

Tips & Tricks to Engage Our Learning Partners

Before

1. Offer Morning Rounds and Lunch and Learns as a preview of ECHO and recruitment tool.
2. Hold orientation sessions and/or Bootcamps. Can help familiarize and prime expectations.
3. Send a welcome package with personalized welcome letter. Personal follow-up to build excitement before cycle. Offering one-to-one IT support if needed.
4. Give incentives to encourage case presentations (e.g. T-shirts).
5. Have Learning Partners (LPs) choose preferred dates for case presentation(s) in advance and sending cases in advance of clinic sessions for review.
6. Create an unprivileged space/neutral zone. Using a first name basis among Hub and LPs.
7. Map out relevant awareness weeks to recognize/celebrate.

During

1. ZOOM green screen/"ECHO beats"— creates a safe space and casualness to encourage collaboration and engagement.
2. Provide/encourage use of in-clinic communication options (e.g. raise hand, chat, unmute)
3. Skilled facilitation (e.g., humour, embracing silence, time management, awareness of cameras)
4. Encourage LPs to keep cameras on (humour – “we’d love to see what you’re having for lunch”, encourage in announcements, chat, etc.)
5. “Spotlight” learning partners during roll call and in weekly communications.
6. Message boards on community subsites as a communication/collaboration tool during cycle (with disclaimer).

After

1. Follow-up with LPs personally (via email or phone) for feedback for improvement and/or use of case suggestions/recommendations.
2. Send out weekly communications (case summary of suggestions, PPT slides, announcements, etc.)
3. Send personalized thank you cards and SWAG in the mail after a cycle.
4. Ask experienced LPs to present a case as an example for future cycles.
5. “Lifetime membership” to participate in any future ECHO sessions.



**Community
of Practice**

Communities of practice (CoP):

are groups of people who share a passion, a concern or a set of problems regarding a particular topic, and who interact regularly in order to deepen their knowledge and expertise, and learn how to do things better (Wenger, 2004; Ranmuthugala et al., 2011; Markwell, 2009)

Things to keep in mind:

- Focus on value.
- Build community.
- Be respectful.
- Present the benefits.
- Make it relevant.

Tool/Purpose	Website	Comments
Weekly communications/newsletters	https://mailchimp.com/ https://www.constantcontact.com/ca/index.jsp	
Polling	https://www.mentimeter.com/ https://pollev.com/ https://kahoot.com/	
REDCap	https://www.project-redcap.org/	
ZOOM green screen background/ECHO beats	https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background	
Social Media	https://twitter.com/?lang=en	
Community subsites	Contact Ralph: Ralph.Fabico@uhn.ca Project Coordinator, UHN	

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