



Iowa Total Care

# BH ECHO Quick Reference Guide

2024

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

Each summer, a random sample of Iowa Total Care members are surveyed about their experiences with their outpatient behavioral and mental healthcare services through the Behavioral Health Experience of Care and Health Outcomes (BH ECHO) survey.

As a provider, you are an important partner in our members' satisfaction with their healthcare experience. The BH ECHO Quick Reference Guide provides insight into how members are evaluating the care they receive. Please take a moment to review some of the key topics in the BH ECHO survey and other valuable resources provided to you by Iowa Total Care.

**Your patients may be asked the following questions. How do you rate?**

Composite Measures	Sample Questions
Getting Treatment Quickly	<ul style="list-style-type: none"> <li>• How often did you get the professional counseling you needed on the phone?</li> <li>• When you needed counseling or treatment right away, how often did you see someone as soon as you wanted?</li> <li>• 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?</li> </ul> <p>(Always, Usually, Sometimes, or Never)</p>
How Well Your Clinician Communicates	<ul style="list-style-type: none"> <li>• How often did the provider listen carefully to you?</li> <li>• How often did the provider explain things in a way that you could understand?</li> <li>• How often did the provider show respect for what you had to say?</li> <li>• How often did the provider spend enough time with you?</li> <li>• How often were you involved as much as you wanted in your counseling or treatment?</li> </ul> <p>(Always, Usually, Sometimes, or Never)</p>
Information About Treatment Options	<ul style="list-style-type: none"> <li>• Were you told about self-help or support groups?</li> <li>• Were you given information about different kinds of counseling or treatment that are available?</li> </ul> <p>(Yes or No)</p>

## Single Item Measures - Sample Questions

- 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?

### Please incorporate the following into your daily practice:

- Offer extended hours, telehealth, and various treatment options when possible.
- Let members know your office hours and how to get after-hours care.
- Partner with Iowa Total Care and coordinate care with other specialists and primary care physicians to address whole person health and access to timely care.
- Assess cultural and linguistic needs by asking members what is important to them.
- Obtain release of information forms and explain the purpose of releasing information to other providers.
- Include family and caregivers in the treatment plan.
- Invite questions and encourage the member to take notes.
- Use the teach-back method to check for member's understanding and to improve communication.



### Want to learn more?

Use the QR code to access Iowa Total Care's on-demand BH ECHO survey training via our [Provider Trainings & Webinars page](#).

This 20-minute training provides awareness and strategies to enhance our members' satisfaction and experience with mental health and substance use services.