

Reporting Measures for the ECHO® Survey

3.0

Reporting Measure	Items Included in the Measure		
	Item Number	Short Title	Response Format
Composite Measures			
Getting treatment quickly	Q3	Get help by telephone	Never Sometimes Usually Always
	Q5	Get urgent treatment as soon as needed	
	Q7	Get appointment as soon as wanted	
How well clinicians communicate	Q11	Clinicians listen carefully	Never Sometimes Usually Always
	Q12	Clinicians explain things	
	Q13	Clinicians show respect	
	Q14	Clinicians spend enough time	
	Q15	Feel safe with clinicians	
	Q18	Involved as much as you wanted in treatment	
Getting treatment and information from the plan or MBHO	Q43 (MCO only)	Getting clinician happy with	Big problem Small problem Not a problem
	Q39 (MBHO)/ Q45 (MCO)	Delays in treatment while wait for plan approval	
	Q46 (MCO only)	Problem getting necessary treatment	
	Q48 (MCO only)	Understanding information about treatment in written materials or on the Internet	
	Q41 (MBHO)/ Q50 (MCO)	Helpfulness of customer service	
	Q52 (MCO only)	Filling out paperwork	
Perceived improvement	Q31	Compare ability to deal with daily problems to 1 year ago	Much worse A little worse About the same
	Q32	Compare ability to deal with social	

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	Q33	situations to 1 year ago Compare ability to accomplish things to 1 year ago	A little better Much better
	Q34	Compare ability to deal with symptoms or problems to 1 year ago	
Information about treatment options	Q20	Told about self-help or consumer run programs	No Yes
	Q21	Told about different treatments that are available for condition	
Global Ratings			
Treatment	Q28	Overall rating of counseling and treatment	0 to 10
Health plan (MCO only)	Q53 (MCO only)	Overall rating of health plan	0 to 10
Single Item Measures			
Office wait	Q10	Seen within 15 minutes of appointment time	Always Usually Sometimes
Told about medication side effects	Q17	Told about side effects of medication	No Yes
Including family and friends	Q19	Talk about including family and friends in treatment	No Yes
Information to manage condition	Q22	Given as much information as wanted to manage condition	No Yes
Patient rights information	Q23	Given information about rights as a patient	No Yes
Patient feels he or she could refuse treatment	Q24	Patient feels that he or she could refuse a specific type of treatment	No Yes
Privacy	Q25	Confident about privacy of treatment information	No Yes
Cultural competency	Q27	Care responsive to cultural needs	No Yes

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	Item Number	Short Title	Response Format
Amount helped	Q29	Amount helped by treatment	Not at all A little Somewhat A lot
Treatment after benefits are used up	Q37 (MBHO)/ Q41 (MCO)	Plan provides information about how to get treatment after benefits are used up	No Yes