# IT-6.2.e.i - IT-6.2.e.v: Experience of Care and Health Outcomes (ECHO)

| **Tool Title** | **IT-6.2.e Experience of Care and Health Outcomes** |
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| **Description** | The Experience of Care and Health Outcomes (ECHO) Survey asks about the experiences of adults and children who have received mental health or substance abuse services through a health plan in the previous 12 months. It is appropriate for patients with a range of service needs, including those with severe mental illness, but does not include questions on treatment during inpatient stays and self-help groups.  **IT-6.2.e.i:** Getting treatment quickly  **IT-6.2.e.ii:** How well clinicians communicate  **IT-6.2.e.iii:** Getting treatment and information from the plan or MBHO  **IT-6.2.e.iv:** Perceived improvement  **IT-6.2.e.v:** Information about treatment options  The survey is designed to be used by organizations responsible for delivering behavioral health services. MCO and MBHO versions are available.  \*\*\*\*\* The ECHO Surveys and associated instructions are currently being updated to ensure that the survey is consistent with the CAHPS Health Plan Survey 5.0. The timeline of this update has not yet been finalized. |
| **Setting** | Ambulatory |
| **NQF Number** | 0008 |
| **Measure Steward or Survey Developer** | Agency for Healthcare Research and Quality |
| **Link to measure citation** | <http://www.qualityforum.org/QPS/0008> |
| **Link to survey** | <https://cahps.ahrq.gov/surveys-guidance/echo/about/index.html>  Please contact HHSC for sample of ECHO Survey 3.0 |
| **Measure type** | Standalone |
| **Measure status** | Pay-for-Reporting: Prior Authorization |
| **Administration** | **Mode:** Similar to CAHPS, administered via phone or mail in survey.  **Administration Time:** 10 - 15 minutes  **Language:** English  **Cost:** The ECHO Survey is in the public domain. Survey sponsors are free to use it in whatever ways best serve their needs. If the survey is mandated, the organization mandating the survey may have more specific requirements. |
| **Scoring** | Scoring should be handled by your survey administrator, following the measure steward specifications. Detailed scoring instructions, including case mix adjusting are available from the survey administrator.  DSRIP reporting will be based on the percentage of survey respondents who chose the most positive, or “top-box,” survey response for the selected subdomain as reported by your survey administrator. Scores should be case mix adjusted.  The **“top-box”** is the most positive response to ECHO survey questions. |
| **Measure Steward contact** | CAHPS User Network  1-800-492-9261  CAHPS1@westat.com |
| **DSRIP-specific modifications to Measure Steward’s specification** | For DSRIP reporting purposes, the numerator should be multiplied by the number of completed surveys, as instructed in the "Numerator Description" in this document. |
| **Numerator Description** | Patient-mix adjusted percent "top box" score for a given subdomain as provided by your survey administrator, multiplied by the number of completed ECHO surveys represented in the "top box" score.  Example:  *For reporting period X, your survey administrator reports that your case mix survey mode adjusted "top box" score for IT-6.2.a.i ECHO Communication with Doctors is 87, and this score represents the average result of 325 completed surveys. In this scenario, the reported numerator would be* ***28,275****.*  *Where:*  *"Top Box" Score = 87*  *Survey Sample Size = 325*  *Numerator = "Top Box" Score x Survey Sample Size*  ***28275*** *= 87x325*  NOTE: This numerator is designed to allow you to easily report both your "top box" score and your survey sample size. |
| **Numerator Inclusions** | *The survey developer does not identify specific numerator inclusions beyond what is described in the numerator description.* |
| **Numerator Exclusions** | *The survey developer does not identify specific numerator inclusions beyond what is described in the numerator description.* |
| **Denominator Description** | The number of ECHO surveys completed during the measurement period as reported by your survey administrator.  The denominator should be the same as the multiplier used in the numerator. |
| **Denominator Inclusions** | *The survey developer does not identify specific denominator inclusions beyond what is described in the denominator description.* |
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| **Denominator Size** | Providers must report a minimum of 30 cases per measure during a 12-month measurement period (15 cases for a 6-month measurement period)   * For a measurement period (either 6 or 12 months) where the denominator size is less than or equal to 75, providers must report on all cases. No sampling is allowed. * For a measurement period (either 6 or 12 months) where the denominator size is less than or equal to 380 but greater than 75, providers must report on all cases (preferred, particularly for providers using an electronic health record) or a random sample of not less than 76 cases. * For a measurement period (either 6 or 12-months) where the denominator size is greater than 380, providers must report on all cases (preferred, particularly for providers using an electronic health record) or a random sample of cases that is not less than 20% of all cases; however, providers may cap the total sample size at 300 cases. |
| **Allowable Denominator Sub-sets** | All denominator subsets are permissible for this outcome |
| **Considerations for Providers** | Providers should for follow survey administration, sampling, and scoring guidelines, unless a DSRIP specific modification has been noted. Surveys are validated in their entirety and providers should plan on using as specified by the survey developer.  The ECHO was designed to be used at the plan level and may not be suitable for use at the provider level.  The ECHO Surveys and associated instructions are currently being updated to ensure that the survey is consistent with the CAHPS Health Plan Survey 5.0. The timeline of this update has not yet been finalized.  Scoring instructions are available for SAS. |
| **Data Source** | ECHO Survey Report as provided by your survey administrator |