







CAHPS[®] EXPERIENCE OF CARE AND HEALTH OUTCOMES (ECHO) SURVEY

Appropriate patient care is essential to the overall health of the ones we serve. Annually, NCQA directs health plans to conduct a survey about the patient’s experience with behavioral health services. The ECHO Behavioral Health Member Experience Survey measures patients’ experiences and identifies opportunities for health plans and providers to improve quality of care and access to mental health and substance abuse services.

Your patients may be asked the following questions. How do you rate?

Composite Measures	Sample Questions
Getting Treatment Quickly	<ul style="list-style-type: none"> • How often did you get the professional counseling you needed on the phone? • When you needed counseling or treatment right away, how often did you see someone as soon as you wanted? • Not counting the times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted? <p> Always, Usually, Sometimes, Never</p>
How Well Your Clinician Communicates	<ul style="list-style-type: none"> • How often did the provider listen carefully to you? • How often did the provider explain things in a way that you could understand? • How often did the provider show respect for what you had to say? • How often did the provider spend enough time with you? • How often were you involved as much as you wanted in your counseling or treatment? <p> Always, Usually, Sometimes, Never</p>
Information About Treatment Options	<ul style="list-style-type: none"> • Were you told about self-help or support groups? • Were you given information about different kinds of counseling or treatment that are available? <p> Yes, No</p>

(continued)

Composite Measures	Sample Questions
Access to Treatment and Information from Health Plan	<ul style="list-style-type: none"> • How much of a problem, if any, were delays in counseling or treatment while you waited for approval from your health plan? <p> A big problem, A small problem, Not a problem</p>
Single Item Measures — Sample Questions	<ul style="list-style-type: none"> • How often were you seen within 15 minutes of appointment time? • Were you told about medication side effects? • Were you given information about your rights as a patient? • Did you feel that you could refuse a specific type of treatment? • Was your care responsive to cultural needs?

Provider Tips:

- Offer extended hours, telehealth and various treatment options when possible.
- Let patients know your office hours and how to get after-hours care.
- Partner with the health plan and coordinate care with other specialists and primary care physicians to address whole person health and access to timely care.
- Assess culture and linguistic needs and ask your patients what is important to them.
- Offer to coordinate care with other specialists or primary care physicians.
- Obtain release of information forms and explain the purpose of releasing information to other providers.
- Include family/caregivers/identified support in the treatment plan.
- Invite questions and encourage your patient to take notes.
- Use the “teach-back” method.

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