

Overview of CAHPS Mental Health Surveys

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Today's Presentation

- Short history of CAHPS Mental Health Care Surveys
- Findings from qualitative research among people with mental health or substance use disorders (SUD)
- Key finding from a 2021 survey of State health care plans (Medicaid)
- Preliminary results from our 2022 pilot test in family medicine practices

Overview of CAHPS Mental Health Surveys



- Surveys designed to assess and guide improvement of patient experiences with behavioral health, mental health, and/or substance use services.
 - ▶ CAHPS Experience of Care and Health Outcomes (ECHO) Survey
 - ▶ Supplemental items on access to mental health care services for the CAHPS Clinician & Group Survey and the CAHPS Health Plan Survey
 - ▶ **New in 2024:** CAHPS Outpatient Mental Health Survey
 - ▶ **In progress:** CAHPS Inpatient Survey; field testing spring, 2025

Early History of CAHPS Mental Health Care Surveys



Year	Event
1998	The National Committee for Quality Assurance (NCQA) convened a measurement committee to evaluate instruments for assessing consumer experiences with behavioral health care.
1999	CAHPS Consortium reviewed the Mental Health Statistics Improvement Program (MHSIP) survey and developed the Consumer Assessment of Behavioral Health Services (CABHS) survey.
1999	Tested 3 surveys—CABHS, MHSIP, and a hybrid. Synthesized into <u>Experience of Care and Health Outcomes (ECHO)</u> survey
2000	Cognitive testing of ECHO survey
2002	Field test of ECHO → trademarked by AHRQ
2007	Endorsed by the National Quality Forum

Experience of Care & Health Outcomes (ECHO) Survey



- ▶ Collects patient experience information *and* information on health outcomes related to behavioral health
- ▶ Focused on experiences with providers, insurers, and managed care organizations
- ▶ Early updates to maintain consistency with CAHPS family of instruments