

Experience Care & Health Outcomes Survey Smart Sheet

ECHO Survey Basics

- Current **survey version 3.0**
- The ECHO Survey asks about the experience of adults & children who have received mental health or substance abuse services through a health plan in the previous 12 months
- The ECHO Survey was endorsed by the National Quality Forum in 2007
- The survey can be used for managed care organizations (MCOs), & managed behavioral healthcare organizations (MBHOs)

Survey Process

- **Mail, telephone, mixed mode, email & text**
- **Internet enhancement is accepted**
- The CAHPS® standard for completed questionnaires is **300 (411** for NCQA MBHO¹)
- Sampling rates will be determined to meet the target of **300/411 completes** per healthcare organization

ECHO Survey Quality Measures

- Getting treatment quickly
- How well clinicians communicate
- Getting treatment & information from the plan (or MBHO)
- Perceived improvement
- Information about treatment options
- Overall rating of counseling & treatment (MCO & MBHO)
- Overall rating of the health plan (MCO only)

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- Online portal access
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Posters & promotional materials for increased awareness
- Courteous, helpful & responsive staff
- Key contact team
- RMS onsite call center
- Telephone surveys conducted by professional interviewers
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

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