

CBE ID

0008

Title

Experience of Care and Health Outcomes (ECHO) Survey

Project

Patient Experience and Function

Endorsement Status

Endorsement Removed

Is Under Review

No

Previous Endorsement Cycle

Spring 2020

Removal Date

Sun, 05/09/2021 - 20:00

Initial Endorsement

Sat, 06/30/2007 - 20:00

Steward

Agency for Healthcare Research and Quality

1.0 New or Maintenance

Maintenance

1.1 Measure Structure

Single Measure

1.3 Electronic Clinical Quality Measure (eCQM)

No

1.6 Measure Description

The ECHO is a survey that includes 5 multiple item measures and 12 single item measures:

Multiple Item Measures:

Getting treatment quickly

-Get treatment as soon as wanted when it was needed right away

-Get appointments as soon as wanted

-Get professional help by telephone

How well clinicians communicate

-
- Clinicians listen carefully
 - Clinicians explain things in an understandable way
 - Clinicians show respect
 - Clinicians spend enough time
 - Feel safe with clinicians
 - Patient involved as much as wanted in treatment
- Perceived improvement
- Compare ability to deal with daily problems to 1 year ago
 - Compare ability to deal with social situations to 1 year ago
 - Compare ability to accomplish things to 1 year ago
 - Compare ability to deal with symptoms or problems to 1 year ago
- Getting treatment and information from the plan
- Getting new clinician
 - Delays in treatment while wait for plan approval
 - Getting necessary treatment
 - Understanding information about treatment in booklets or on the web
 - Getting help when calling customer service
 - Filling out paperwork
- Informed about treatment options
- Told about self-help or consumer run programs
 - Told about different treatments that are available for condition

Single Item Measures:

- Overall rating of counseling and treatment (MCO and MBHO)
- Overall rating of the health plan (MCO only)
- Wait more than 15 minutes past appointment time to see clinician
- Told about medication side effects
- Talk about including family & friends in treatment
- Given as much information as wanted about how to manage condition
- Given information about rights as a patient
- Patient feels that he or she could refuse a specific type of treatment
- Was information revealed that should have been kept private
- Cultural competence -Care responsive to language, race, religious, ethnic
- Amount helped by treatment
- Plan provides information about how to get treatment after benefits used up

The measures are based on reports of care experiences over the previous six months from adult (18 years of age or older) patients receiving behavioral health care (mental health and substance abuse treatment) and the organization that provides or manages their treatment and health outcomes.

Each measure score is the mean of the responses to the survey questions from patients receiving care at a particular health plan or managed behavioral health organization

More detail can be found at:

<http://www.ahrq.gov/cahps/surveys-guidance/echo/about/survey-measures.h...>

1.7 Measure Type

Patient-reported Outcome Performance Measure (PRO-PM)

1.8 Level of Analysis

Health Plan

1.9 Care Setting

Outpatient Services

1.14 Numerator

No changes from original specification: The ECHO survey measures patient-centered care by asking about patient experiences with behavioral health care (mental health and substance abuse treatment) and the organizations that provide or manage the person's treatment and health outcomes. The survey and instructions are available

at: [www.qualityforum.org/pdf/ambulatory/txECHOALL\(onepager&specs&survey\)03-...Measure_developer/instrument web site:](http://www.qualityforum.org/pdf/ambulatory/txECHOALL(onepager&specs&survey)03-...Measure_developer/instrument_web_site)

www.cahps.ahrq.gov/content/products/ECHO/PROD_ECHO_MBHO.asp?p=1021&s=214The composite measures' component items can be found on the document titled "Reporting Measures for the ECHO Survey 3.0" (Document No. 209 - 8/31/06) available for download at <http://www.ahrq.gov/cahps/surveys-guidance/echo/instructions/index.html>

1.15 Denominator

All survey respondents, or for selected items, all respondents who respond appropriately to screening questions.

1.20 Types of Data Sources

Instrument-Based Data

6.1.2 Current or Planned Use(s)

Use unknown

6.1.3 Current Use(s)

Use unknown

Exclusions

No changes: Patients who received behavioral health services only in primary care settings (e.g. psychotropic medications from their primary care physician) are not included.

Risk Adjustment

Statistical risk model

Target Population

Adults

Steward Organization

Agency for Healthcare Research and Quality

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