

## ECHO Survey Process

- The survey can be used for managed care organizations (MCOs), and managed behavioral healthcare organizations (MBHOs)
- Adult Survey version 3.0 is 55 questions with an option of supplemental questions (Adult Only)
- Child survey 3.0 is 58 questions in length  
Supplemental questions are not permitted for the Child survey.
- A minimum of 450 completed surveys annually is recommended
- Mail, telephone, mixed mode, email and text
- The CAHPS® standard for annually completed questionnaire is 300 (411 for NCQA MBHO<sup>1</sup>)
- Sampling rates will be determined to meet the target of 300/411 completes per healthcare organization
- Monthly summary reports provided

## 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)

1-National Committee for Quality Assurance (NCQA) Managed Behavioral Healthcare Organization (MBHO) Accreditation.

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## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- Strategies provided to improve performance
- Deadlines promptly met
- Establish engaging partnerships with clients
- Collateral provided to promote patient engagement
- Professional interviewers
- No robocalls
- Attentive & responsive to patient hot comments
- Fully HIPAA compliant

## We Offer More

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Consulting
- Distinction in Behavioral Health Integration Consulting
- Employee Surveys
- Customized Surveys
- Image & Awareness Studies
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys: CG, ED, H, HH, Hospice, ICH, OAS