

Extension for Community Health Outcomes (ECHO)

Case Presenter Speaker Guide

Thank you for presenting a case during an upcoming ECHO session!

This document provides some useful tips and best practices to help you prepare for your upcoming case presentation. These practices ensure a smooth, engaging, productive, respectful, and safe space for all learners and speakers.

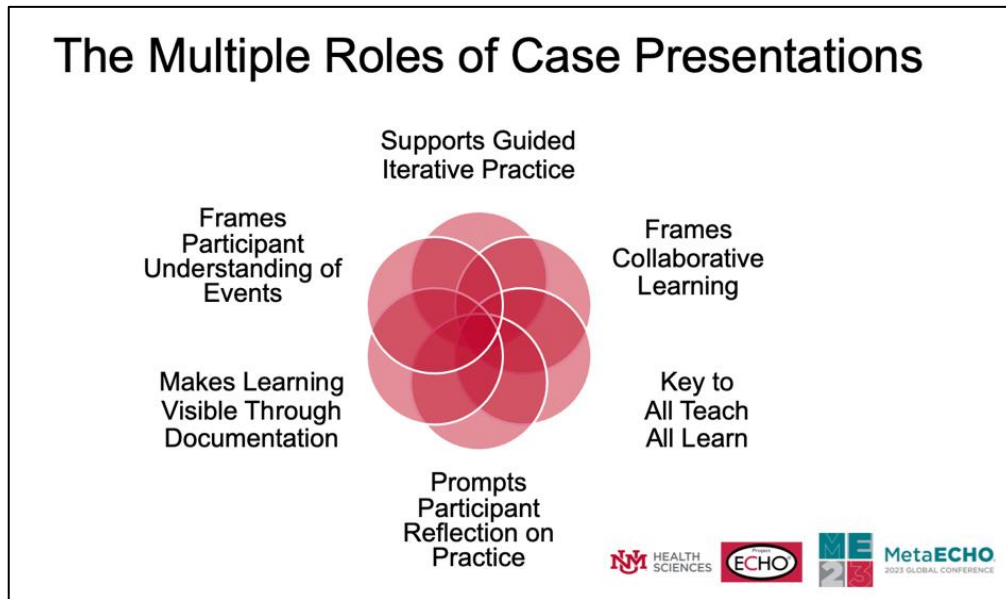
The ECHO model strives to engage participation from all attendees and encourage interprofessional collaboration. Case based presentations are at the heart of this philosophy and part of the “All Teach and All Learn” ethos that ECHO embodies!

Live ECHO Timeline and Agenda

The entire ECHO session will last around 90 minutes. Case presentations are a core component of every ECHO session and about 45 minutes are allocated to the conversations. Cases bring to life the educational content presented in ECHO. They offer real-world guidance and applications for incorporating best practices into your professional workflow.

Below you will find the standard agenda for a live ECHO session. Cases can be presented before or after the didactic, depending on the content and schedules of presenters.

- I. Housekeeping and Introductions (5-10 minutes)
- II. Didactic Presentation (~40 minutes)
 - a. Brief Q&A (5-10 min)
- III. Case Presentation (~45 minutes)
 - a. ~3-5-minute presentation on patient given by presenter
 - b. ~1 minute summary recap of patient case provided by ECHO facilitator
 - c. ECHO participants and hub team ask presenter clarifying questions
 - d. ECHO participants and hub team give recommendations to presenter
 - e. Summary of recommendations provided by ECHO facilitator
- IV. Session wrap-up



Why Cases?

Case based learning is an established pedagogical tool used in the medical field to connect theory to practice and master complexities. It is the heart of ECHO Model.

How to Submit a Case:

- Case presenters will receive a link from the Program Management Specialist to be completed at least two business days prior to the scheduled session.
 - **Not all fields are required to be completed.** Only include information you know and believe is relevant to the case.
 - **Remove any protected health information.** This includes any information that could identify the patient.
 - **PowerPoint slides are not used for case presentations** unless otherwise discussed with ECHO staff.
- Upon completing the case survey, an ECHO staff member will transfer the submitted information to a single-page word document that highlights all pertinent patient information. This document will be screen-shared by ECHO staff during the case presentation.
 - For brevity and efficiency, case forms may be limited in information to keep the case form to a single page for screensharing purposes. Please feel free to elaborate on key elements during the presentation, even if they are not specifically typed on the document.
- Discussion during ECHO sessions will likely focus on the questions you provide on the case form. Please include at least 2-3 discussion questions; these may be questions you

have or concepts that could be interesting for discussion among the whole ECHO community.

- If you need assistance formulating discussion questions reach out to the ECHO staff.

Case Discussion

- **Clarifying Questions:** Following the case presentation, the audience will ask clarifying questions. Hub team members (facilitators) will allow ECHO participants to ask clarifying questions first.
 - **ECHO Facilitator:** “Do any of our participants have clarifying questions or need additional information about the case?” or “Do any of our panel members have any clarifying questions?”
- **Recommendation Sharing:** After clarifying questions are answered, participants share recommendations regarding the discussion questions listed by the case presenter.
 - Hub team members allow ECHO learners to provide recommendations first, and prompt discussions between participants.
 - **ECHO Facilitator** steps in with questions that prompt group discussion:
 - “The main or clinical question for today’s case was...”
 - “Do any of our participants have thoughts on how to address this?”
 - “What would you do in a case like this?”
 - “Has anyone dealt with this situation in the past and how did you address it?”

Helpful Tips for Your ECHO Session:

- **No protected health information** (e.g. patient’s name, city they live, workplace, school, phone number, zip code, any other unique identifier, characteristic, or code) should ever be included in the discussion to protect patient and client privacy and dignity.
 - If you are unsure whether something is considered PHI, please chat the facilitator or the ECHO program management specialist.
- **Avoid** sounds that could be magnified and become distractions to learners while you are presenting, such as rustling notes and papers near your computer. Ensure that you join from a quiet space to ensure participants can best hear the important content that you share!



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- Zoom offers a setting to reduce background noise. [Configure your Zoom audio settings before you join.](#)
- It is also recommended to have access to a phone nearby should there be any audio tech issues and you may need to call in to present your content.
- Speak loudly and clearly. Be sure to enunciate your words well.
- When possible, look at participants on video by making eye contact with your camera. This also allows you to gauge the level of understanding from participants and prompt knowledge checks.
- Some silence is ok- participants sometimes require several moments to process their thoughts and respond to questions. Using the chat as an engagement tool is also a wonderful option to bring learner insights into the conversation. Be sure to give enough time for people to locate the chat and type their response to your questions.
- The ECHO team will manage the Zoom screenshare and share your case presentation on your behalf.