migraines	15	7
8	% of patients with 7 or fewer headache days per month	60%	50%

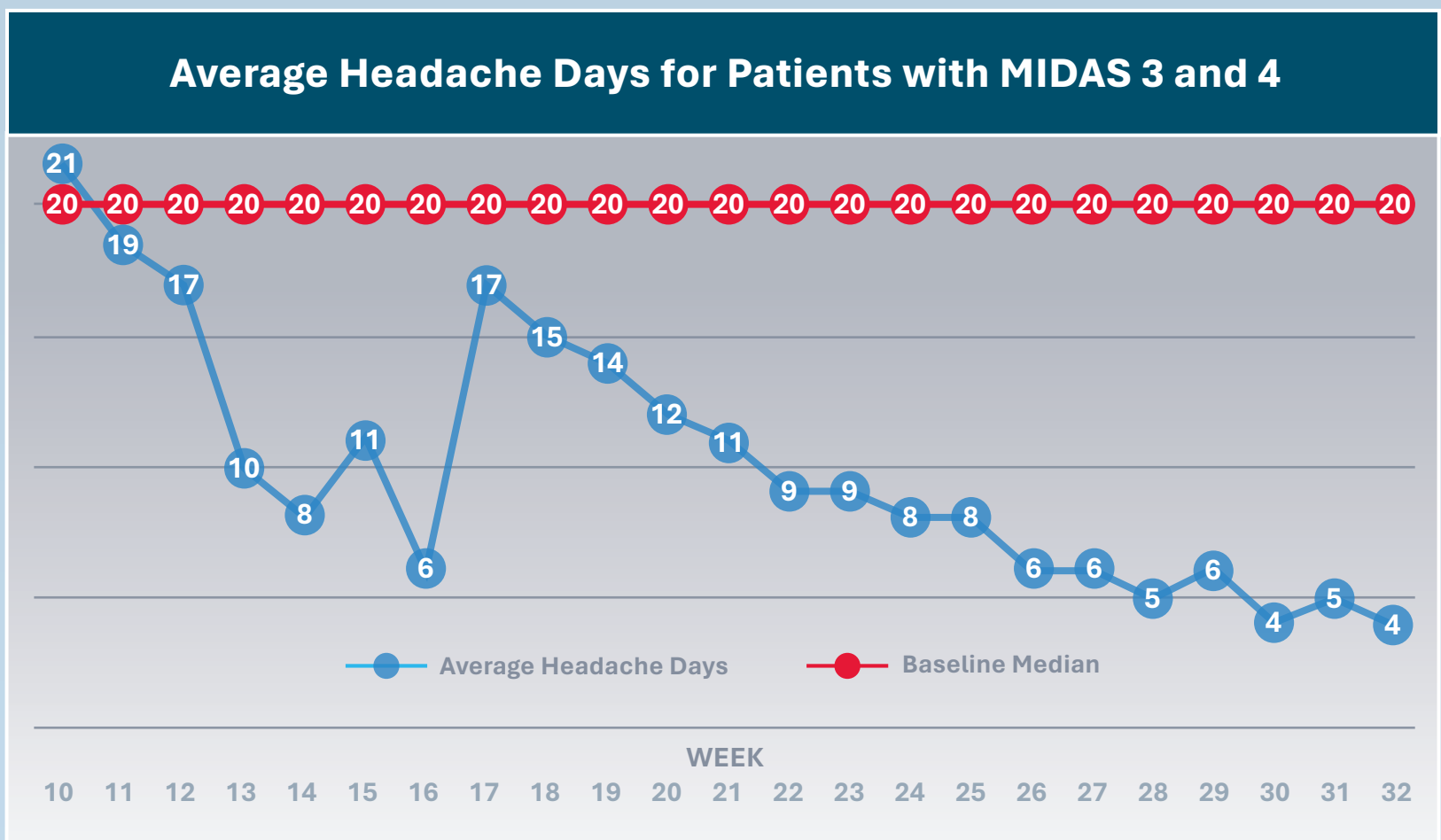
Clinic Example 1



Interventions:

- Education with headache calendar and/or diary
- Prior authorization workflow optimization using an ePA platform
- Increased prescribing of preventives

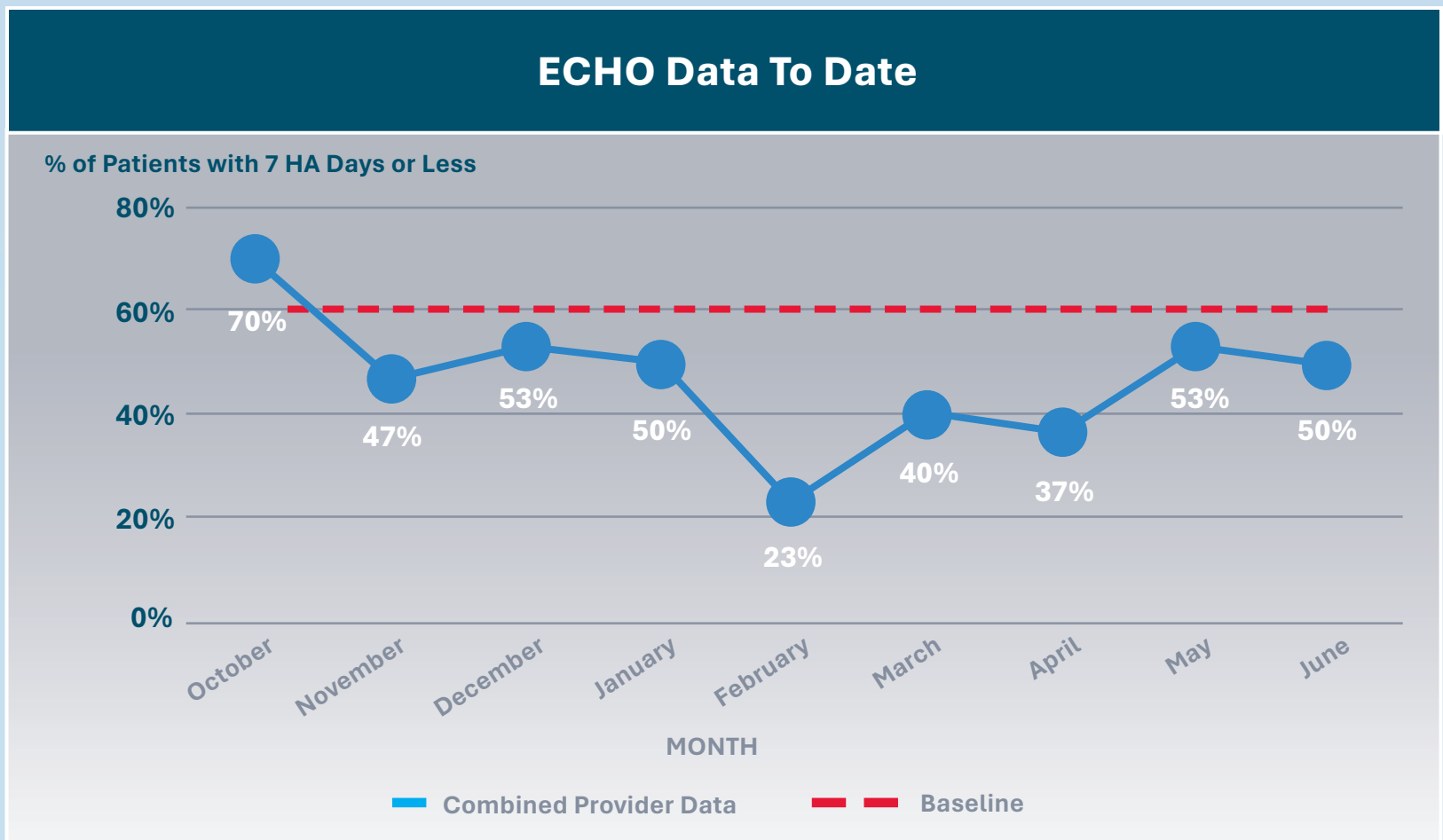
Clinic Example 2



Interventions:

- Education with headache calendar and/or diary
- Lifestyle modification counseling with educational materials
- Reinforcement of sleep hygiene education
- Provision of samples of preventives from pharmaceutical companies

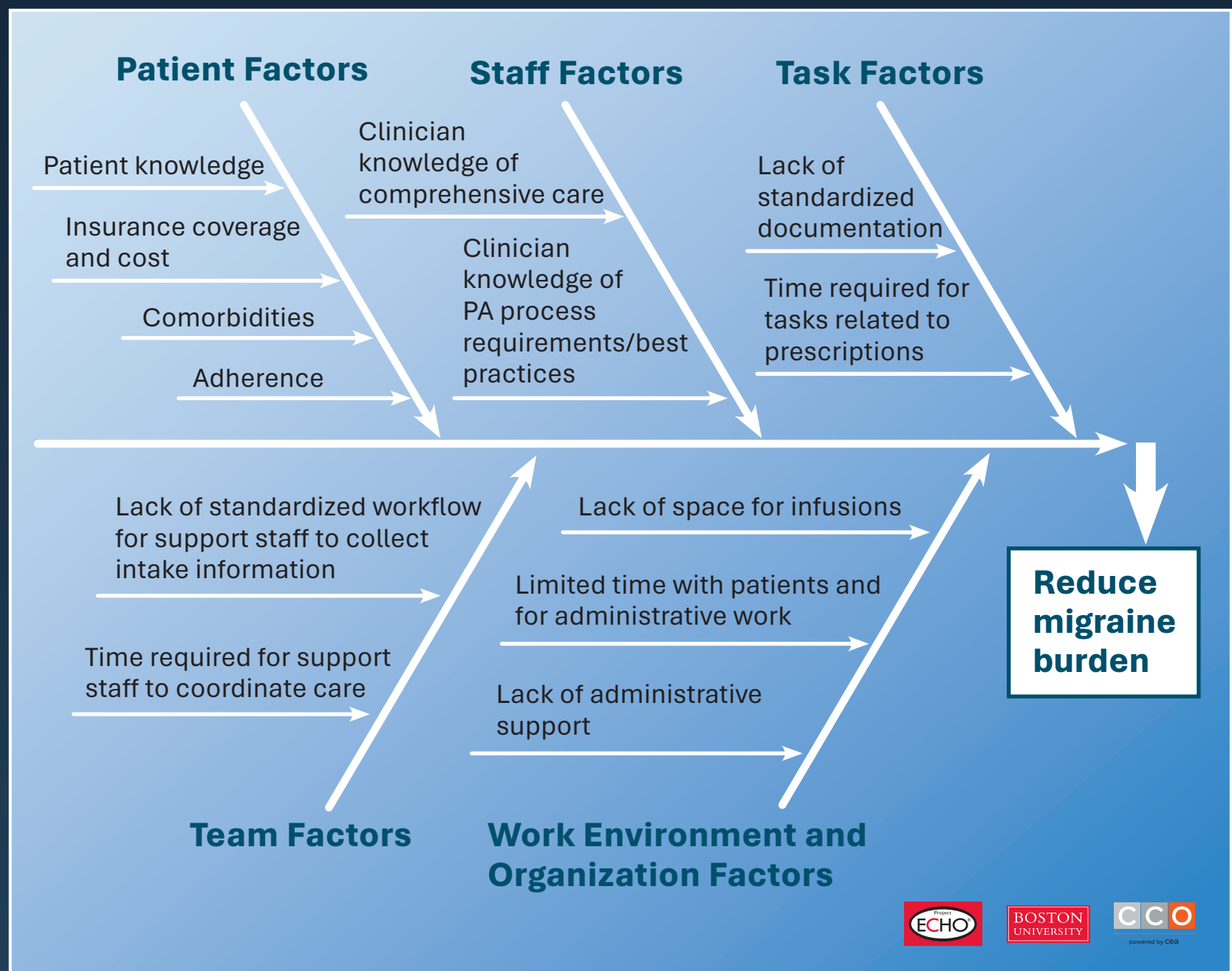
Clinic Example 3



Interventions:

- Patient education resources
- Lifestyle counseling standardization in clinic

Current State Assessment – Fishbone Diagram



Interventions

- Patient education and tracking resources
 - Graphical education on triggers in multiple languages
 - Treatment expectations
- Headache calendar and treatment plan in multiple languages
- ECHO Sessions covering clinical and QI topics
 - Clinical case-based discussions
 - Sites presenting challenging cases for treatment selection
 - QI project status check-ins and discussions
- Standardized patient intake forms
- Standardized documentation across patient visits
- Standardized workflows
 - Prior authorizations utilizing ePA platforms
 - Communications among clinical and administrative staff

Discussion

- The ECHO Model was effective in the dissemination of education on conducting successful QI projects that lead to improvement in patient care
- Coaching is critical for learning QI processes and building capacity
- Standardization of patient information collection can lead to better PA success
- Patient resources should meet patients where they are
- Holistic care of migraine is vital

Contact: Natalie Sanfratello, MPH, CHCP; nsanfrat@bu.edu

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