

Welcome Packet



HPV Vaccination ECHO Community Health Worker Clinic



Mission:
HPV CANCER
FREE TEXAS



Table of Contents

PROJECT ECHO OVERVIEW.....	3
SPONSORSHIP	3
WHAT IS PROJECT ECHO?	3
CORE PRINCIPLE OF PROJECT ECHO	3
TELEECHO OVERVIEW.....	4
HOW DOES IT WORK?	4
CONTINUING EDUCATION CREDITS (CEU)	4
EVALUATION PROCESS	4
ATTENDANCE	5
HOW TELEECHO CLINIC SESSION IS STRUCTURED	5
CASE PRESENTATIONS.....	7
CASE PRESENTATIONS	7
WHAT CASES SHOULD I PRESENT?	7
WHAT INFORMATION SHOULD BE INCLUDED IN A CASE PRESENTATION?	7
HOW TO PRESENT A CASE	7
LOGISTICS.....	8
HOW DO I JOIN?	8
ZOOM	8
CONNECTING TO A TELEECHO SESSION	8
TECHNICAL ASSISTANCE	8
CONTACT INFORMATION.....	8
ADDITIONAL RESOURCES.....	9
ZOOM INSTRUCTIONS AND VIDEOCONFERENCING ETIQUETTE	9
GENERAL REMINDERS	12
GETTING SET UP IN YOUR VIDEOCONFERENCING LOCATION	13
VIDEOCONFERENCING ETIQUETTE	14
HIPAA IDENTIFIERS	15
HIPAAPHI: LIST OF 18 IDENTIFIERS AND DEFINITION OF PHI	16

Project ECHO Overview

Sponsorship

The Human Papilloma Virus (HPV) Vaccination ECHO Clinic, hosted by the American Cancer Society (ACS), has been made possible through a private donation awarded to the HPV Cancer Free Texas campaign in North Texas.

Participation is free and is open to Community Health Workers (CHWs) working within the following 26-county regions covered by the grant: Cherokee, Collin, Cooke, Dallas, Denton, Ellis, Fannin, Grayson, Gregg, Harrison, Henderson, Hood, Hopkins, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Rush, Smith, Somervell, Tarrant, Upshur, and Wise.

What is Project ECHO?

Project ECHO (Extension for Community Healthcare Outcomes) helps democratize medical knowledge and develops specialty care capacity in underserved communities.

Using a revolutionary model of telementoring, collaborative medical education and care management, Project ECHO empowers front-line primary care professionals to provide the right care, in the right place, at the right time.

Launched in 2003, Project ECHO grew out of one doctor's vision. Sanjeev Arora, M.D., a social innovator and liver disease specialist at the University of New Mexico Health Sciences Center in Albuquerque, was frustrated that he could serve only a fraction of the Hepatitis C (HVC) patients in his state who needed treatment. He wanted to serve as many patients with HCV as possible, so he created a free, virtual clinic and mentored community providers across New Mexico in how to treat the condition.

Today, dozens of teleECHO clinics addressing much more than HVC take place every week and their reach extends far beyond New Mexico. Project ECHO currently has over 50 hub sites globally, operating in over 20 states, in more than 9 countries, and covers over 40 distinct common complex conditions.

Core Principle of Project ECHO

The ECHO model develops knowledge and capacity among healthcare provider through on-going telementoring and education. Core principles are:

- ❖ Use technology to leverage scarce resources (i.e., content experts);
- ❖ Share “best practices” to reduce disparities;
- ❖ Use case-based learning to master complexity; and
- ❖ Monitor outcomes using a web-based database.

For more information on the ECHO model, please visit <https://echo.unm.edu>.

HPV Vaccination Project ECHO Goals

HPV Project ECHO is a part of the HPV Cancer Free Texas Campaign. The goal of this campaign is simple. Cancer prevention! The HPV vaccine helps prevent 6 different types of cancer. Community Health Workers are a very important part of providing health education to the community and Project ECHO will allow information dissemination across multiple counties. The overall goal is to train a minimum of 200 community health workers in north Texas to be HPV Vaccination champions in their communities.

TeleECHO Overview

How does it work?

A teleECHO session is a virtual way for participants from multiple locations to connect at regularly scheduled times with a team of specialists to discuss a variation of health topics. During the clinics, participants present patient cases to specialists or expert teams who then mentor the participants as they learn to manage complex health conditions.

Benefits of Project ECHO participation for CHWs:

- ❖ Earn free Continuing Education Credits (CEU/CE)
- ❖ Professional interactions with colleagues with similar interest (“learning community”)
- ❖ Mix of work and learning
- ❖ Access to specialists and support and advice from multidisciplinary teams
- ❖ Increased confidence and skills to best advocate for HPV vaccine

Continuing Education Credits (CEUs)

Twelve Department of State Health Services certified continuing education credits are available through participating in the HPV Vaccination Project ECHO. CEUs will be provided to all participants at no cost. For each session attended, participants will receive 1.5 credits. A short post-session evaluation is required to received CE credits.

Evaluation Process

There will be a pre and post test administered before the telesessions begin and after the completion of all eight sessions. In addition, there will be post surveys following each tele-session. These will assist with evaluating the effectiveness of our curriculum.

Attendance

Attendance will be taken and hours will be awarded depending on session attendance. Participants will be asked to type their name, email and organization into the chat box at the beginning of each session. Post-session surveys will be used for attendance purposes along with monitoring of Zoom log-ins.

How TeleECHO Clinic Sessions Are Structured

The teleECHO clinic sessions will take place via real-time, interactive videoconferencing, using a PC/MAC, laptop, tablet or smart phone equipped with a webcam, and the Zoom Cloud Meetings application. Each session will be 90 minutes in length (1.5 hours) and will typically run as follows:

Duration	Agenda Items
~10 minutes	Introductions, roll call, and ECHO announcements
~30 minutes	Didactic presentation on a specific topic followed by a Q&A period
~45 minutes	Participant Case Discussions <ul style="list-style-type: none">• Presenters will spend 5 minutes each presenting their case• Participants can ask clarifying questions about the case• Once all clarifying questions have been identified and answered, participants can make recommendations• The facilitator will summarize the recommendations
~5 minutes	Wrap-up

Curriculum

The curriculum consists of eight bi-weekly sessions covering CHW core competencies in relation to the HPV vaccine. Tentative session dates and topics are listed below.

Date	Curriculum Topic
January 29, 2020	Orientation
February 12, 2020	The Role of Community Health Workers in Immunizations
February 26, 2020	HPV 101
March 11, 2020	Communicating with Parents
March 25, 2020	HPV Myths
April 8, 2020	Debunking the Myths
April 22, 2020	Tools and Resources
May 6, 2020	Cultural Humility and Social Determinants of Health: Cancer
May 20, 2020	Training Trivia

Case Presentations

Case Presentations

Case presentations are a vital part of the teleECHO session. These presentations promote discussion and help with learning and applying best practices. Participants will be asked to fill out a case presentation form and present during one ECHO session. A sign-up sheet will be provided prior to the first session and participants will be able to choose the session they desire on a first come first served basis. Presentations will cover experiences related to the variety of topics discussed throughout the course.

In order to protect patient confidentiality, protected health information (PHI) should NEVER be used during ECHO clinics. It is always critical to preserve patient confidentiality, therefore no identifiable information should be MENTIONED or SHOWN during case presentations.

What cases should I present?

Case presentations will be guided via a case presentation form. This form is meant to help the participant explain experiences they have encountered when advocating for the HPV Vaccine. The experience may have been successful or met with challenges. This could include a conversation with a patient and parent in a clinical setting or an opportunity to advocate for the vaccine with family or friends. We are interested in the barriers encountered or the key components that made the experience successful.

What Information Should be included in a Case Presentation?

The case presentation form will solicit demographic and relevant information regarding the patient, client, etc., experience, and will include a section for listing any question(s) or concerns you have regarding the case.

How to Present a Case

Participants will complete the case presentation form and submit to Tralisa Hall via e-mail by the Monday before their selected session. The document must be completely filled out and should not contain any HIPPA related information (name, birthdate, social security, etc.). During the case presentation segment of the session, the participant will read the document and discussion with the cohort will follow addressing the matters of the case.

- **E-mail:** HPVProjectECHO@cancer.org
- **Subject:** CHW ECHO Case Presentation

Logistics

How do I join?

You may sign up by registering at <https://www.eventbrite.com/e/hpv-project-echo-community-health-workers-registration-79160333689>

OR by contacting Tralisa Hall, ECHO Program Manager, at HPVProjectECHO@cancer.org.

Zoom

You may download the free Zoom Cloud Meeting application for PC or Mac at <https://zoom.us/>. Click the blue “sign up, it’s free” button on the Zoom website for instructions.

If your computer does not have a built-in camera, a simple USB webcam is all you will need. If there is a need for a webcam, please contact Program Manager, Tralisa Hall at HPVProjectECHO@cancer.org to make arrangements. Zoom is also available for iOS and Android.

Connecting to a TeleECHO session

Once you have been assigned a cohort, you will regularly receive email notifications and calendar invitations from the Program Manager prior to each upcoming clinic announcing the date, time and title of the topic for that session’s didactic presentation. The email will include the case presentation form and signup sheet. The calendar invitation will include the online link to the HPV Vaccination Project ECHO session.

Technical Assistance

If you have questions about Zoom or preparing for an ECHO session contact the program manager at HPVProjectECHO@cancer.org who will connect you with our IT support.

Contact Information

Tralisa Hall

ECHO Program Manager
American Cancer Society

HPVProjectECHO@cancer.org

Tralisa.Hall@cancer.org

Office: 817-570-0605

Additional Resources

Zoom Instructions and Videoconferencing Etiquette

Downloading Zoom

You can download Zoom by going to <https://zoom.us/download> and download the Zoom Client for Meetings. Once Zoom is downloaded, please click on Join a Meeting



Joining a meeting

Please enter the clinic's meeting ID (provided by your clinic coordinator) and click Join.



Password

If the Meeting or Clinic is password protected, Zoom will ask you for a password. If you're asked for a password, enter the password and click Join.



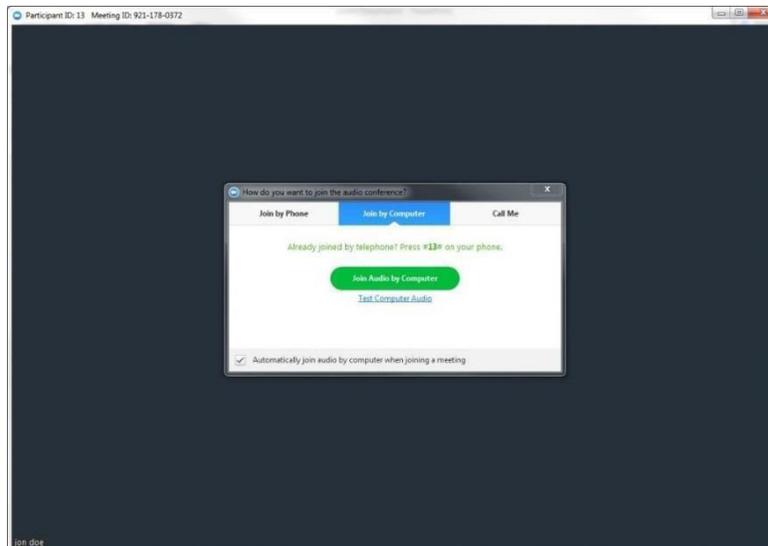
Connecting Audio

Once you join the meeting, a window will appear asking you to Join Audio by Computer.

Check the box for Automatically Join audio by Computer when joining a meeting in the bottom left corner of the Audio window.

**Selecting “Automatically Join audio by Computer when joining a meeting” allows your audio connection to be automatically established the next time you join a Zoom meeting from your computer.*

Click the **Join Audio by Computer** button.

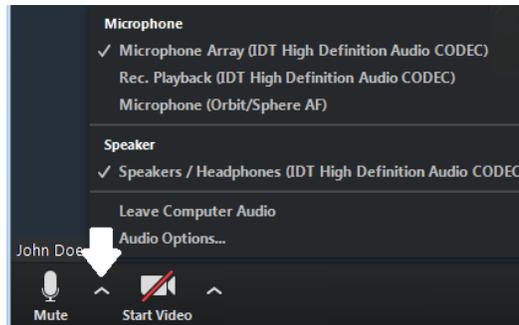


After clicking on “Join Audio by Computer”, you will see a message confirming that you’re using the audio connection on your computer.

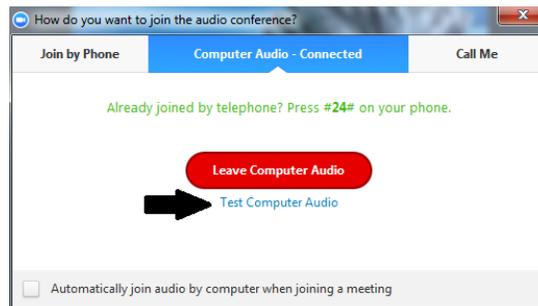


Testing Audio

Before the clinic begins, please test your microphone and speakers by clicking on the arrow pointing upward to the right of the microphone and selecting Audio Options.

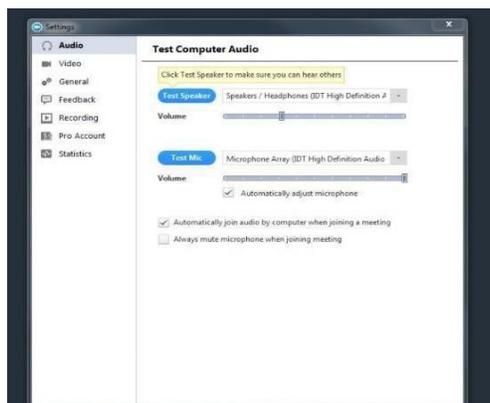


Click on **Test Computer Audio** on the next screen



The **Test Speaker** button plays a sound to let you know the speaker is working. If you don't hear anything, make sure your speakers are turned on. You can also select different speakers by clicking on the field next to the Test Speaker button.

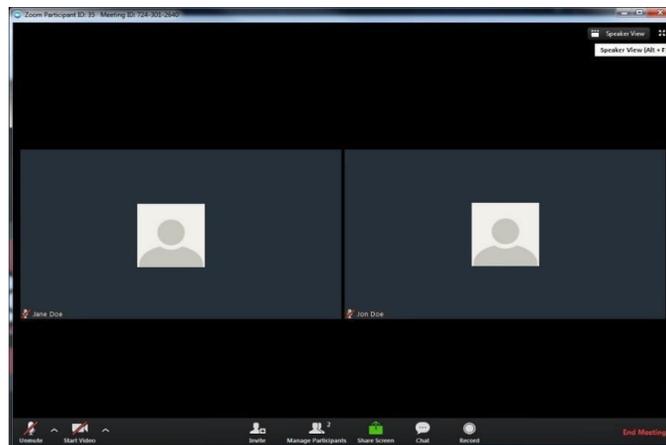
The **Test Mic** button starts recording once you click it. It records a few seconds of audio and will play back the recording to let you know the mic is working. If you don't hear anything, try selecting a different mic by clicking on the field next to the Test Mic button



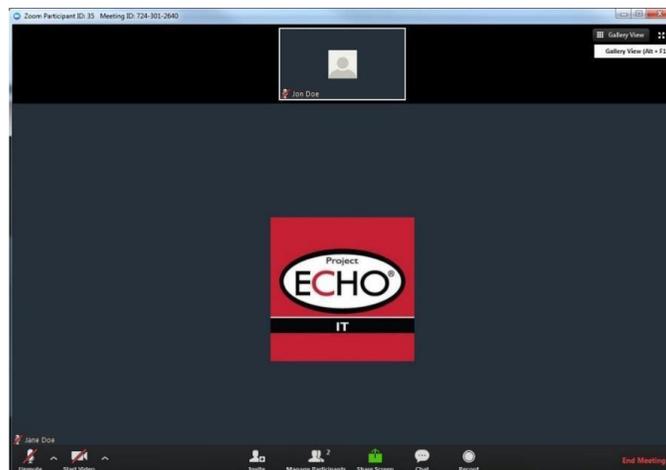
General Reminders

- Remember to mute your microphone when you're not speaking. You can mute yourself by clicking on the microphone icon in the bottom left corner of the screen.
- Adjust your camera accordingly:
 - ✓ Make sure your face is visible.
 - ✓ Use front lighting instead of backlighting to prevent appearing as a shadow.
- Zoom has two viewing options that can be toggled in the top right corner:
 - ✓ Speaker view allows you to view only the person that's speaking.
 - ✓ Gallery view allows you to see all participants in the meeting.

GALLERY VIEW:



SPEAKER VIEW:



Getting Set Up in Your Videoconferencing Location

- Join the video call from a quiet location with minimal background/ambient noise and little or no chance of interruption during the clinic session.
- Position yourself and your video camera so that you are well lit. Avoid backlighting situations such as having a bright light source or window behind you.
- Keep in mind that others on the video call will be able to see everything that is in your camera's field of view. Ideally, position your camera to minimize any potential visual distractions. A solid background is optimal, though this is not always possible to achieve.
- Positioning your PC/Mac/smartphone/tablet in a stationary location such as on a table or desk (using props if needed) will give others the best viewing experience of you and your location, unless you specifically need to move the camera around to show something to the group. This will also generally provide better audio performance. While videoconferencing, even subtle movement generated by hand holding a smaller device - such as a smart phone or tablet - is distracting to others.
- Position your device's camera as close to eye level as possible.
- If you are videoconferencing as a solo participant, position yourself relative to your device's camera so that the camera is capturing a relatively close-up view of you. Center yourself within the camera frame so that the area from the top of your head to around mid-chest level can be seen.
- If you are videoconferencing with a group of people (e.g., sitting around a table), position as many participants within the camera frame as you comfortably can. Having people sit closer together or in a configuration that maximizes inclusion within the frame while still allowing all participants to view the screen clearly and comfortably is the goal.
- If feasible, look toward the camera when speaking. This gives others on the call the best view of you while you are communicating with them and gives the appearance that you are making eye contact.

- Please fill in your name when joining the call via Zoom. You can do this by viewing the participant list at the bottom of the screen and editing your name. Your entry in the list will have “me” next to it and options for Mute/Unmute and Rename will appear. You can also just right-click on your name in the box where your self-image is and edit from there. This is the name that all others on the call will see. You can also add your healthcare center or location if you wish (Ex: Jane Doe – Yuma Regional).
- Test your audio and video prior to the start of the clinic session.

Videoconferencing Etiquette

- When you’re not speaking, keep your microphone muted (turned OFF). This helps cut down on extraneous background noise (e.g., paper shuffling or coughing) and eliminates the sharing of information you’d prefer that others not hear.
- To mute your mic, click/tap on the microphone icon that appears in the lower left of the screen.
 - ✓ For PC/Mac, move the mouse pointer within the Zoom video window and look for the controls that appear along the bottom of the window.
 - ✓ For tablet or smartphone, touch the screen to display the Zoom controls and then touch the microphone icon to mute.
 - ✓ Repeat these actions to unmute the microphone when you are speaking. Return to mute when you are done.
- Communicate clearly during the clinic session. Identify yourself prior to making your comments so that everyone can recognize you (Ex: “This is Joel Avery ... can you please repeat the most recent CRP result on the patient?”).
- Wait for whoever is speaking to stop talking before beginning to speak. Cross-over audio communication may result in missed points in the conversation that will need to be repeated.
- If you need to temporarily turn off your video at any point during the clinic session, click/tap on the Stop Video icon in the lower left of your screen next to the microphone mute/unmute icon. You will remain connected to the session and your audio will not be affected. To re-enable video, simply click/tap on the Start Video icon.

- Throughout the course of the clinic session, remember to never disclose protected health information (PHI). If you are presenting a case, avoid all HIPAA identifiers. Use your ECHO ID# when referring to the patient.
- If you're on camera, others can see you clearly, just as if you were all sitting in the same room together. Be aware of your body language. Express your attentiveness and professionalism at all times.
- We are all participating in an open and welcoming learning environment. Thank you for generously sharing your knowledge and experience, so that all of us can benefit from it!

HIPAA Identifiers

Regarding the safeguarded of patient health information (whether written, orally stated, or in electronic format) ECHO complies with State and Federal guidelines.

When presenting your patient, please use the ECHO ID number and refrain from providing information containing names, initials, living location, place of work, birth date, or any specific information about the patient that helps identify them as this is considered "protected health information." It is our responsibility to ensure the privacy of the protected health information is not disclosed.

HIPPA Public Health Institute (PHI): List of 18 Identifiers and Definitions of PHI (see page 15).

HIPAA PHI: List of 18 Identifiers and Definition of PHI

1. Names
2. All geographical subdivisions smaller than a State, including street address, city, county, precinct, zip code, and their equivalent geocodes, except for the initial three digits of a zip code, if according to the current publicly available data from the Bureau of the Census:
 - (1) The geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and
 - (2) The initial three digits of a zip code for all such geographic units containing 20,000 or fewer people is changed to 000.
3. All elements of dates (except year) for dates directly related to an individual, including birth date, admission date, discharge date, date of death; and all ages over 89 and all elements of dates (including year) indicative of such age, except that such ages and elements may be aggregated into a single category of age 90 or older
4. Phone numbers
5. Fax numbers
6. E-mail addresses
7. Social Security numbers
8. Medical Record Numbers
9. Health plan beneficiary numbers
10. Account numbers
11. Certificate/license numbers
12. Vehicle identifiers and serial numbers, including license plate numbers
13. Device identifiers and serial numbers
14. Web Universal Resource Locators (URL)
15. Internet Protocol(I) address numbers
16. Biometric identifiers, including finger and voice prints
17. Full face photographic images and any comparable images
18. Any other unique identifying number, characteristic, or code (note this does not mean the unique code assigned by the investigator to code the data).