Welcome!

Hospice UK, St Christopher’s Hospice & Dementia UK
Agenda

1. Meet the team
2. Dementia ECHO reminder
3. Curriculum Survey Results
   - Who, length, frequency, time, topics
4. How to present a case study
5. How to evaluate an ECHO
6. Next steps to make it happen!
A word about

- During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time.

- Filming is regarded as ‘personal data’ under the General Data Protection Regulations (GDPR) under that law we need you to be aware that this Data will be stored with password protection on the internet.

- This Data will be available for as long as your network continues to meet and will then be taken down from the internet and either stored securely at the Superhub or deleted.

- Your ongoing participation in this ECHO session is assumed to imply your agreement to the use of your data in this way.

- If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
Extension of Community Healthcare Outcomes

Dementia ECHO Planning and Delivery Team

Sarah Russell: Head of Research and Dementia Lead, Hospice UK*

Heather Lovvorn: Clinical Team Administrator, Hospice UK*

Karen Harrison Dening: Head of Research and Publications, Dementia UK*

Liz Bryan: Director of Education and Training, St Christopher's Hospice.

Wider ECHO Support Team

Hazel Webb: Clinical Team Coordinator/Project ECHO, Hospice UK

Eamonn Haughey: Project ECHO IT Officer, Hospice UK

Marie Cooper: Practice Development Lead Nurse, Hospice UK*

* Facilitate/support the current Dementia Community of Practice
The approach

Hub (Facilitator, ECHO support & logistics)

Curriculum planning meeting:
Objectives, evaluation method, content, dates, length, times, guest and spoke speakers presenting at each meeting.

ECHO meetings:
75-120 minutes
Into/welcome from dedicated facilitator
20-30 minutes ppt teaching from topic expert
2-3 case presentations based on ECHO template
All sessions filmed and along with additional materials forms an online library that grows with the sessions
Supported by dedicated IT person and admin person

Logic model used to map activity, outputs and outcomes

www.hospiceuk.org

Safe, Listening, Affirming, Respect, Support, All teachers, All learners
## Curriculum Example:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Subject</th>
<th>Case Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu 2 Nov 2017</td>
<td>14:30 - 16:00</td>
<td>Pain management for people with dementia</td>
<td>Greenhill &amp; Willet House</td>
</tr>
<tr>
<td>Wed 15 Nov 2017</td>
<td>14:30 - 16:00</td>
<td>Working with paramedics</td>
<td>Elmwood &amp; Greenhill &amp; Homefield</td>
</tr>
<tr>
<td>Mon 27 Nov 2017</td>
<td>14:30 - 16:00</td>
<td>Working with GPs</td>
<td>Homefield &amp; Willet House</td>
</tr>
<tr>
<td>Mon 11 Dec 2017</td>
<td>14:30 - 16:00</td>
<td>Supporting staff in the presence of unacceptable behaviour</td>
<td>Homefield &amp; Willet House</td>
</tr>
<tr>
<td>Wed 17 Jan 2018</td>
<td>14:30 - 16:00</td>
<td>Safeguarding issues</td>
<td>Dee &amp; Elmwood</td>
</tr>
<tr>
<td>Wed 18 April 2018</td>
<td>14:30 - 16:00</td>
<td>Strategies for managing challenging families</td>
<td>Elmwood &amp; Willet House</td>
</tr>
<tr>
<td>Role</td>
<td>Number of Replies</td>
<td></td>
<td></td>
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<tr>
<td>-------------------------------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Service Lead</td>
<td>11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research Lead</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OT/SALT</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EOL Fac/Care Home</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educ/Prac Dev</td>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consultant/Doctor</td>
<td>3</td>
<td></td>
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<tr>
<td>Dementia Nurse/Lead</td>
<td>4</td>
<td></td>
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<tr>
<td>Nurse Consultant</td>
<td>3</td>
<td></td>
<td></td>
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<tr>
<td>CNS/Senior Nurse</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Admiral Nurse</td>
<td>3</td>
<td></td>
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</tbody>
</table>

Total number of replies = 40
Q3 How long would you like the Dementia ECHO virtual session to be

- 60 minutes (one hour): 25
- 75 minutes (one and a half): 12
- 90 minutes (two hours): 3
Q4 How often would you like the Dementia ECHO to meet virtually? (one answer only)
Q5 When is the best time of the day for you to attend the Dementia ECHO?

- before 10am: 3
- between 10am and 12:00pm: 7
- between 12:00pm and 2pm: 5
- between 2pm and 4pm: 20
- after 4pm: 4
Summary so far:

1. 40 replies to curriculum survey
2. Length = 60 minutes (25/40)
3. Frequency = 8 weeks (13/40)
4. Time = between 2-4pm (20/40)

5. We then asked what were top 5 areas to cover in ECHO’s
1. EOL
2. ACP/Communication (legal/capacity)
3. Diagnosis/Managing Dementia
4. Carers/Family
5. Workforce/Education
6. Delirium/Behaviour/Agitation
7. Sharing best practice/services
8. Practice/service development
9. Dementia Environments
10. Namaste
11. Research/tools
12. Guidance/Guidelines
13. Bereavement
14. Technology and documents
15. Public awareness
Curriculum and Timetable Example:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Subject</th>
<th>Topic Expert Speaker</th>
<th>Case Presentation From the spokes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 2018</td>
<td>1400 - 1515</td>
<td>Dementia: diagnosis, assessment &amp; treatments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan 2019</td>
<td>1400 - 1515</td>
<td>Delirium, agitation, distress and behaviour</td>
<td></td>
<td></td>
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<tr>
<td>March 2019</td>
<td>1400 - 1515</td>
<td>Advance care planning, capacity &amp; conversations</td>
<td></td>
<td></td>
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<tr>
<td>May 2019</td>
<td>1400 - 1515</td>
<td>Diagnosing dying and symptom control in last days of life</td>
<td></td>
<td></td>
</tr>
<tr>
<td>July 2019</td>
<td>1400 - 1515</td>
<td>Supporting family and informal carers</td>
<td></td>
<td></td>
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<tr>
<td>Sept 2019</td>
<td>1400 - 1515</td>
<td>Service development &amp; environments: rhetoric to practice</td>
<td></td>
<td></td>
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<tr>
<td>Nov 2019</td>
<td>1400 - 1515</td>
<td>Workforce and education</td>
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</table>

1400: welcome & introductions, 1410: Topic expert speaker, 1430: Q and A, 1445: Spoke case presentation, 15:00: Q and A, 15:10 Summary and thanks, 1515: Close
How to present a case study

Questions and/or actions:

1. Patient/carer case presentation or team/staff/service case presentation?
2. Complete case presentation template sent to you by Co-ordinator
3. Return by agreed submission date ready for ECHO date
4. Remember about protected health data/GDPR etc
Next steps to make it happen!

1. Virtual drop in sessions to test IT and equipment with Hazel Webb – Heather will send details
2. Confirm curriculum, dates, invite topic expert speakers, you to volunteer to do a case study!
3. Plan evaluation using a logic model approach
4. Start the ECHO’s!

**ALSO: Date for your Diary**
Dementia Community of Practice event 5th December 2018 at St Christopher’s Hospice, London.
## Logic Model: A visual map which maps a project

<table>
<thead>
<tr>
<th>Goal/Aim</th>
<th>what is (y)our overall aim or goal?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objectives</td>
<td>what are the specific objectives or goals we/you wish to achieve and by when?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities</th>
<th>Outputs</th>
<th>Intermediate outcomes</th>
<th>Longer Term Outcome/Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is needed to make this successful and why are you doing it?</td>
<td>What activities are needed to make this successful?</td>
<td>If activities occur, what is produced which demonstrates success?</td>
<td>What difference is made in the short term?</td>
<td>What difference is made in the longer term?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Process Evaluation</th>
<th>Outcome Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Was it implemented effectively?</em></td>
<td><em>What difference has it made?</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What units of measurement can be used?</th>
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<table>
<thead>
<tr>
<th>Internal/External Factors and Considerations that may affect programme</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Assumptions about the programme</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Evaluation Methodology (e.g. Action Research) and Methods (Mixed)</th>
</tr>
</thead>
</table>
Sample Logic Model 1: September 2018
Dementia Enabled Hospice Care (Dem ECHO)

How can we make the care we give the best it can be because of our dementia & palliative care knowledge?

Overall goal & objectives

Overall Goal:
To increase the knowledge, skills & practice of staff looking after people living & dying with dementia

Objectives:
To establish, deliver, evaluate and report upon Dementia ECHO

1. Process evaluation (efficiency)
2. Participants outcomes evaluation (confidence, knowledge and application)
3. Patient/service outcomes application

Inputs & resources

Evidence Review
Review of topic, ECHO methodology & possible outcome tools.

Theory of Change
Assessment including assumptions, rationale, pre-conditions, interventions, indicators

Hub Team:
Hospice UK

Leadership Team:
Hospice UK, Dementia UK, St Christopher’s Hospice

Spokes:
Dementia Community of Practice @ 250 members across UK

Evaluation:
Hospice UK

Equipment Per Spoke:
Laptop, speaker, webcam, zoom software, microphone

Activities Services

Recruitment to ECHO network
Introduction, and awareness webinar
Curriculum planning survey and virtual meeting
Delivery of ECHO meetings including preparation
Established safe space for sharing & learning.

Process, participants outcomes and patient/service outcomes evaluation activities, data collection, analysis and reporting
Risk assessment and GDPR considerations

Outputs

Curriculum
Dates, length, topic, topic expert speaker, case presentations

Delivery
ECHO meetings over 1 year

Hub & Leadership Team
Meetings, action plan and reporting

Process evaluation
Did we implement the ECHO effectively?
What engagement did we have and with whom?
What was the feedback about content, relevance and delivery?
What worked well/not well?

Participants outcomes evaluation
Pre and post session topic confidence
Post session learning recall
Post session application goal
Attendance and participation
Use of ECHO community of practice

Patient/Service outcomes evaluation
TBC via individual spokes

Outcomes

Mid term
Dem ECHO is set up and curriculum is of relevance and value to members

Longer term
Shared outcome, activity and outputs used across the spokes to record data that can be used to evaluate Dementia ECHO participation in their care or service.

Impact
Individual spokes can demonstrate influence of Dementia ECHO participation in their care or service.
What have we missed out?
Thank you

Dementia Enabled Hospice Care Community of Practice ECHO Knowledge Network

Hospice UK, St Christopher’s Hospice & Dementia UK