

ECHO Ontario Annual Report 2019/20

Working
together
to support
a high-
performing
health care
system in
Ontario

SECTION 3



2
PREFACE:
A message
from the
ECHO
Ontario
Superhub

5
SECTION 1:
Project
ECHO in
Ontario

13
SECTION 2:
2019/20
at a glance

18
SECTION 3:
Working
together to
support a
high performing
care system
in Ontario

23
SECTION 4:
Future
directions

26
APPENDIX:
Leadership teams
& Publications



Preface: A message from the ECHO Ontario Superhub

The ECHO Ontario Superhub is a collaboration between the Centre for Addiction and Mental Health (CAMH) and the University Health Network (UHN). Working with the ECHO Institute in New Mexico and the Ontario Ministry of Health, the Superhub promotes high-quality implementation of the ECHO model, and supports alignment and integration across the ECHO community and within Ontario's health care system.

ECHO programs throughout Ontario connect diverse primary care providers in every corner of the province, and are building a learning community that improves knowledge, confidence, practice and outcomes. The ECHO model helps meet important provincial priorities, including using innovation to efficiently integrate and align primary and specialty care, and to build provincial capacity to support equitable optimal care for patients in Ontario.

In 2019/20, there were **26** ECHO programs in Ontario, in the areas of autism, bariatric care, chronic pain, epilepsy, geriatric care, mental health, opioid use and pediatric care. These

programs were delivered through nine organizations: Baycrest, CAMH, CHEO, Holland Bloorview Kids Rehabilitation Hospital, The Hospital for Sick Children, Ontario Bariatric Network, Ontario Epilepsy Network, St. Joseph's Care Group and UHN. This year, ECHO programs in Ontario collectively reached **2,621** diverse health care providers at **915** organizations (increases from 2018/19 of **41** per cent and **44** per cent respectively), showing significant adoption and integration of the ECHO model in the province. Additionally, this year the ECHO Ontario Superhub had the pleasure of delivering four separate immersion trainings to **21** different ECHO teams, and an annual conference connecting **150** health care and related professionals (increases from 2018/19 of **31** per cent and **15** per cent respectively).

We thank our funder, the Ministry of Health, for its support and dedication to continuous improvements within our health care system, and its commitment to equity of care for patients. The Ministry's funding of the ECHO project means that more health care providers will be empowered to provide the right care, in the right place, at the right time.



Dr. Allison Crawford, MD, PhD
Co-Chair | ECHO Ontario
Superhub



Dr. John Flannery, MD
Co-Chair | ECHO Ontario
Superhub



Eva Serhal, PhD, MBA
Director | ECHO Ontario
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Rhonda Mostyn, DC
Member | ECHO Ontario
Superhub



Jenny Hardy, OT Reg. (Ont.)
Member | ECHO Ontario
Superhub

ECHO Ontario Superhub

With the ECHO movement spreading quickly, Superhub sites have been developed with the support of the ECHO Institute to train and support the implementation of new ECHO projects, and connect existing ECHO projects. The ECHO Ontario Superhub, a collaboration between CAMH and UHN, serves new ECHO projects in Ontario and across Canada. In 2019/20, the ECHO Ontario Superhub supported the launch of **9** ECHOs within Ontario, **1** ECHO outside the province, and **1** ECHO outside Canada.

Additionally, the ECHO Ontario Superhub hosted the 2020 ECHO Ontario Annual Conference on January 31st, 2020 with **150** participants from health care and related professions across the province.

Along with training, the Superhub:

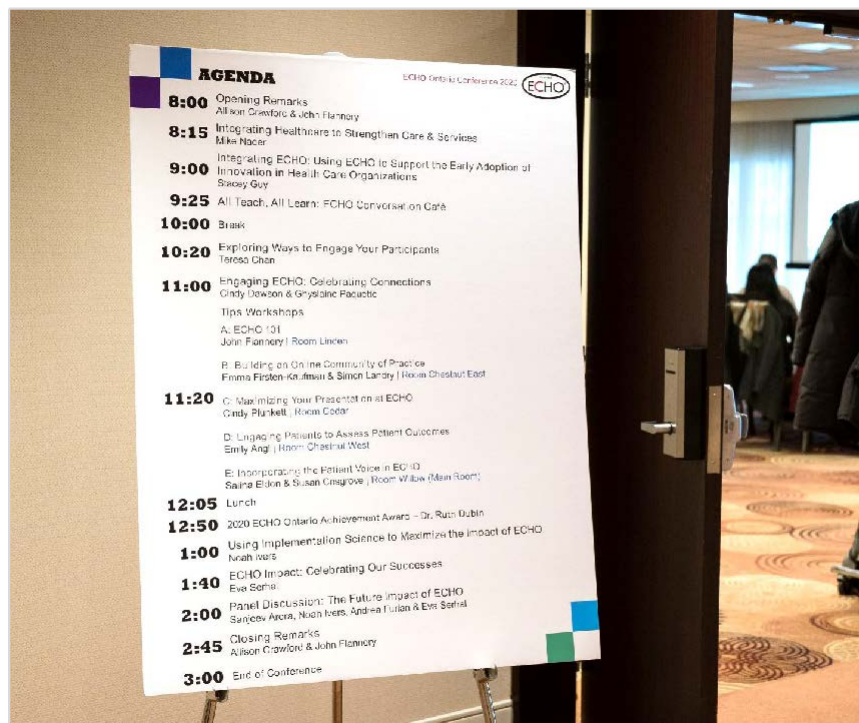
leads provincial ECHO initiatives:

- monthly ECHO Ontario collaborative meetings
- an annual ECHO Ontario conference
- strategic planning support for the growth of the ECHO model in Ontario

provides all existing, new and potential ECHO programs in Ontario with ongoing mentorship

leads the development and implementation of quality assurance and quality improvement frameworks for ECHO programs in Ontario

acts as an agent of the ECHO Institute to expand the ECHO model in Ontario



2020 ECHO Ontario Achievement Award



The ECHO Ontario Achievement award recognizes individuals or groups who have made outstanding contributions towards education and research through ECHO to improve and enhance health care in Ontario.

Dr. Ruth Dubin was the recipient of the 2020 ECHO Ontario Award of Excellence. Ruth dedicated many years, and boundless passion for helping others, toward the growth of ECHO in Ontario. As a community based family physician, she recognized the knowledge gaps, lack of support and professional isolation faced by so many primary care providers. In 2012, when she first learned about ECHO at a pain conference in the United States, she saw that this model would meet the needs of primary care providers in Ontario. It takes vision and tenacity to be a change leader. Ruth embodies these qualities and worked successfully with her colleagues and the Ministry of Health to bring ECHO to Ontario in 2014.

Ruth accomplished so much in her time with ECHO. She was co-chair and a specialist HUB member of ECHO Chronic Pain, the first ECHO in Ontario. She provided mentorship to many ECHOs that followed in Ontario, across Canada and internationally. She published papers, spoke at conferences, networked tirelessly and enthusiastically, to establish ECHO as a recognized and respected educational and clinical support for primary care in Ontario. Since retiring in 2019, Dr. Ruth Dubin has been missed but always remembered for her outstanding commitment to ECHO Ontario.

Project ECHO in Ontario



SECTION 1

What is Project ECHO?

Project ECHO (Extension for Community Healthcare Outcomes) is an innovative “hub and spoke” education model that aims to help health care providers build capacity in the treatment and management of complex health conditions. The model leverages videoconferencing technology to connect specialists with primary care providers, increasing their knowledge and skills and enabling them to manage complex challenges in their communities.

Currently there are over 830 ECHO projects being delivered in 39 countries, and the model has recently been recognized by the American Medical Association as an innovative tool to build capacity within the health care system and improve patients’ health outcomes. This year the *ECHO (Expanding Capacity for Health Outcomes) 2019 Act* was introduced in the U.S. Senate, building on the *ECHO Act of 2016*. The Act will establish a grant program to evaluate, develop and expand the use of technology-enabled collaborative learning and capacity building models.

People need access to specialty care for their complex health conditions.

There aren't enough specialists to treat everyone who needs care, especially in rural and underserved communities.

ECHO trains primary care clinicians to provide specialty care services. This means more people can get the care they need.

Patients get the right care when they need it, close to home. This improves outcomes and reduces costs.

Project ECHO

empowers health care providers to use best practices

reduces the need for specialist visits

improves the quality of specialty care in Ontario's primary and community care settings



ECHO Ontario

Dedicated to building a sustainable health care system

Mission

To build capacity through virtual communities of practice for health care providers in Ontario that will increase access to specialized health care, improve patient outcomes and create health equity.

Vision

A virtual community advancing the best health care in Ontario.



How we are building a high-quality, connected health care system

ENGAGE



ECHO Ontario **engages** system leaders, patients and health care providers to build a community of practice. Through this community we share knowledge to improve the health care of Ontarians.

INTEGRATE



ECHO Ontario co-ordinates the **integration** of the ECHO model into the Ontario health care system to create equitable health care access and efficiencies.

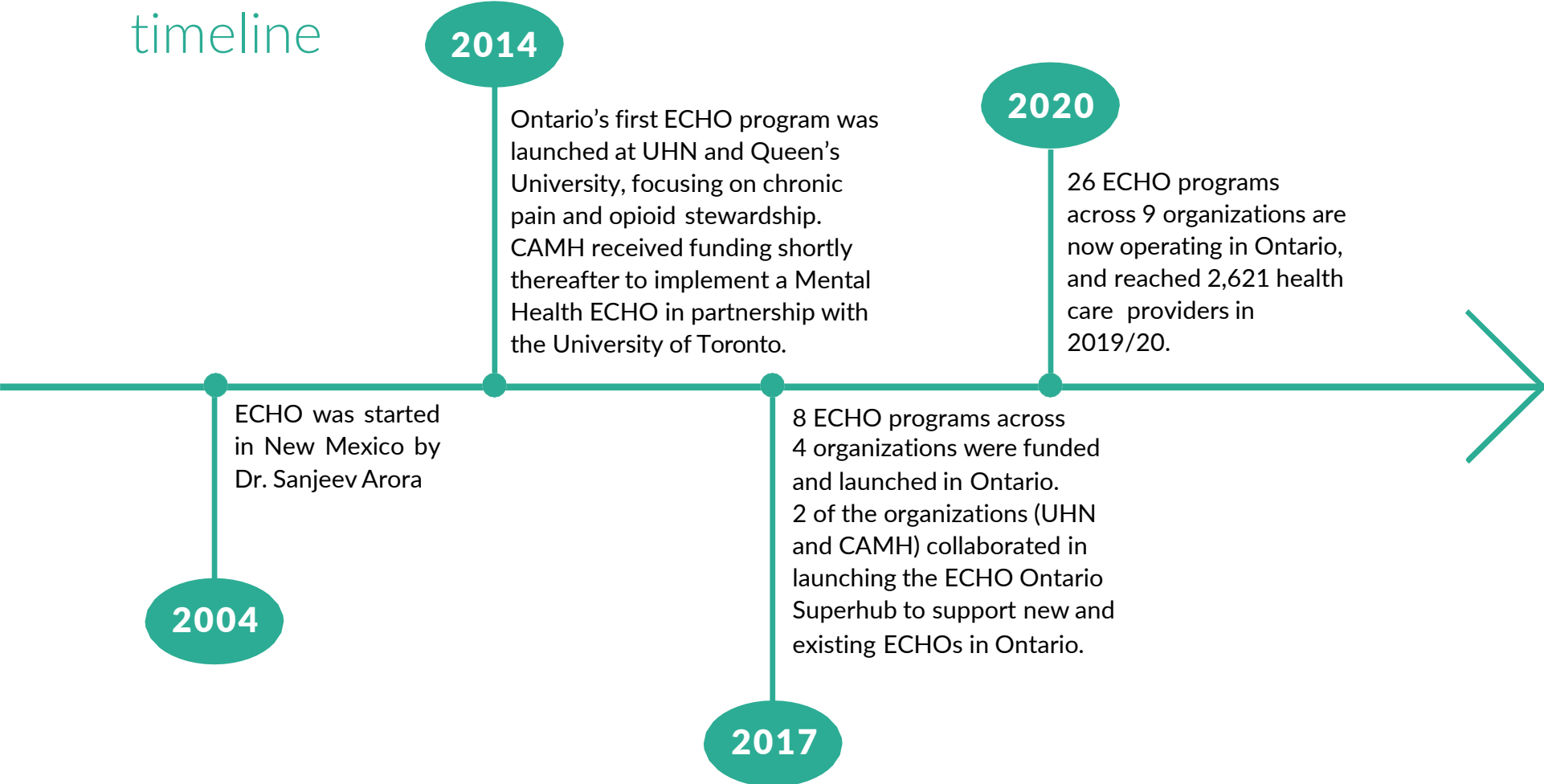
IMPACT



ECHO **impacts** the lives of patients, the practice of providers and the quality of the health system. ECHO Ontario achieves improved, measurable health care and patient outcomes through research, quality improvement and education.



ECHO timeline



ECHO programs in Ontario

Organization: Baycrest in collaboration with North East Specialized Geriatric Centre

ECHO Programs:

- Care of the Elderly
- Care of the Elderly—Long-Term Care
- Care of the Elderly—Dementia

ECHO Care of the Elderly focuses on improving the quality of care of older adults in Ontario, by increasing the knowledge and skills of primary care providers in meeting this population's health care needs.

Organization: Centre for Addiction and Mental Health

ECHO Programs:

- Mental Health
- First Nations, Inuit and Métis Wellness
- Addiction Medicine and Psychosocial Interventions (in collaboration with St. Michael's Hospital)
- Obsessive Compulsive Disorder (in collaboration with Sunnybrook Health Sciences Centre)
- Trans and Gender Diverse Healthcare
- Structured Psychotherapy
- Integrated Mental and Physical Health
- Adult Intellectual and Developmental Disabilities
- Early Psychosis Intervention (funded by CIHR Grant)

ECHO Ontario Mental Health at CAMH and the University of Toronto (ECHO ONMH) aims to support evidence-based management and treatment of mental illness and addictions in Ontario, reducing disparities in access to specialty care and variation in quality of care.

Organization: CHEO

ECHO Program: Child and Youth Mental Health

ECHO Ontario Child and Youth Mental Health is a collaborative learning program through which primary care providers (PCPs) and mental health clinicians work together to care more effectively for children and adolescents with mental health problems. The program aims to change the diagnostic, prescribing, treatment and referral practices of PCPs, by providing them with evidence-based best practice guidelines and treatment recommendations, and linking them to community mental health agencies and services in their own regions.



ECHO programs in Ontario

Organization: Holland Bloorview Kids Rehabilitation Hospital

ECHO Program: Autism

ECHO Ontario Autism aims to build province-wide community capacity and the ability to screen, diagnose and manage children and youth with autism spectrum disorder in Ontario. By doing so, the program hopes to reduce wait times for specialized care by ensuring that access to specialized care is reserved for the most complex cases.

Organization: Ontario Bariatric Network (OBN) (Guelph General Hospital, Humber River Hospital, Kingston Health Sciences Centre, St. Joseph's Healthcare Hamilton, The Ottawa Hospital, Thunder Bay Regional Health Sciences Centre, Toronto Western Hospital)

ECHO Program: Ontario Bariatric Network

ECHO OBN aims to build capacity in primary care providers to provide evidence-based specialty care, by linking them with an interdisciplinary team of specialists from seven Bariatric Centres of Excellence across Ontario to share best practices in post-bariatric care and obesity management.

Organization: Ontario Epilepsy Network (Hamilton Health Sciences and McMaster Children's Hospital, Kingston Health Sciences Centre, London Health Sciences Centre and the Children's Hospital, The Ottawa Hospital, CHEO, TheHospital for Sick Children, Toronto Western Hospital)

ECHO Program: Epilepsy Across the Lifespan

ECHO Epilepsy Across the Lifespan connects providers in Ontario with interdisciplinary teams that include an epileptologist, a nurse practitioner, a pharmacist, a social worker and a community agency representative to share evidence-informed knowledge that will help in treating and managing patients with epilepsy.



ECHO programs in Ontario

Organization: St. Joseph's Care Group (in collaboration with The Ottawa Hospital)

ECHO Program: Chronic Pain and Opioid Stewardship (North)

ECHO Chronic Pain and Opioid Stewardship North builds capacity, knowledge, and confidence in primary care in rural and remote communities in Northern Ontario. The ECHO focuses on complex patient management in chronic pain and opioid stewardship.

Organization: The Hospital for Sick Children (SickKids)

ECHO Programs:

- Paediatric Pain
- Paediatric Obesity Management
- Paediatric Complex Care
- Paediatric Palliative Care (in collaboration with CHEO)

Paediatric Project ECHO delivers four programs that build a community of practice to provide educational support and expertise to interdisciplinary health care professionals. The goal of these programs is to improve providers' knowledge and confidence and to translate learning into practice.

Organization: University Health Network (UHN)

ECHO Programs:

- Chronic Pain and Opioid Stewardship
- Liver
- Rheumatology
- Concussion

ECHO Ontario at UHN delivers four programs offering case-based learning for complex clinical conditions. Healthcare providers gain knowledge and skills in these areas, increasing capacity for management of these conditions in communities across Ontario.

To learn more about these ECHOs, visit www.echoontario.ca



2019/20 at a glance



SECTION 2

Our collective reach this year

915

Health care organizations
 ↑ 44% organizations from
 FY 2018-19

2,621

Health care provider participants
 ↑ 41% providers
 from FY 2018-19

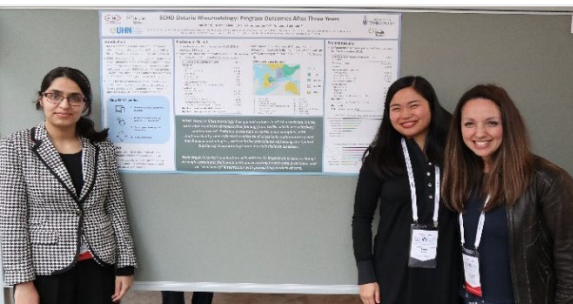
25,855

**Hours of continuing medical
 education (CME) credits delivered**
 ↑ 46% hours
 from FY 2018-19

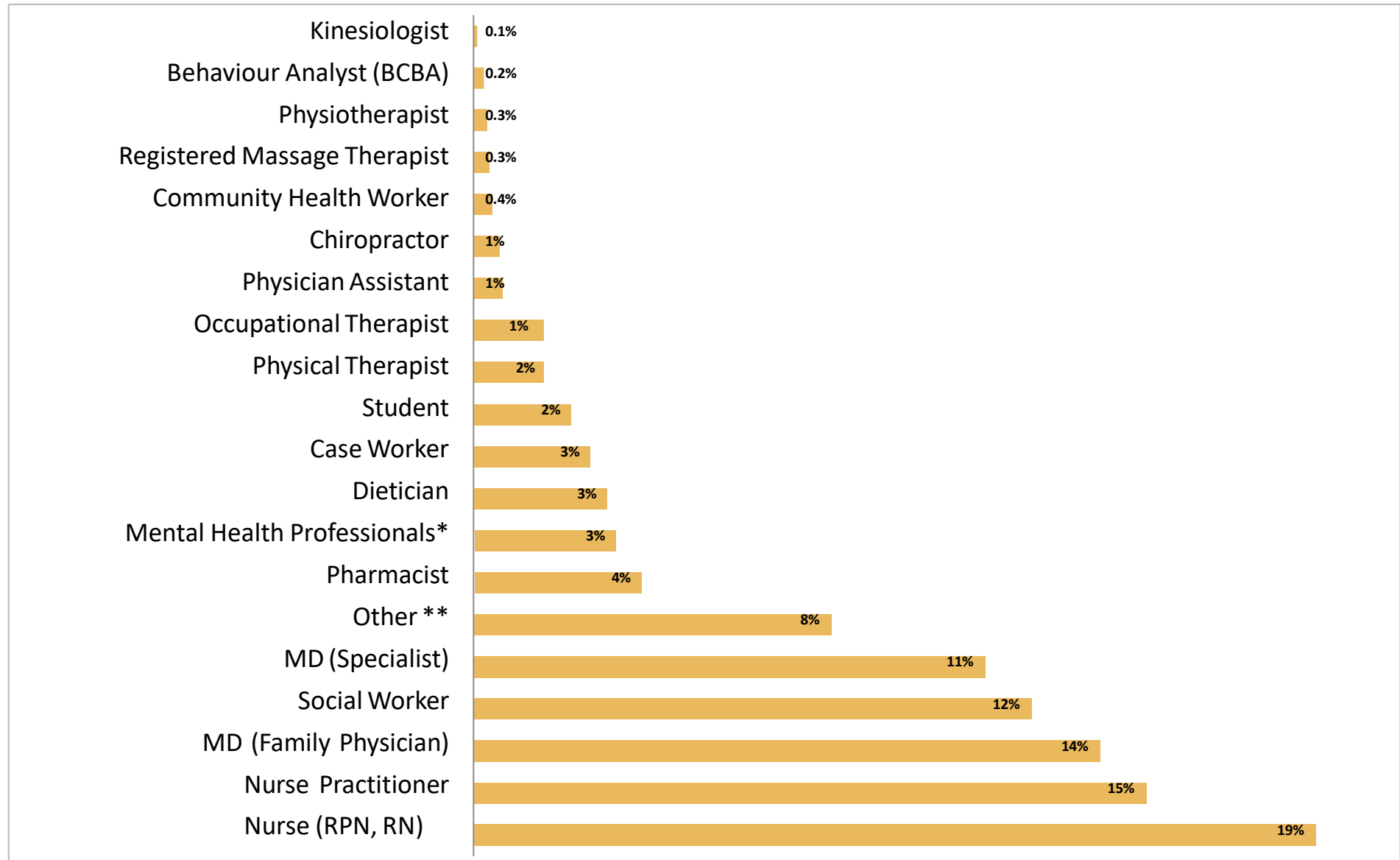
636

Patient cases discussed
 ↑ 15% cases
 from FY 2018-19

*Note: there may be some duplication across ECHO organizations, as we were only able to account for duplicates *within* organizations, not across organizations. Therefore, individuals that participated in multiple ECHO organizations might be represented twice in this number.



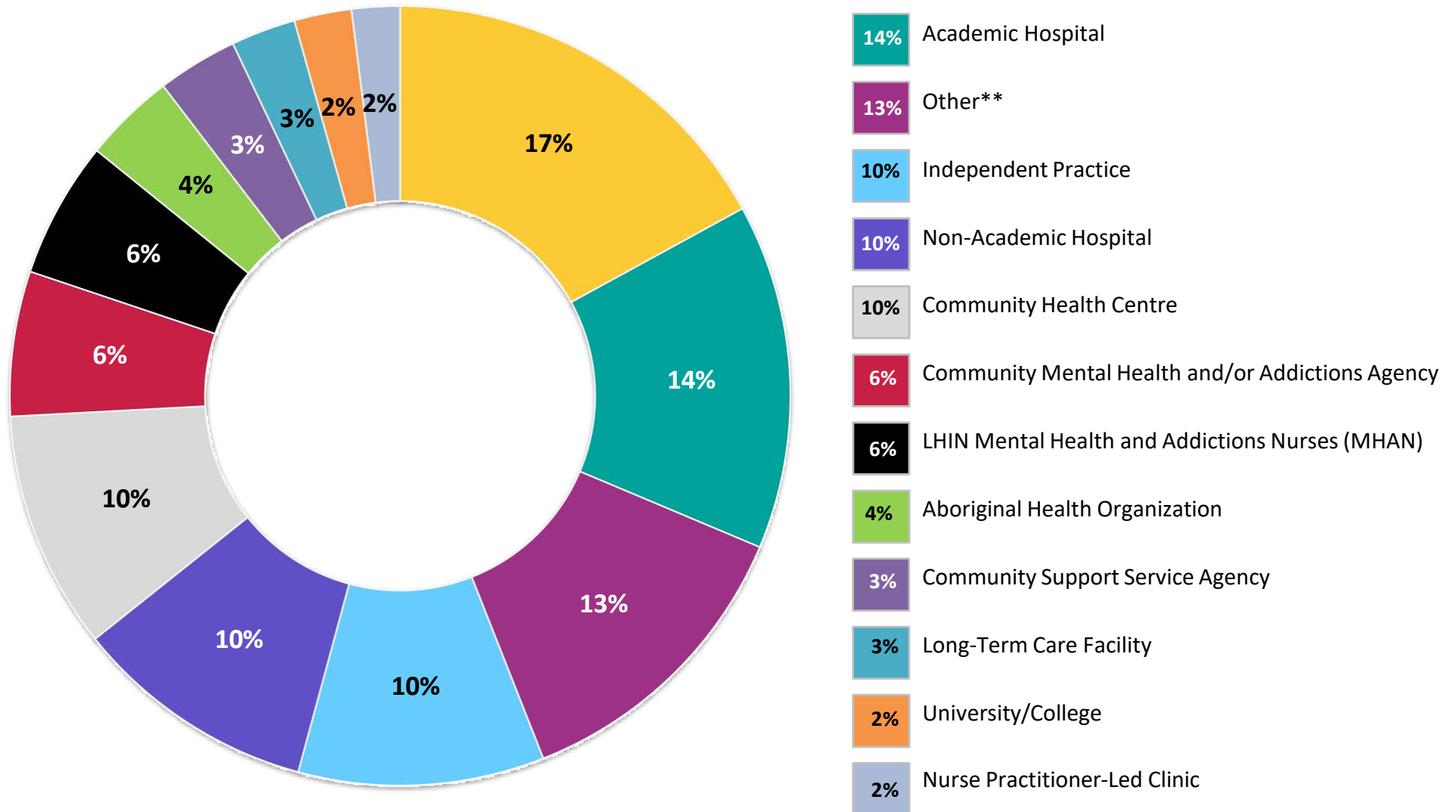
Participants by profession



* Includes Psychologists, Psychotherapist, Neuropsychologist & Psychological Associate.

** Includes Administrator, Educator, Speech Language Pathologist, Music Therapist, Naturopathic Doctor, Spiritual Care Practitioner & Personal Support Worker

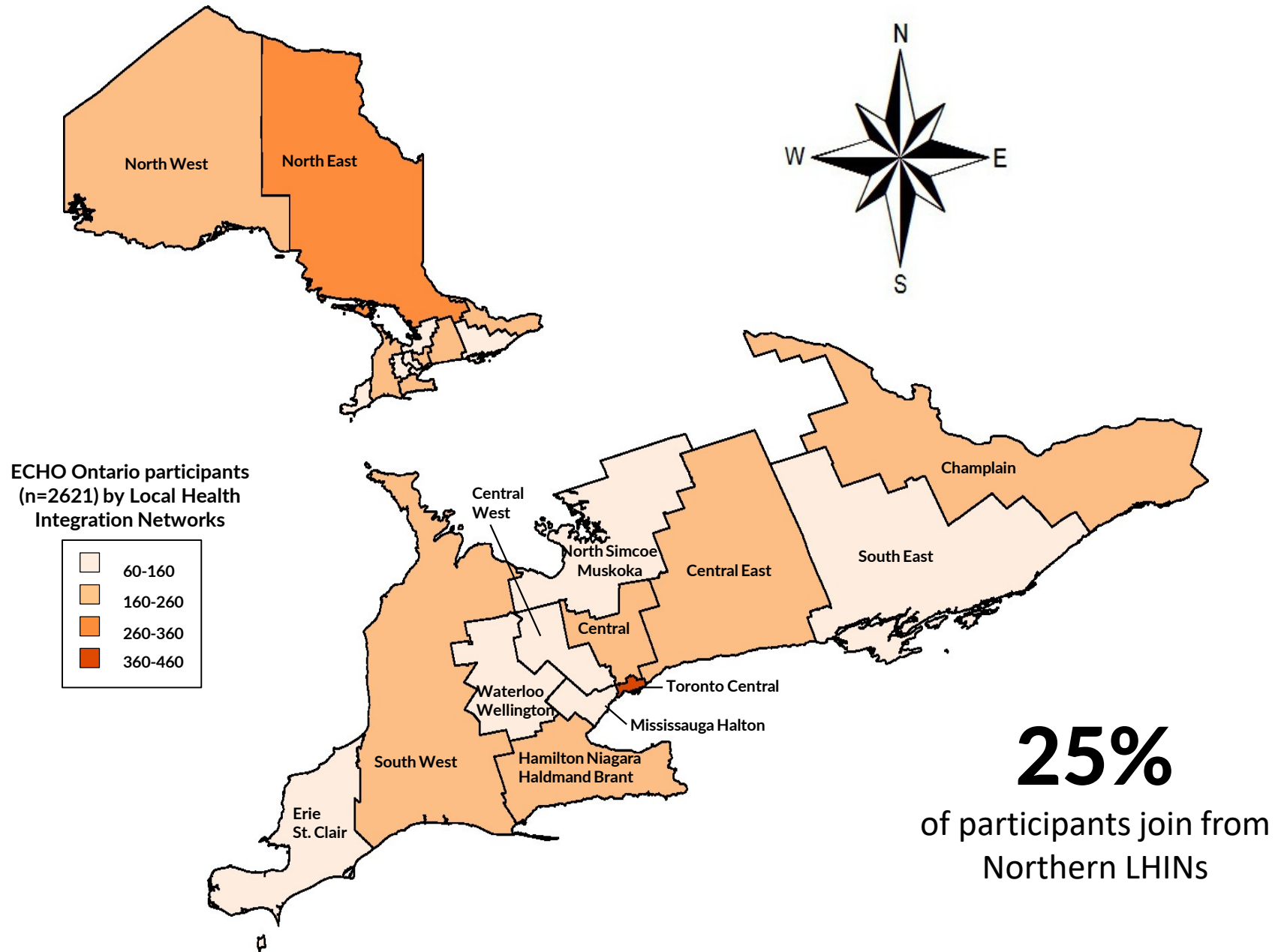
Participants by practice type



*Family Health Team - 12%; Family Health Organization - 2%; Family Health Network - 0.2%; Family Health Group - 3%.

** Includes Elementary/High School, Government Agency, Pharmacy, Tertiary Care, Home Care & Hospice

Participants by LHIN



Working together to support a high-performing health care system in Ontario



SECTION 3

Participants are highly satisfied with ECHO Ontario programs.

“This will change how I approach diagnosis and discuss the impact on a child’s functioning.”

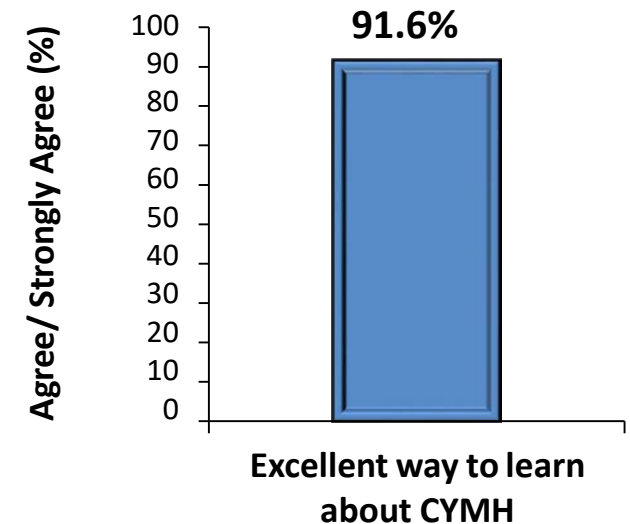
- Participant, ECHO Ontario Autism

681

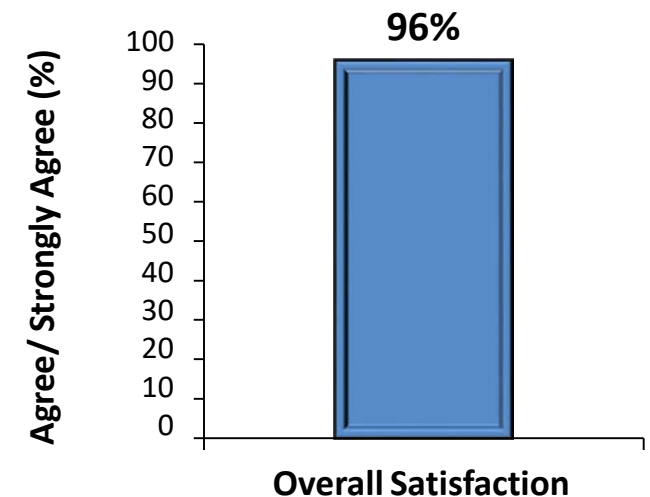
Sessions held across all ECHOs

(↑ 34% from FY2018–19)

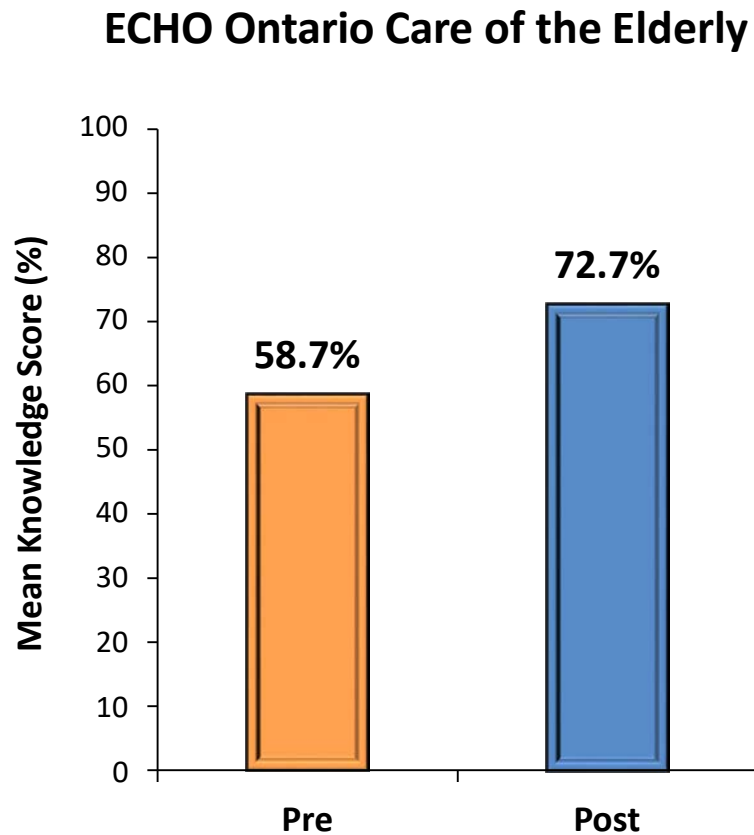
ECHO Ontario Child and Youth Mental Health



ECHO Ontario Bariatric Network



We are seeing a change in knowledge across ECHO Ontario participants.



Statistically significant improvement from pre to post knowledge scores of 14% ($p < 0.005$)

“[Paediatric Project ECHO] provided me with additional knowledge to allow me to better advocate for my patients and families and liaise with their local healthcare provider.”

-Participant, Paediatric Project ECHO

“ECHO was a timely, invaluable education and training that reduced my professional isolation. It increased my knowledge base about an integrated approach in addressing the mental health needs for individuals...”

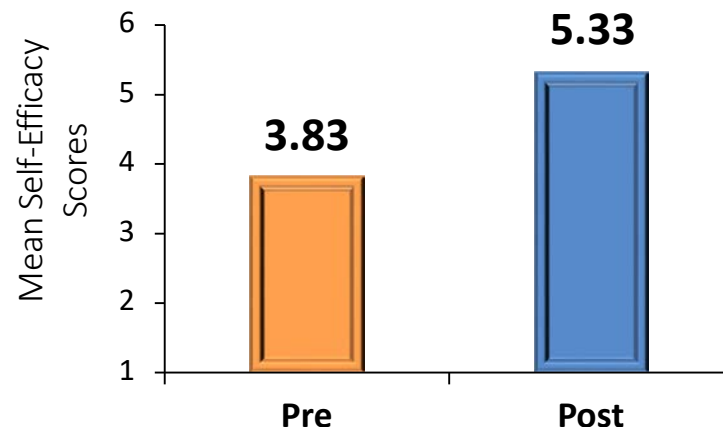
-Participant, ECHO Ontario Mental Health

We are seeing a change in confidence across ECHO Ontario participants.

“[ECHO] has improved my diagnostic skills and increased my comfort with giving an ASD [Autism Spectrum Disorder] diagnosis.”

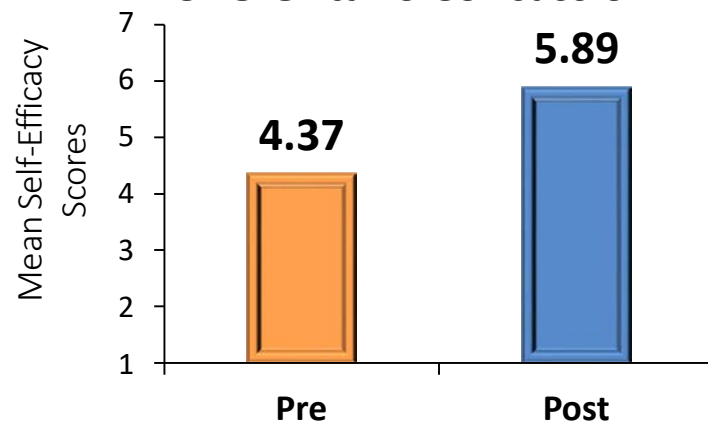
– Participant, ECHO Ontario Autism

ECHO Ontario Chronic Pain North



Statistically significant improvement in pre to post self-efficacy scores around complex patient management ($p < 0.001$)

ECHO Ontario Concussion



Statistically significant improvement in pre to post self-efficacy scores around complex patient management ($p < 0.05$)

We are seeing a change in practice across ECHO Ontario participants.

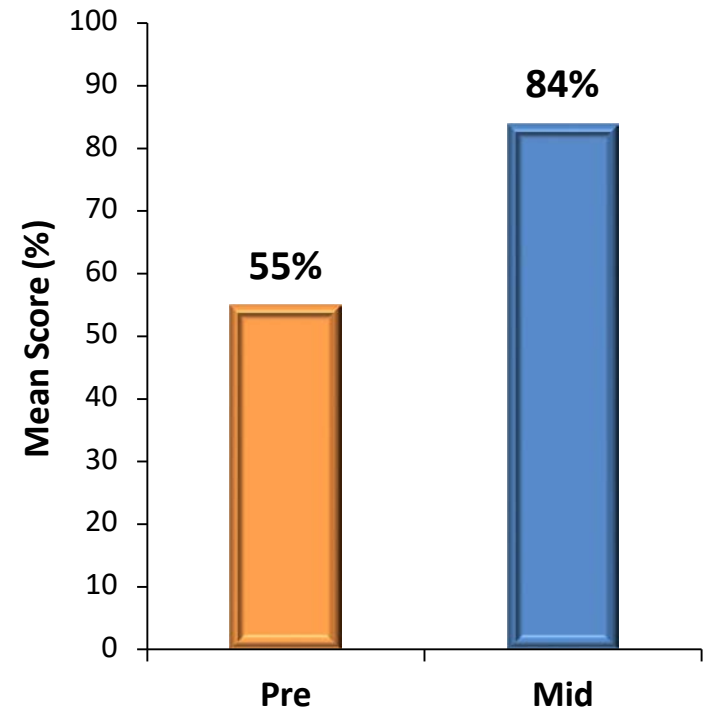
“My knowledge is definitely better; however, in my practice as a kinesiologist. I am working on being able to translate some of this knowledge to work with potential clients.”

-Participant, Paediatric Project ECHO

“The ECHO program has made me feel like a more capable service provider learning from the interdisciplinary community of practice. It was a privilege to have a mix of clinical feedback and education as well as support from community service providers such as myself.”

-Participant, ECHO Ontario Mental Health

ECHO Ontario Epilepsy Network



Statistically significant improvement in pre to post self-efficacy scores around complex patient management ($p < 0.05$)

Future directions

Looking forward

We want to work *together* to ensure optimal experience for patients and front-line providers

- 1 How can Ontario Health support this transformation toward integrated care systems for Ontarians?
- 2 What do you see as the opportunities for Ontario Health moving forward?
- 3 How can we best work together through this time of significant health care transformation?



SECTION 4

Future directions for ECHO Ontario

Focus on quality

Conduct ongoing quality improvement efforts to enhance ECHO programs, further enhancing impact for patients and providers.

Foster growth

Support new and existing organizations in expanding ECHO delivery for in-demand topics, in order to reach more health care providers across the province.

Support transformation

Collaborate with provincial stakeholders to integrate ECHO as a core offering in the transforming Ontario health care system.

Strengthen the ECHO Network

Continue to build a network of ECHO programs in Ontario that share learning, best practices and operational efficiencies in support of our collective impact.



The world is changing...fast.

Project ECHO has revolutionized the way we connect, learn and share information across the Ontario health care system.

We look forward to integrating and expanding Project ECHO in our new virtual world.

Moving knowledge, not people.

Appendix



Leadership teams

Baycrest in collaboration with North East Specialized Geriatric Centre

Dr. David Conn – *Physician Lead*
 Dr. James Chau – *Physician Lead*
 Dr. Sid Feldman – *Physician Lead*
 Dr. Andrea Moser – *Physician Lead*
 Lisa Sokoloff – *Program Director*
 Navena Lingum – *Project Coordinator (Baycrest)*
 Shaen Gingrich – *Project Coordinator (NESGC)*

Centre for Addiction and Mental Health

Dr. Allison Crawford – *Program Co-Chair*
 Linda Mohri – *Program Co-Chair*
 Dr. Sanjeev Sockalingam – *Program Co-Chair*
 Dr. Eva Serhal – *Program Director*
 Jenny Hardy – *Program Manager*
 Dr. Greg Lodenquai – *Co-Lead - Mental Health*
 Dr. Stephanie Cassin – *Co-Lead - Cognitive Behavioural Therapy ECHO*
 Dr. Shelley McMMain – *Co-Lead - Dialectical Behavioural Therapy ECHO*
 Dr. Wiplove Lamba – *Co-Lead - Addiction Medicine & Psychosocial Interventions*
 Dr. Nitin Chopra – *Co-Lead - Addiction Medicine & Psychosocial Interventions*
 Dr. Wayne Bayci – *Co-Lead - Trans & Gender Diverse Healthcare ECHO*
 Renee Linklater – *Co-Lead - First Nation, Inuit and Métis Wellness ECHO*
 Dr. Peggy Richter – *Co-Lead - Obsessive Compulsive Disorder ECHO*
 Dr. Kathleen Sheehan – *Co-Lead - Integrated Mental and Physical Health*
 Dr. Yona Lunskey – *Co-Lead - Adult Intellectual and Developmental Disabilities*

CHEO

Dr. William Gardner – *Co-Director*
 Dr. Kathleen Pajer – *Co-Director*
 Dr. Hazen Gandy – *Interim Co-Director*
 Josee Blackburn – *Program Manager*

Holland Bloorview Kids Rehabilitation Hospital

Dr. Melanie Penner – *Co-Chair, ASD Diagnosis Lead*
 Dr. Evdokia Anagnostou – *Co-Chair, Psychopharmacology Lead*
 Dr. Jessica Brian – *Early ASD Identification Lead*
 Salina Eldon – *Project Manager*

Ontario Bariatric Network

Dr. Mehran Anvari – *Project Lead*
 Dr. Vanessa Boudreau – *Project Co-Lead / Lead - St. Joseph's Healthcare Hamilton*
 Dr. Scott Cassie – *Lead - Thunder Bay Regional Health Sciences Centre*
 Dr. Stephen Glazer – *Lead - Humber River Hospital*
 Dr. Nicole Kolozsvari – *Lead - The Ottawa Hospital*
 Dr. Natasha Pereira-Hong – *Lead - Guelph General Hospital*
 Julia Skiadaresis – *Co-Lead - Toronto Western Hospital*
 Dr. Sanjeev Sockalingam – *Lead - Toronto Western Hospital*
 Dr. Boris Zevin – *Lead - Kingston Health Sciences Centre*
 Daina Mueller – *Clinical Coordinator*

Ontario Epilepsy Network

Dr. Carter Snead – *Program Co-Lead/ Lead - Toronto Children and Youth*
 Dr. Elizabeth Donner – *Program Co-Lead/ Lead - Toronto Children and Youth*
 Dr. Esther Bui – *Lead - Toronto Adult*
 Dr. Jorge Burneo – *Lead - London & Thunder Bay Adult*
 Dr. Ayman Hassan – *Lead - London & Thunder Bay Adult*
 Dr. Andrea Andrade – *Lead - London Children and Youth*
 Dr. Maryam Nouri – *Lead - London Children and Youth*
 Dr. Tad Fantaneanu – *Lead - Ottawa Adult*
 Dr. Arexo Rezaizadeh – *Lead - Ottawa Adult*
 Dr. Sharon Whiting – *Lead - Ottawa Children and Youth*
 Dr. Michelle Shapiro – *Lead - Hamilton Adult*
 Dr. Kevin Jones – *Lead - Hamilton Children and Youth*
 Dr. Rajesh Ramachandrannair – *Lead - Hamilton Children and Youth*
 Dr. Lysa Boisse Lomax – *Lead - Kingston Adult*
 Anastasia Vogt – *Program Manager*

St. Joseph's Care Group

Dr. Bryan MacLeod – *Medical Lead*
 Dr. Patricia Poulin – *Research Lead*
 Dr. Tim Larocque – *Program Manager*

The Hospital for Sick Children (SickKids)

Dr. Eyal Cohen – *Co-Lead - Paediatric Complex Care*
 Dr. Julia Orkin – *Co-Lead - Paediatric Complex Care*
 Dr. Catherine Diskin – *Co-Lead - Paediatric Complex Care*
 Michelle Ho – *Co-Lead - Paediatric Complex Care*
 Dr. Jill Hamilton – *Co-Lead - Paediatric Obesity Management*
 Rebecca Noseworthy – *Co-Lead - Paediatric Obesity Management*
 Dr. Naiyi Sun – *Co-Lead - Paediatric Pain*
 Jennifer Tyrrell – *Co-Lead - Paediatric Pain*
 Dr. Adam Rapoport – *Co-Lead - Paediatric Palliative Care*
 Dr. Christina Vadeboncoeur – *Co-Lead - Paediatric Palliative Care*
 Dr. Kevin Weingarten – *Co-Lead - Paediatric Palliative Care*
 Dr. Stephanie Veldhuijzen van Zanten – *Co-Lead - Paediatric Palliative Care*
 Kelly McMillen – *Program Co-Lead*
 Kelly Warmington – *Program Co-Lead*
 Jennifer Stinson – *Program Co-Lead*
 Chitra Laloo – *Research Lead*
 Annie Jiwan – *Program Manager*

University Health Network

Dr. Ruth Dubin – *Co-Lead - ECHO Chronic Pain & Opioid Stewardship (Retired)*
 Dr. Andrea Furlan – *Co-Lead - ECHO Chronic Pain & Opioid Stewardship*
 Dr. Jordan Feld – *Co-Lead - ECHO Liver*
 Dr. Hemant Shah – *Co-Lead - ECHO Liver*
 Dr. Claire Bombardier – *Co-Lead - ECHO Rheumatology*
 Dr. Amanda Steiman – *Co-Lead - ECHO Rheumatology*
 Dr. Mark Bayley – *Co-Lead - ECHO Concussion*
 Dr. Robin Green – *Co-Lead - ECHO Concussion*
 Dr. John Flannery – *Lead - Operations*
 Rhonda Mostyn – *Project Manager*

ECHO Ontario is a collaboration of deeply caring, enthusiastic and engaging teams. We'd like to acknowledge and extend a thank you to all the ECHO Ontario operations and hub teams that have contributed to the ongoing success of this project.

Publications

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ECHO Ontario

