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LME-MCO Communication Bulletin #J245

Date: March 27, 2017

To: LME-MCOs

From: Deb Goda, Behavioral Health Unit Manager, Community Based Services, DMA and Mabel McGlothlen, Team Leader for System Performance and Project Management, DMH/DD/SAS

Subject: Experience of Care and Health Outcomes (ECHO) Survey 2015-2016

This bulletin provides results of the 2015-2016 Experience of Care and Health Outcomes (ECHO) Survey. The enclosed reports summarize the results of the survey.

The purpose of the survey is to assess consumer perceptions of the care that they received through the seven LME-MCOs in North Carolina. The results from the Adult ECHO and the Child ECHO will assist DMA in assessing the LME-MCOs ability to monitor the quality of mental health, substance abuse, and intellectual and developmental disability services.

After reviewing the survey results, please share with your leadership team, board and local stakeholders. The survey results should also be used in the development of your Quality Strategy. The individual survey results for your agency will be sent to the Contract Manager and Chief Executive Officer. Please note the survey process began prior to Smoky Mountain's name change to VayaHealth. Therefore, Smoky Mountain is reflected in the report. All future reports will include the name VayaHealth.

As the External Quality Review Organization (EQRO) for the North Carolina Department of Health and Human Services, Division of Medical Assistance (DMA), The Carolinas Center for Medical Excellence (CCME) is contracted to conduct a satisfaction survey of the consumers participating in the 1915(b)(c) Medicaid Waiver program. This survey allows the State and the health plans to measure how well they are meeting consumers' expectations and needs. Implementation of the survey was conducted in compliance with the regulations in the

Balanced Budget Act of 1997 (BBA) that govern Medicaid managed care programs as described in the federal regulations.

CCME used the protocol, outlined in the following link, developed by the Centers for Medicare & Medicaid Services (CMS) titled EQR Protocol 4 Validation and Implementation of Surveys, version 2.0 dated September 2012, to conduct and analyze this survey for DMA.

<https://www.medicaid.gov/medicaid/quality-of-care/downloads/eqr-protocol-5.pdf>

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program, which is funded by the Agency for Healthcare Research & Quality (AHRQ), supports and provides surveys for assessing different healthcare settings.

DMA chose the CAHPS adult and child versions of the Experience of Care and Health Outcomes (ECHO®) Survey for Managed Behavioral Healthcare Organizations, version 3.0; specifically, surveys 252A (Adult – English), 252B (Adult – Spanish), and 255 (Child). Copies of the surveys used can be found in *Appendix A: Example Surveys*.

Each survey has more than 50 questions that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan. In addition, each health plan will receive the raw data for the surveys that were completed. Additional guidance on how to interpret the surveys and the measures available can be found at:

<https://cahps.ahrq.gov/surveys-guidance/echo/about/index.html>

If you have questions regarding this report, please contact Adolph Simmons, Jr., at Adolph.simmons@dhhs.nc.gov or 919-855-4357.

Previous bulletins can be accessed at:

<http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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