



## LGBTQ+ and Cancer Care Through the Primary Care Lens Project ECHO Welcome Guide

### ECHO Guide

*This document is an overview and “how to” guide for individuals engaged in the LGBTQ+ and Cancer ECHO. The primary users of this guide include participating clinic sites, Faculty, Speakers and Case Study presenters.*

### LGBTQ+ and Cancer Care Through the Primary Care Lens ECHO Overview

According to the 2018 report by the Kaiser Family Foundation, [Health and Access to Care and Coverage for Lesbian, Gay, Bisexual, and Transgender Individuals in the U.S.](#), lesbian, gay, and bisexual people are at an increased risk for certain cancers and have a disproportionately higher mortality rate. [ACS reports that](#) the LGBTQ+ community carries a disproportionate burden of cancer, has distinctive risk factors, and faces additional barriers to accessing health care. Therefore, we are seeing both greater cancer incidence and more late state diagnoses in this population.

- Gay and bisexual men have a greater risk for anal cancer, especially those who are HIV+
- Lesbian and bisexual women may be at increased risk for cervical, and ovarian cancer. Risk factors include higher use of tobacco and alcohol, nulliparity, and being overweight with a high-fat diet.
- Some studies suggest tobacco and alcohol use are up to 1.5 times higher in the LGBTQ population, likely creating higher risks for tobacco and alcohol-related diseases, including certain cancers.

Compounding this increased cancer risk is a lack of culturally sensitive healthcare providers to address this disparity. One third (33%) of transgender people indicated that they had a negative experience while seeking healthcare and 23% did not seek health care due to fear of being mistreated according to [The Report of the 2015 U.S. Transgender Survey](#) published by the National Center for Transgender Equality (NCTE), thus creating a barrier to seeking future healthcare services. In a 2011 publication, [Injustice at Every Turn: A Report of the National Transgender Discrimination Survey](#), the

NCTE indicated that 50% of transgender individuals reported having to teach their providers about their healthcare.

Once a patient returns to their primary care provider the [research indicates](#) that LGBTQ survivors experience more challenges than heterosexual cancer survivors. This health care disparity includes lack of health insurance coverage, increased depression and poor sleep quality.

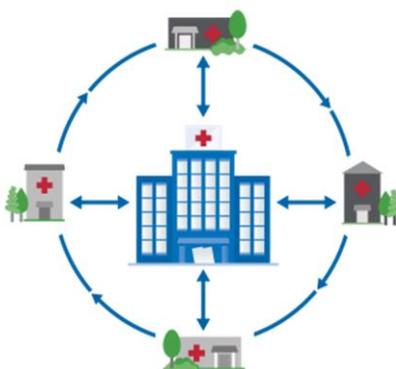
## ECHO Overview

[Project ECHO](#) (Extension for Community Healthcare Outcomes) is a hub-and-spoke knowledge sharing network, led by expert teams (faculty) who use multi-point videoconferencing to conduct virtual telementoring sessions with community providers. Founded in 2003 by Dr. Sanjeev Arora at the University of New Mexico, Project ECHO uses the [ECHO model](#) to address the needs of the most vulnerable populations by equipping communities with the right knowledge, at the right place, at the right time.

An ECHO session is, essentially, a virtual learning collaborative. Stakeholders from multiple locations connect at regularly scheduled times with a team of specialists using Zoom (for more information see the [Zoom: Start-up and troubleshooting](#) section), a videoconferencing tool offered at no cost to ACS participants. During ECHO sessions, health systems will present subject-related cases, offering insights into their work, challenges, barriers, and solutions with expert teams and ECHO participants. These discussions are supplemented with short didactic presentations to improve content knowledge and share evidence-informed best practices.

### Move knowledge, not participants

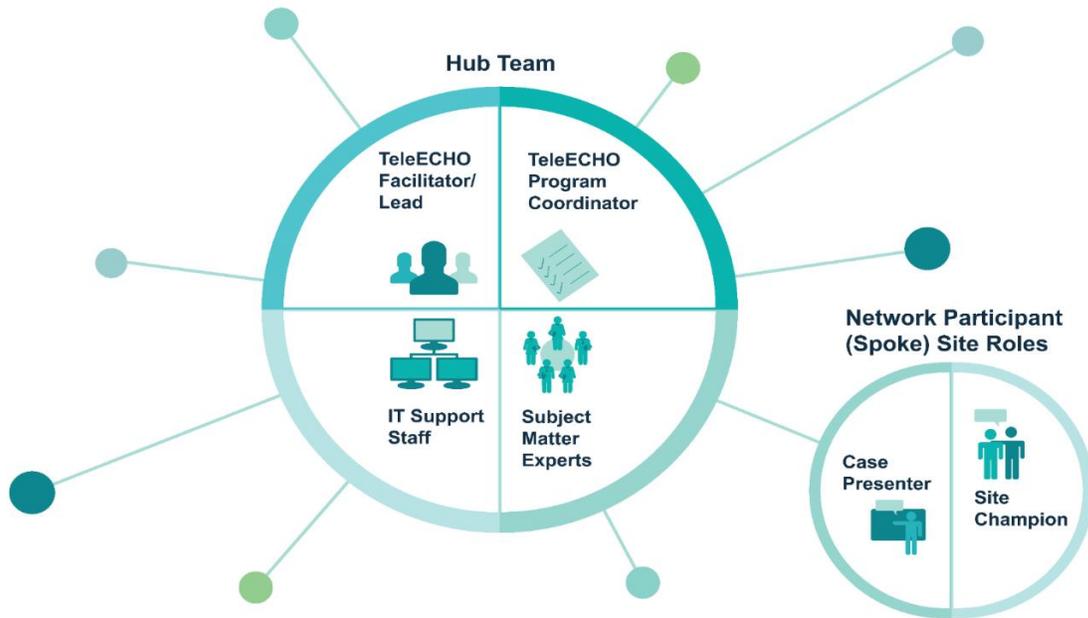
Each online ECHO session includes didactic and case-based learning to create a collaborative sharing of information. It's led by expert faculty from across the United States.



### Hub-and-spoke knowledge-sharing creates a learning loop:

1. Health system and ACS staff share and learn from each other and experts.
2. Faculty specialize in promoting access to care and health equity across the cancer continuum.
3. Best practices emerge and can be shared for wider use.

## Hub Team and Roles



The Hub Team consists of a facilitator, coordinator, IT support, and expert faculty/subject matter experts. Each role is critical to the success of every monthly ECHO session and collectively, ensure the Spoke Sites (primary care practices) have the best opportunity to learn and grow in their expertise.

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### Facilitator

- Facilitates presentations and discussion

### Core Faculty/Subject Matter Expert

- “Core faculty” and “subject matter expert” can be terms that are used interchangeably. In this project the Core faculty represents the participating institutions and provides both their professional expertise as well as system leadership
- Provides expert guidance and recommendations during presentations
- Presents didactic presentations based on area of expertise or facilitates sessions

For more information, see [Appendix A: Additional ECHO Resources](#).

## Meet the ECHO Hub Team

**The following individuals represent the ACS LGBTQ+ and Cancer Care Through the Primary Care Lens ECHO Hub Team.**

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## Your clinic ECHO team

This ECHO has been designed to welcome a multidisciplinary clinic team to our sessions. This could include your primary care physicians, nurse practitioners, nurses, medical assistants, and any other ancillary staff. Any team member that engages with patients or helps with quality improvement can be part of the team. Your ACS staff partner will share a registration sheet to collect staff names, job titles and email addresses. This will allow us to keep a record of attendees and better share updates and information. Each ECHO session will be recorded and posted on <https://echo.cancer.org/>. We know that it will be difficult to assemble your entire team every month for the ECHO but you ask that you do your best to have the team ready to actively participate. The true benefits of an ECHO come from an engaged and dynamic discussion.

At the start of each session participants will be asked to share their name and contact information for the ACS team to keep an accurate record of attendance. If a team is sharing one computer, we ask that you list all participants in the room.

At the conclusion of each ECHO session there will be a brief post-session evaluation survey using a QR code. This will allow us to engage every participant regardless of if they are sharing a computer for the session. Please have a phone handy to scan the QR code for the evaluation. If a team member does not have a smartphone or ability to scan the QR code we will share a link. It is critically important that we get feedback on this pilot project through these evaluations.

## Facilitated Q&A (Case Presentation)

Facilitated Q&A presentations may cover experiences related to the variety of topics discussed throughout the course, in addition to related session content. All facilitated Q&A presentations however, should protect patient confidentiality by avoiding any protected health information (PHI) and/or personally identifiable information (PII) in both written and verbal form and when presenting case presentations during ECHO sessions. If posing a question or challenge related to a patient, avoid sharing any PHI or PII.

If you would like to present a case presentation please reach out to your ACS staff lead.

## Agenda

The following agenda outlines how a typical monthly ECHO session will flow including key hub roles and responsibilities. Didactic presentations are delivered by faculty/subject matter experts and facilitated Q&A are presented by partner health systems. The facilitator encourages robust conversation throughout.

<b>Agenda Item</b>	<b>Allotted Time</b>	<b>Hub Roles &amp; Responsibilities</b>
Welcome	5	Welcome and general housekeeping items. Be prepared to share name, contact and job role for attendance
Overview and Introductions	10	Facilitator will introduce all faculty, hub, and spoke participants
Didactic Presentation	15	Presenter will share experience, guidance, and recommendations around a designated topic
Didactic Q&A	5	Challenges/questions will be shared during this time
Case Study Presentation	10	Presentation of related concepts, guidance, and recommendations
Q&A & Faculty Comments	10	Challenges/questions submitted in advance are shared in a large group setting
Wrap up	5	Coordinator shares next didactic topic, case presentation, and post-session survey

## Curriculum

## LGBTQ+ and Cancer Care Through the Primary Care Lens Project ECHO:

### Monthly ECHO Session Didactics

*12:30-1:30 EST*

<b>Session 0</b> <b>5/20/2022</b>	<b>Orientation to the LGBTQ+ ECHO Series</b>  <b>Not a traditional ECHO, will operate more like an interactive webinar</b>	Case Study Presenter
<b>Session 1</b> <b>6/24/2022</b>	<b>Affirming and Inviting Communication with LGBTQ+ Patients. This will include updating clinical forms to include SOGI (Sexual Orientation and Gender Identity)</b>  <i>Morgan Younger, MSW, LSW, CCM</i>  Eskenazi Health - IUPUI	Dr. Allon Vanderbilt University Medical Center
<b>Session 2</b> <b>7/22/2022</b>	<b>Shared Decision Making and Cancer Screening for LGBTQ+ Patients</b>  <i>Charles Kamen, PhD, MPH</i>  University of Rochester Medical Center	NEEDED
<b>Session 3</b> <b>8/26/2022</b>	<b>HPV Vaccination and HPV Cancer Risk Factors for LGBTQ+ Patients</b>  <i>Mollie Aleshire, DNP, MSN, APRN, FNP-BC, PPCNP-BC, FNAP</i>  University of Louisville	NEEDED
<b>Session 4</b> <b>9/23/2022</b>	<b>Cervical Cancer Screening for Gender Diverse Patients</b>  <i>Daphna Stroumsa, MD, MPH</i>  University of Michigan	Dr. Krigger University of Louisville
<b>Session 5</b> <b>10/28/2022</b>	<b>Breast/Chest Cancer Screening for Gender Diverse Patients</b>  <i>Lesly Dossett, MD, MPH</i>  University of Michigan	NEEDED
<b>Session 6</b> <b>12/2/2022</b>	<b>Colon Cancer Screening</b>  <i>Julian Sanchez, MD</i>  Moffitt Cancer Center	NEEDED

## How to join the ECHO

All ECHO sessions are held on the Zoom videoconferencing platform. Connect via your computer, mobile device, or phone using the personal link shared upon registration for this ECHO series.

### Zoom: Start-up and troubleshooting

This section provides important information to get you started on the Zoom videoconferencing platform. The ECHO team will be available each session for additional troubleshooting, if necessary.

#### Getting started

- Ensure you have the latest Zoom software (*version 5.6.1 as of April 12, 2021*). Download and install **Zoom Client For Meetings** at the [Zoom Download Center](#). Consider downloading mobile apps, if interested.
- [Join a test meeting](#) to confirm your microphone, speaker, and videos are working correctly and to familiarize yourself with the Zoom application. Review [this resource](#) if you run into any issues.

#### Tips and tricks

- Zoom allows for multiple layout options. View [this resource](#) to learn about the options, including how to maximize your layout during a screenshare. If you are using dual monitors, look at [this](#).
- If you are joining the ECHO by phone, be sure to enter the Participant ID (displayed in Zoom) so your audio and video feeds will be connected within Zoom. [Click here](#) for more information.
- [This video](#) from ManyCam offers 11 tips on looking better on video calls, including tips on background, lighting, internet connection, and camera angle.

#### Troubleshooting

If your video or camera isn't working, please review these [troubleshooting tips](#). If you are using a Lenovo device, start [here](#). If you are using Windows 10, start [here](#).

These [one-minute videos](#) may be particularly useful in addressing some frequently asked questions:

- [Joining a Meeting](#)
- [Meeting Controls](#)
- [Joining & Configuring Audio & Video](#)
- [Sharing Your Screen](#)

The [Zoom Help Center](#) includes resources to help you get started on a [desktop](#) or [mobile device](#), and to address issues related to [audio](#), [video](#), or [screen sharing](#).

## Video Conference Etiquette

The recommended practices and what to avoid have been adopted from a resource provided by the ECHO Institute at the University of New Mexico.

### Recommended practices

- Test your equipment before the ECHO. ECHO staff will be on Zoom at least 10 minutes early. Join early if you'd like to test your equipment live.
- Eliminate or reduce environmental distractions (i.e., turn off cell phones, avoid rustling papers, turn off loud fans) that may be picked up by your microphone.
- Be ready to introduce yourself and others joining with you as part of the introductions.
- Make eye contact with the camera when you are speaking.
- Speak clearly and in a conversational tone.
- Use respectful and appropriate language.

### What do avoid

- Disclosing protected health information (PHI) or personally identifiable information (PII)
- Engaging in side conversations
- Talking over other people

## Disclosures

This section includes important disclosures surrounding the ECHO.

- The ECHO series takes place on the Zoom platform
- The Zoom privacy policy is available at [zoom.us/privacy](https://zoom.us/privacy)
- Each ECHO session will be recorded and *may* be posted to a publicly facing website
- If you do not wish to have your image recorded, please turn off the video option
- Do not share personal information of any patient or study participant

### Project ECHO Data Usage Statement

In order to support the growth of the ECHO movement, Project ECHO collects participation data for each ECHO program. This data allows Project ECHO to measure, analyze, and report on the movement's reach. It is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

## Appendix A

## Additional ECHO Resources

### **ECHO resources**

- [Changing the World, Fast: Dr. Sanjeev Arora at TEDxABQ](#)
- [Project ECHO: A Revolutionary Model for Expanding Access to Specialized Care](#)
- [How to be Successful in a TeleECHO Session](#)
- For more information visit [echo.unm.edu](http://echo.unm.edu)
- [5 min ECHO overview video](#)
- <https://echo.cancer.org/>

### **Training**

- <https://cancer-network.org/welcoming-spaces/>

The National LGBT Cancer Network is proud to launch Welcoming Spaces: Treating Your LGBTQ+ Patient, our updated and expanded LGBTQ+ Cultural Humility training designed specifically for healthcare professionals. Developed in collaboration with the [Society of Gynecologic Oncology](#), the nine modules are each 45 minutes long, available for [Continuing Education\(CE\) Credits](#), and free for the first year.

- [Together, Equitable, Accessible, Meaningful \(TEAM\) Training | The George Washington University School of Medicine and Health Sciences \(gwu.edu\)](#)

This training aims to improve health equity by supporting organizational changes at the systems level. The training will help organizations implement quality improvements to advance equitable, accessible and patient-centered cancer care through improved patient-provider communication, cultural sensitivity, shared decision-making and attention to health literacy.

- [ACS Diversity and Inclusion Training for Volunteers](#)
- [ACS Health Equity Training for Volunteers](#)

### **Cultural Competency, Diversity, & Inclusion**

- [George Washington University LGBTQ Cancer Care](#)
- [ACS inclusive language writing guide](#)
- [LGBT Cancer Network Provider database](#)
- [Lesbian, Gay, Bisexual, TransgenderLGBTQIA+ Health Education Centered people and Cancer Fact Sheet](#)

- [Cancer care considerations for sexual and gender minorities | UICC](#)
- [LGBTQIA+ Health Education Center](#)

### **Cancer Risks & research**

- [facts on our fight cancer disparities.pdf](#)
- [Cancer Research in LGBTQ Community | American Cancer Society](#)
- [Tobacco and LGBTQ+ Communities \(cancer.org\)](#)
- [Cancer and lesbian, gay, bisexual, transgender/transsexual, and queer/questioning \(LGBTQ\) populations - Quinn - 2015 - CA: A Cancer Journal for Clinicians - Wiley Online Library](#)
- [Culturally Competent Care for Sexual and Gender Minority Patients at National Cancer Institute-Designated Comprehensive Cancer Centers - PMC \(nih.gov\)](#)

### **ACS resources, Screening resources and guidelines:**

- ACS “Get Screened” information including “People with cervix” Information:

<https://www.cancer.org/healthy/find-cancer-early/get-screened.html>

- [ACS Prostate Cancer Screening Guidelines](#)
- [ACS Cervical Cancer Screening Guidelines](#)
- [ACS HPV Guidelines](#)
- [ACS Colorectal Cancer Screening Guidelines](#)
- [ACS Breast Cancer Screening Guidelines](#)
- [ACS resources for professionals](#)
- [ACS Health Equity](#)