

PROVINCIAL
MENTAL HEALTH AND
SUBSTANCE USE

ECHO



BC MENTAL HEALTH
& SUBSTANCE USE SERVICES
Provincial Health Services Authority

ECHO 2024 Series

Evaluation Summary

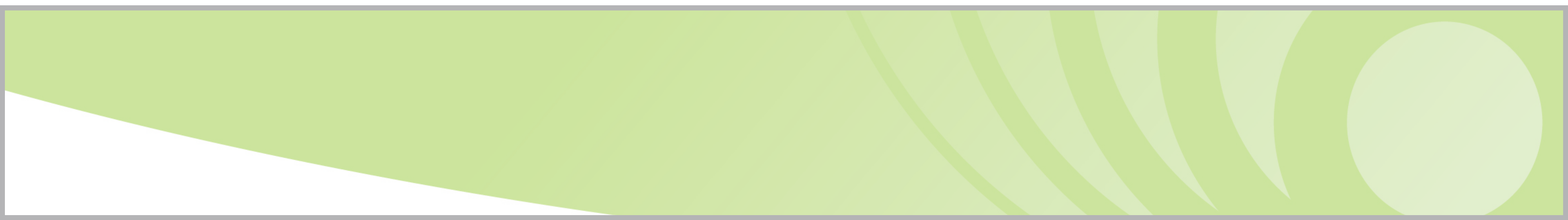


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ECHO Highlights: FY 2024-25

Growth & Engagement

54% ↑ registrants (1,312)

75% ↑ average # participants per session (range = 47 to 82)

40% ↑ repeat attendance

Reach & Impact

#1 **most visited page** on the Center for Learning (3,000+ views, 95% increase)



55 enrolled in new Certificate Program (launched Jan 2025)

Additional Milestones

Presenters Secured

Speaker lineup confirmed through Dec 2025, showing strong program appeal

Cohort Interest

High demand for topic- and sector-specific cohorts

Positive Feedback

Consistent favorable evaluations across all sessions

Background

Needs Assessment

- Led by the Provincial MHSU Network
- Identifies system-level MHSU learning needs in BC
- Supports
 - ECHO program design
 - Knowledge sharing
 - System-level challenges

About ECHO

- "All teach, all learn" community of practice
- Connects people across the continuum
- Focuses on
 - Practical skills
 - Navigating complex cases

2024 ECHO Series

- Monthly 1-hour virtual sessions, shaped by Hub Team
- Flash Talks
 - Shaped by providers and people with lived & living experience (PWLLE)
- Case Presentations
 - Complex case discussions

2024 Evaluation

- Identifies strengths & improvement areas
- Guides program growth and maximize impact

Background

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Flash Talks

Case Presentations

Recommendations

Background

Session	Flash Talk Topic	Learning Need*
March	Indigenous Perspectives on Self-Care and Wellness	Cultural Awareness
April	Toxic Drug Supply and its Clinical Implications; Supporting Complex Withdrawal and Identifying Treatments That Work	Medical Issues
May	Peer Outreach Through a Métis Lens	Cultural Awareness
June	Introduction to the Independent Rights Advice Service for MHSU Service Providers	Client Rights and Empowerment**
July	Methamphetamine Psychosis: Navigating the Challenges of Psychosis and Psychopharmacotherapy	Concurrent Disorders
August	Supporting People with Intellectual/Developmental Disabilities and Mental Health/Substance Use Challenges	Co-occurring IDD and MHSU***
September	Disrupting Mental Health and Substance Use Stigma in Health Care Settings	Stigma
October	Culture, Community & Connection: A Two Spirit Indigenous Perspective on Suicide Prevention	Cultural Awareness
November	Empowering Healthcare/Service Provider Heroes: Navigating Trauma, Embracing Self-Care, and Implementing Critical Incident Interventions	Staff Self-Care
December	Therapeutic and Relational Security	Respectful Interactions & Psychological Safety

*All learning needs identified through the Network needs assessment
**priority identified by the ECHO Hub Team and BCMHSUS leadership
***priority identified by the ECHO Hub Team

Methods

Participation

Quantitative Analysis

- Attendance metrics
- % of repeat participants
- Attendee professions & sectors

In-Session Polling

Quantitative Analysis

- 5-point Likert scale
- Knowledge acquisition
- Intent to apply knowledge to practice

Participant Feedback

Qualitative Analysis

- Semi-structured interviews (n=11)

Hub Team Feedback

Quantitative Analysis

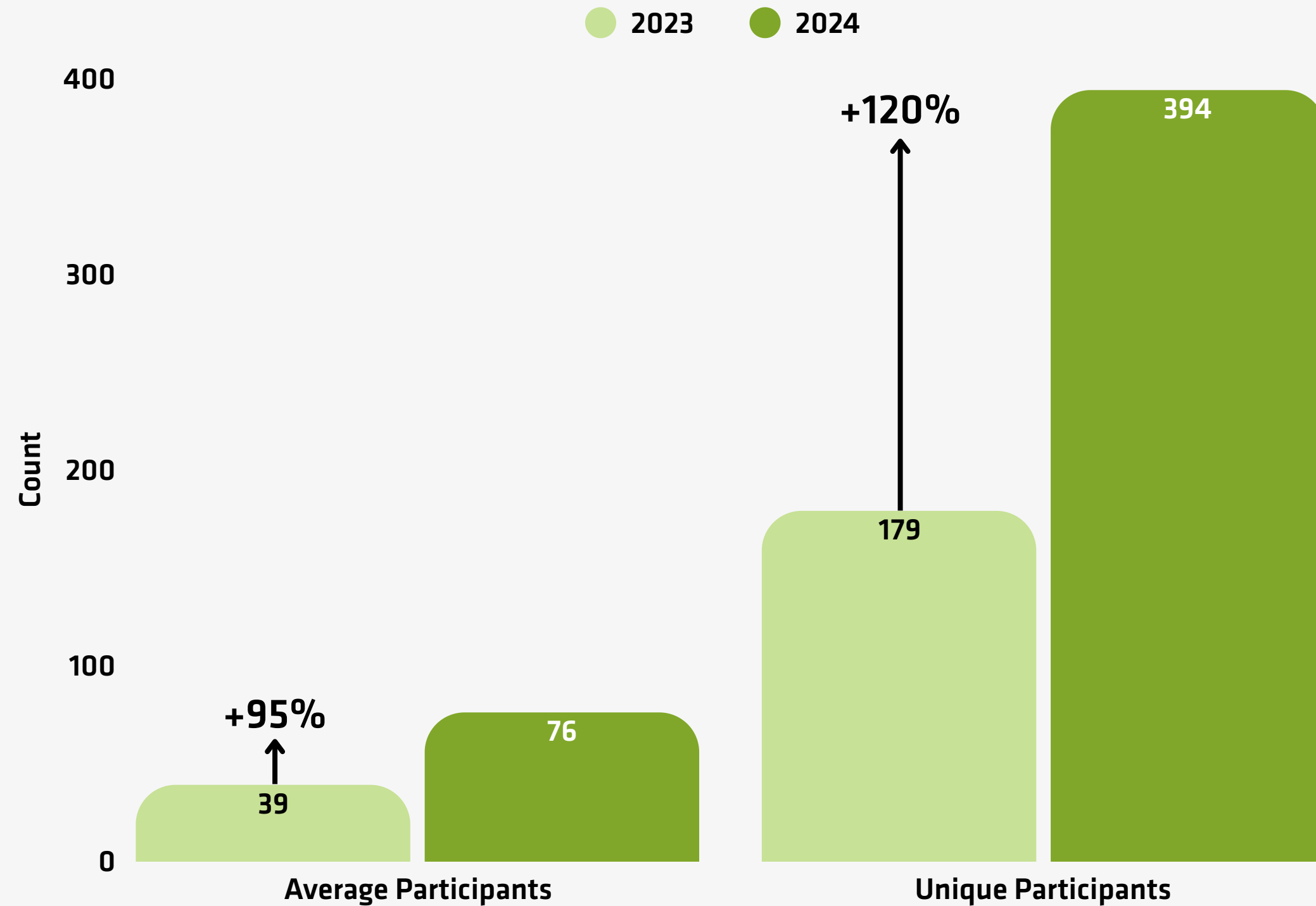
- Attendance metrics

Qualitative Analysis

- Anonymous survey (n=10)

Results: Participation

Average and Unique Participants in ECHO, 2023-2024



Results: Participation

Repeat Attendees		
# Sessions Attended	n	%
1	236	60%
2	81	20%
3	38	10%
4	18	5%
5	12	3%
6	5	1%
7	3	1%
8	1	0%

40% were
repeat
attendees

Results: Participation

Sector*	n	%
MHSU	331	57%
Primary Health Care	43	7%
Housing	37	6%
Criminal Justice	31	5%

Profession*	n	%
Admin/Manager/Leader	59	18%
Nurse	55	17%
Counsellor	37	12%
Social Worker	35	11%

*Top 4 groups of unique registrants

Results: In-Session Polling

Participant Perceptions: All Participants and Housing Sector

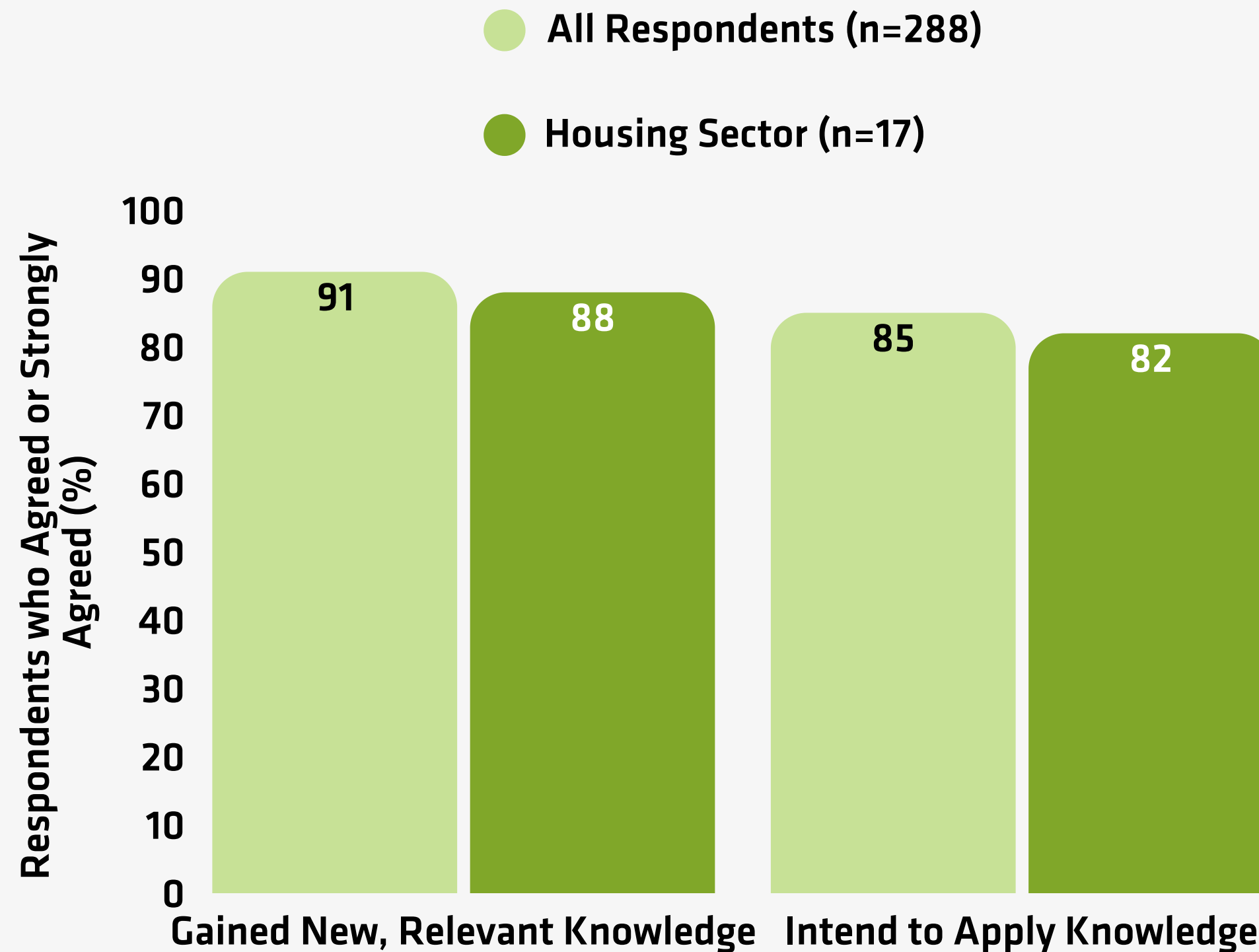
In-Session-Polls:

Q1) I gained new knowledge in this session that is relevant to my work, practice, and/or personal life.

Q2) I intend to apply the new knowledge I've gained from this session in my work, practice, and/or personal life.

Answer Options:

Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.



Results: Participant Feedback*

Motivations for Registering

General learning

"Because I don't work on the front line, I'm trying to help build those gaps in my knowledge that are helpful in my role."
- analyst

Gaining knowledge directly relevant to their work or practice

"[The information I learn] is always immediately applicable somewhere... it's usually the next couple of client sessions, the topic comes up and perhaps it's because it's fresh in my mind - the information is right there."
- clinician

Access to a convenient and free learning opportunity

"I knew I wouldn't be able to attend every session, but being part of the email chain and accessing recordings was really helpful."
- program coordinator

Results: Participant Feedback*

Program Strengths

Diversity of perspectives and variety of topics

"My education probably pales in comparison to a peer that has walked that journey. That's why I appreciate when lived experience of people is considered."
- clinician

Engaging and supportive environment

"I really think your group does an amazing job creating that safety, responding to questions in the chat, hearing all the voices in the room. That's why I come back."
- program coordinator

Unique Format

"They're both very relevant [Flash Talk + case] because, there's the information and then there's the application."
- clinician

Access to resources and interacting with a community of practice

"It helps build your confidence in a way to say, oh, this is also what other people have done and found helpful."
- client care coordinator

Results: Participant Feedback*

Barriers

Logistical challenges and session format limitations

"It's just my break time where I want to go out and go for a walk or something."
- clinician

Broad topics

"I think the problem with ECHO is that it's so broad and it covers so many different services that something relevant for the community transition team is not relevant for corrections."
- educator

Lack of protected education time in healthcare

"My inability to attend is a product of the status of healthcare in general. So my clinical work is always going to take priority over my own personal learning. I think it's directly relevant, but education always seems to take a back seat, which I think is really unfortunate. We're not offered protected education time, which I think would be really important. Because I think it makes everybody's clinical work better."
- clinician

Results: Hub Team Feedback

Hub Team Engagement

15 Hub Team members

An average of 9 members attended each ECHO session

An average of 11 members attended each Hub Team meeting

Reflections

100% agreed that their involvement was a good use of their time

100% agreed that their input impacted session execution and program planning

Suggestions for ECHO:

- 1) create a resource library
- 2) have a 'meet the Hub Team' session
- 3) increase Indigenous representation
- 4) build relationship with an Elder

Conclusion

Key Takeaways

ECHO sessions successfully engage a diverse audience, including various professions and competency levels

ECHO attendance has grown significantly from 2023

Participants find the learning relevant and applicable.

Participants enjoy learning while having opportunity to connect

Next Steps

Launch the 2025 Certificate of Participation program to encourage more registration and consistent attendance

Prioritize Flash Talk topics on underserved populations (e.g. ABI, corrections), and information on provincial programs and resources

Prioritize recruiting an Elder for the Hub Team

Explore different formats for the Case Presentation

Contact

Follow this QR code to register &
receive updates for ECHO
(if you have not yet registered):



Email us to:

- 1) Opt-in to our Certificate of Participation program with your full name and email address.
- 2) Present a flash talk or case.

echo_bcmhsus@phsa.ca