

CAHPS[®] Experience of Care and Health Outcomes (ECHO) Survey



Appropriate patient care is essential to the overall health of the patients you oversee. Arkansas Total Care is dedicated to partnering with you to help maximize opportunities to improve patient care and patient satisfaction, for the benefit of you, the physician, and the patient.

Annually, NCQA directs health plans to conduct a survey about the member's experience with behavioral health services. The ECHO Behavioral Health Member Experience Survey measures members' experiences and identifies opportunities for health plans and providers to improve quality of care and access to mental health and substance use services. Your patients may be asked the following questions.

Getting Treatment Quickly

- ▶ 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?

How Well Your Clinician Communicates

- ▶ 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?

Treatment Options

- ▶ Were you told about self-help or support groups?
- ▶ Were you given information about different kinds of counseling or treatments that are available?

Access to Treatment and Information from Health Plan

- ▶ How much of a problem, if any, were delays in counseling or treatment while you waited for approval from your health plan?

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- ▶ 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?

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Please Use the Following Suggestions to Improve Your Ratings:

- ▶ 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.
- ▶ 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.