

NQH Standards of Care

Improving the Quality of Addiction Treatment

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Substance Abuse Performance Measure Inventory

A. Federal Agencies, National Organizations and Associations

The NQH Standards of Care Project was supported with funds from the Robert Wood Johnson Foundation (RWJF); the dissemination project is being administered by the Open Society Institute (OSI).

**Substance Abuse Performance Measure Inventory:
Federal Agencies/Organizations/Associations**

Federal Agencies/Organizations/Associations

American Medical Association, Physician Consortium for Performance Improvement® (AMA, PCPI)	http://www.ama-assn.org/ama/pub/physician-resources/clinical-practice-improvement/clinical-quality/physician-consortium-performance-improvement/pcpi-measures.shtml
<ul style="list-style-type: none"> • Substance use disorders: percentage of patients aged 18 years and older with a diagnosis of current alcohol dependence who were counseled regarding psychosocial AND pharmacologic treatment options for alcohol dependence within the 12 month reporting period. • Substance use disorders: percentage of patients aged 18 years and older with a diagnosis of current opioid addiction who were counseled regarding psychosocial AND pharmacologic treatment options for opioid addiction within the 12 month reporting period. • Substance use disorders: percentage of patients aged 18 years and older with a diagnosis of current substance abuse or dependence who were screened for depression within the 12 month reporting period. • Preventive care and screening: percentage of patients aged 18 years and older who were screened for unhealthy alcohol use at least once during the two-year measurement period using a systematic screening method. • Preventive care and screening: percentage of patients aged 18 years and older who were screened for unhealthy alcohol use at least once during the two-year measurement period using a systematic screening method AND who received brief counseling if identified as an unhealthy alcohol user. • Preventive care and screening: percentage of patients 18 years and older who were screened for tobacco use at least once during the two-year measurement period AND who received cessation counseling intervention if identified as a tobacco user. 	
Forum on Performance Measurement	http://www.washingtoncircle.org/
<ul style="list-style-type: none"> • 21-item Modular Survey on Consumer Perception of Care • As per discussion with Fran Cotter on 5/28/09 will not include in the crosswalk 	
U.S. Department of Health & Human Services (HHS) Measure Inventory	Accessed from http://www.qualitymeasures.ahrq.gov/hhs/hhs.index.aspx
<ul style="list-style-type: none"> • Provides an inventory of the measures that are currently being used by the Divisions in HHS for quality measurement, improvement, and reporting. • Divisions include: AHRQ, Administration on Aging (AoA), CDC, CMS, HRSA, IHS, NIH, Office of the National Coordinator for Health Information Technology (ONC), Office of Public Health and Science (OPHS), and SAMHSA. <ul style="list-style-type: none"> ○ Adult current smokers with a visit who received advice to quit smoking from a doctor in the last 12 months. (AHRQ) <ul style="list-style-type: none"> ▪ <i>Specification:</i> Subset of the denominator population who received advice to quit smoking/ Adults age 18 and over who reported in the survey year that they currently smoke and had a routine check up in the past 12 months and answered the question “In the past 12 months did a doctor advise you to stop smoking?” Nonresponses and “Don’t Know” responses were excluded. ○ Inquiry regarding tobacco use. (CMS) <ul style="list-style-type: none"> ▪ <i>Specification:</i> Patients who were queried about tobacco use one or more times within 24 months/ All patients aged 18 years and older. ○ Advising smokers to quit. (CMS) <ul style="list-style-type: none"> ▪ <i>Specification:</i> Patients who received advice to quit smoking/ All patients aged 18 years and older. ○ Proportion of tobacco-using patients that receive tobacco cessation intervention. (IHS) <ul style="list-style-type: none"> ▪ <i>Specification:</i> Patients who have received or refused tobacco cessation counseling or received a prescription for a smoking cessation aid during the Report Period, including documented refusal in past year; 2) Patients identified during the Report Period as having quit their tobacco use/ Active clinical patients identified as current tobacco users prior to the Report Period, broken down by gender and age groups: < 12, 12-17, 18 and older. 	

**Substance Abuse Performance Measure Inventory:
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- **Medical assistance with smoking cessation.** (IHS)
 - *Specification:* Patients who have received tobacco cessation counseling during the Report Period, including documented refusal in past year; 2) Patients counseled during the Report Period on smoking cessation medications, including documented refusal in past year/ Active clinical patients identified as current tobacco users prior to the Report Period.
- **Alcohol screening and brief intervention (ASBI) in the electronic record (ER).** Indian Health Service (IHS)
 - *Specification:* 1) Number of visits where patients were screened in the ER for hazardous alcohol use. A) Number of visits where patients were screened positive (also used as denominator #2) 2) Number of visits where patients were provided a brief negotiated interview (BNI) at or within 7 days of the ER visit (used only with denominator #2). A) Number of visits where patients were provided a BNI at the ER visit. B) Number of visits where patients were provided a BNI not at the ER visit but within 7 days of the ER visit/ 1) Number of visits for active clinical patients age 15-34 seen in the ER for injury during the Report Period. Broken out by gender and age groups of 15-24 and 25-34; 2) Number of visits for Active Clinical patients age 15-34 seen in the ER for injury and screened positive for hazardous alcohol use during the Report Period. Broken out by gender and age groups of 15-24 and 25-34.
- **Proportion of persons appropriately counseled about health behaviors.** (OPHS)
 - *Specification:* Number of adults aged 18 years and over who exhibit risky drinking and who were advised by their health care provider in the past 12 months to reduce their alcohol consumption or participate in a program to help reduce their alcohol consumption/Number of persons aged 18 years and older who exhibit risky drinking and who have had a health care visit in the past 12 months.
- **Proportion of persons who are referred for follow-up care for alcohol problems, drug problems after diagnosis, or treatment for one these conditions in a hospital emergency department.** (OPHS)
 - *Specification:* Number of persons who are referred for follow-up care for alcohol problems, drug problems after diagnosis, or treatment for one these conditions in a hospital emergency department/ Number of persons who are referred for follow-up care.
- **Proportion of persons who need alcohol and/or illicit drug treatment and received specialty treatment for abuse or dependence in the past year.** (OPHS)
 - *Specification:* Number of persons aged 12 years and older who need alcohol and illicit drug treatment and received specialty treatment for abuse or dependence in the past year/ Number of persons aged 12 years and older.

Improving Mental Healthcare: A Guide to Measurement-Based Quality Improvement

<http://www.cqaimh.org/ImprovingMHcare.htm> (see <http://www.cqaimh.org/NIMHQM.htm>)

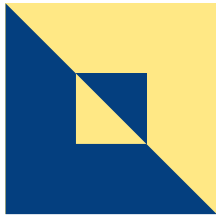
- The National Inventory of Mental Health Quality Measures provides a searchable database of process measures for quality assessment and improvement in mental health and substance abuse care.
- Includes more than 300 measures developed by government agencies, researchers, clinician/professional organizations, accreditors, health systems/facilities, employer purchasers, consumer coalitions, and commercial organizations.
- Measure specifications are drawn from developer source materials; a directory of developers provides contact information to obtain further information about individual measures. Information about the measures' clinical rationale and evidence base was developed by CQAIMH staff.
- I searched all measures in the National Inventory of Mental Health Quality Measures falling under the Substance Abuse/Dependence diagnosis and in the following domains:
 - Prevention/Detection (n = 3)
 - Access (n = 4)
 - Assessment (n = 2)
 - Treatment (n = 10)
 - Continuity (n = 10)

**Substance Abuse Performance Measure Inventory:
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<ul style="list-style-type: none"> ○ Coordination (n = 3) ○ Safety & Errors (n = 0) • See attached document for list of measures 	
JCAHO Performance Measurement	http://jointcommission.org/PerformanceMeasurement/
<ul style="list-style-type: none"> • The Joint Commission currently does not have any substance abuse-related performance measures specified. • Behavioral health care is listed as an area for future performance measurement requirements; this is consistent with the discussion by Ann Watt and Scott Williams of JCAHO at the spring Washington Circle Policy Committee. 	
National Committee for Quality Assurance (NCQA)	http://www.ncqa.org/tabid/59/Default.aspx
Endorsed by NQF	
<ul style="list-style-type: none"> • Advising smokers to quit: Percentage of patients 18 years and older who are current smokers, and who received advice to quit smoking in the measurement year. • Discussing smoking cessation medication: Percentage of patients 18 years and older who are current smokers, and for whom smoking cessation medications were recommended or discussed. • Discussing smoking cessation strategies: Percentage of patients 18 years and older who are current smokers, and for whom smoking cessation methods or strategies were recommended or discussed. 	
National Association of State and Alcohol Drug Abuse Directors (NASADAD)	http://216.122.130.156/resource.php?base_id=91 http://www.nasadad.org/index.php?base_id=90 (links to PPT with information about operational definitions of measures)
<ul style="list-style-type: none"> • Report on "Alcohol and Other Drug Treatment Effectiveness: A Review of State Outcome Studies." • Four major indicator areas of treatment effectiveness: AOD Use, Employment Status, Criminal Justice Involvement, Living Arrangement • Two other treatment effectiveness indicators: Physical Health, Mental Health and Family/Social Functioning. • Data were compiled across States so there are multiple operational definitions in each of the 6 indicator areas mentioned above. 	
National Quality Measures Clearinghouse (NQMC)	http://www.qualitymeasures.ahrq.gov/browse/browsemode.aspx?node=32872&type=1
<ul style="list-style-type: none"> • The National Quality Measures Clearinghouse™ (NQMC), sponsored by AHRQ, provides a Measure Index, which is a complete list of measure summaries available through the NQMC Web site. • Items relevant to substance abuse include the following: <ul style="list-style-type: none"> ○ McLean Hospital, Department of Mental Health Services Evaluation/Susan V. Eisen, Ph.D. <ul style="list-style-type: none"> ▪ Mental health/substance abuse: mean of patient's change scores on the "Interpersonal Relationships" subscale of the BASIS-24® survey. ▪ Mental health/substance abuse: mean of patients' change scores on the "Depression/Functioning" subscale of the BASIS-24® survey. ▪ Mental health/substance abuse: mean of patients' change scores on the "Emotional Lability" subscale of the BASIS-24® survey. ▪ Mental health/substance abuse: mean of patients' change scores on the "Psychosis" subscale of the BASIS-24® survey. ▪ Mental health/substance abuse: mean of patients' change scores on the "Self-harm" subscale of the BASIS-24® survey. ▪ Mental health/substance abuse: mean of patients' change scores on the "Substance Abuse" subscale of the BASIS-24® survey. ▪ Mental health/substance abuse: mean of patients' overall change scores on the BASIS-24® survey. 	
SAMHSA's National Outcomes Measures (NOMS)	http://www.nationaloutcomemeasures.samhsa.gov/
<ul style="list-style-type: none"> • Mental Health, Substance Abuse Treatment, and Substance Abuse Prevention measures in 10 domains including: (1) Reduced Morbidity, (2) Employment/Education, (3) Crime and Criminal Justice, (4) Stability in Housing, (5) Social Connectedness, (6) Access/Capacity, (7) Retention, (8) Perception of Care, (9) Cost Effectiveness, (10) Use of Evidence-Based Practices. 	

**Substance Abuse Performance Measure Inventory:
Federal Agencies/Organizations/Associations**

<ul style="list-style-type: none"> • Substance Abuse Treatment measures include the following (click link for additional information): <ul style="list-style-type: none"> ○ Reduced Morbidity: Reduction in/no charge in frequency of use at date of last service compared to date of first service. ○ Employment/ Education: Increase in/no change in number of employed or in school at date of last service compared to first service. ○ Crime and Criminal Justice: Reduction in/no change in number of arrests in past 30 days from date of first service to date of last service. ○ Stability in Housing: Increase in/no change in number of clients in stable housing situation from date of first service to date of last service. ○ Social Connectedness: Increase in/no change in number of clients in social/recovery support activities from date of first service to date of last service (<i>Under Development</i>). ○ Access/Capacity: Unduplicated count of persons served; penetration rate – numbers served compared to those in need. ○ Retention: Length of stay from date of first service to date of last service and Unduplicated count of persons served. ○ Perception of Care: <i>Under Development.</i> ○ Cost Effectiveness: <i>Under Development.</i> ○ Use of Evidence-Based Practices: <i>Under Development.</i> 	
Veterans Health Administration (VHA)	Accessed from http://www.qualitymeasures.ahrq.gov/
<ul style="list-style-type: none"> • Appropriate screening: percent of eligible patients screened annually for alcohol misuse with AUDIT-C. • Alcohol misuse: percent of patients screened for alcohol misuse with AUDIT-C who meet or exceed a threshold score of 5 who have timely brief alcohol counseling. • Smoking cessation: percent of patients using tobacco who have been provided with brief counseling within the past year. • Smoking cessation: percent of patients using tobacco who have been offered medications to assist with cessation. • Smoking cessation: percent of patients using tobacco who have been offered a referral to smoking cessation specialty program to assist with cessation within the past year. 	
Washington Circle Group	http://www.washingtoncircle.org/
Endorsed by NQF	
<ul style="list-style-type: none"> • Initiation: Percentage of adults aged 18 and over diagnosed with AOD abuse or dependence and receiving a related service who initiate treatment. <ul style="list-style-type: none"> ○ <i>Specification:</i> Individuals with an OP index* service who received a second service** within 14 days after the index service / Individuals with an OP index service. • Engagement: Assessment of the degree to which members engage in treatment with two additional AOD treatments within 30 days after initiating treatment. <ul style="list-style-type: none"> ○ <i>Specification:</i> Individuals who initiated OP treatment and received two additional services** within 30 days after initiation / Individuals with an OP index service. <p>* = Index service defined as first service after a 60-day “service-free period.” Can have assessment or detox during service-free period. ** = Not detox or crisis care.</p>	
In Development	
<ul style="list-style-type: none"> • MAT: Number of adults with MAT medication (buprenorphine, naltrexone, acamprosate, disulfiram) or indication of prescription written within a specified time / Number of adults with a substance abuse diagnosis visit or service, or indication of prescription within a year. 	



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B. State Implementation

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**Substance Abuse Performance Measure Inventory:
States**

States

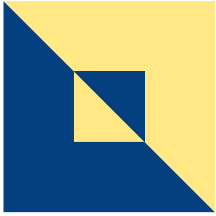
Arizona Division of Behavioral Health Services Annual Report	http://azdhs.gov/bhs/annual_report/saprograms.pdf (2007) http://www.azdhs.gov/bhs/pdf/saprograms.pdf (2008)
<ul style="list-style-type: none"> • Enrollment rates by year and treatment costs by treatment setting. • Demographic information about enrolled clients (i.e., age, gender, race, ethnicity, referral type, primary residence, primary substance abused). 	
California Outcome Measurement System for Treatment	http://www.adp.cahwnet.gov/CalOMS/CalOMSmmain.shtml http://www.uclaisap.org/slides/presentations-caloms-nov2007.html (presentations from Performance Measurement and Outcomes Monitoring in the U.S. summit)
<ul style="list-style-type: none"> • Web-based reporting system that collects data in the following areas: <ul style="list-style-type: none"> ○ <i>Assessing Services</i> <ul style="list-style-type: none"> ▪ Source of referral ▪ Types of service/modality ▪ Waiting list ○ <i>Changes During Treatment</i> <ul style="list-style-type: none"> ▪ Alcohol and drug use ▪ Criminal justice ▪ Employment/education ▪ Living arrangement ▪ Medical/health issues ▪ Mental health issues ▪ Social support issues ○ <i>Service Utilization</i> <ul style="list-style-type: none"> ▪ Completion rates ▪ Length of stay ○ <i>Treatment Population</i> <ul style="list-style-type: none"> ▪ Client characteristics ▪ Demographics ▪ Parent and child status ▪ Substance use 	
Connecticut Department of Mental Health and Addiction Services	http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=334736 http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=334726 http://www.ct.gov/dmhas/lib/dmhas/eqmi/QOLreport2009.pdf
<ul style="list-style-type: none"> • 28-item Consumer Survey (plus demographic questions) derived from the MHSIP that includes questions in the following domains: <ul style="list-style-type: none"> ○ General Satisfaction ○ Access ○ Quality and Appropriateness ○ Outcomes 	

**Substance Abuse Performance Measure Inventory:
States**

<ul style="list-style-type: none"> ○ Perception of participating in treatment ○ Experience of being respected by staff ○ Recovery ● Also administer a 26-item Quality of Life instrument (the WHOQOL-BREF) that includes questions in the following domains: <ul style="list-style-type: none"> ○ Physical Health ○ Psychological ○ Social relationships ○ Environment 	
Florida Department of Children and Families	http://dcfdashboard.dcf.state.fl.us/index.cfm?page=menu_listmeasures&purpose=Sit&lastyear=0
<ul style="list-style-type: none"> ● Dashboard application in which you can select measures related to Substance Abuse Prevention, Evaluation and Treatment Services for children and adults (among other non-substance abuse related measures) including: <ul style="list-style-type: none"> ○ Number served ○ Percent who complete treatment ○ Outcomes including percent change in abstinence from admission to discharge, arrests, employment 	
Iowa Department of Public Health	http://www.idph.state.ia.us/bh/common/pdf/substance_abuse/sa_oms_report.pdf
<ul style="list-style-type: none"> ● Report on results from Iowa's Outcomes Monitoring System with key outcome variables of abstinence, number of arrests, employment, and length of stay. 	
Maine Office of Substance Abuse	http://www.maine.gov/dhhs/osa/data/pubrpts.htm https://portalx.bisoex.state.me.us/jav/osa_tdsreports/home.do
<ul style="list-style-type: none"> ● Link to reports including report on results from Substance Abuse Treatment Facility Consumer Satisfaction Survey with questions in the areas of Services, Staff, and Results of Present Treatment. ● Link to Treatment Data System (TDS) reporting that provides real-time access to 10 years worth of treatment data. 	
Maryland "HATS" Data Information System	http://www.maryland-adaa.org/ka/ka-2.cfm?folder_id=199&parent=174&levels=2&type=1
<ul style="list-style-type: none"> ● Could not access any links from website. 	
North Carolina Treatment Outcomes and Program Performance System (TOPPS)	http://www.ncdhhs.gov/mhddsas/nc-topps/
<ul style="list-style-type: none"> ● Access to reports from North Carolina's TOPPS with items including recovery group participation, time frame of first service, and treatment attendance. 	
Oklahoma Department of Mental Health and Substance Abuse Services	http://www.odmhsas.org/Old%20Press%20Releases/sasurvey.htm
<ul style="list-style-type: none"> ● 2000 press release on a consumer satisfaction survey. 	
Oregon Addictions and Mental Health Division	http://www.oregon.gov/DHS/addiction/publications/fact-sheets/fs-pm4treat-sub-abuse-dhs.pdf http://www.oregon.gov/DHS/addiction/publications/substance-abuse-outcomes.pdf
<ul style="list-style-type: none"> ● Two fact sheets on substance abuse performance measures and outcomes. 	

**Substance Abuse Performance Measure Inventory:
States**

South Carolina Department of Alcohol and Other Drug Abuse Services	http://www.daodas.state.sc.us/statistics.asp
<ul style="list-style-type: none"> • Access to statewide FY admission data by gender, race, age group, and drug of choice/problem type. • Access to county-wide FY admission data by gender, race, age group, and drug of choice/problem type. • Access to FY client counts by county, gender, race, age group, and drug of choice/problem type. 	
Texas Behavioral Health Integrated Provider System	http://www.dshs.state.tx.us/sa/BHIPS/
<ul style="list-style-type: none"> • Link to overview of BHIPS, which is Internet-based computer system for behavioral health providers that supports a comprehensive service delivery system. 	
Washington State Division of Alcohol and Substance Abuse	http://www.dshs.wa.gov/pdf/hrsa/dasa/ResearchReports/PSO2006.pdf
<ul style="list-style-type: none"> • Patients Speak Out (2006): Sixth Annual Statewide Patient Satisfaction Survey. 	



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C. Articles, Publications and Existing Surveys

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**Substance Abuse Performance Measure Inventory:
Articles/Publications**

Articles/Publications

Patient Satisfaction with Primary Care Office-Based Buprenorphine/Naloxone Treatment	http://www.pubmedcentral.nih.gov/picrender.fcgi?artid=1824745&blobtype=pdf
<ul style="list-style-type: none"> • Journal of General Internal Medicine (JGIM) article from 2007 • Measure was the Primary Care Buprenorphine Satisfaction Scale (PCBSS) comprised of 19 items that included satisfaction ratings in three areas: (1) overall and specific service components; (2) staff expertise, concern, and responsiveness; and (3) and helpfulness of overall and specific treatment components. <ul style="list-style-type: none"> ○ <i>Overall and specific service components</i> <ul style="list-style-type: none"> ▪ <i>How satisfied are you with the treatment that you have received in the Primary Care Center (PCC)?</i> ▪ Rate the PCC with respect to prompt service ▪ Rate the PCC with respect to convenient appointments ▪ Rate the PCC with respect to courteous staff ▪ Rate the PCC with respect to clinic comfort ▪ Rate the PCC with respect to quality of care ▪ Rate the PCC with respect to convenience of location ▪ <i>Rate the PCC with respect to interaction with other patients</i> ○ <i>Staff expertise, concern, and responsiveness</i> <ul style="list-style-type: none"> ▪ How well do the physician and nursing staff seem to understand your substance abuse problem? ▪ How competent and knowledgeable do the physician and nursing staff seem to be about treating your substance abuse problem? ▪ How interested is the physician and nursing staff in helping you with your substance abuse problem? ▪ If a friend needed similar treatment for a substance abuse problem, would you recommend the PCC to him or her? ▪ How responsive was the physician to your requests for treatment? ▪ How concerned is the physician about you as a patient? ○ <i>Helpfulness of overall and specific treatment components</i> <ul style="list-style-type: none"> ▪ Have the services you received helped you deal more effectively with your drug problem? ▪ Rate how helpful each of the following has been for you? <ul style="list-style-type: none"> • Medication • Talking about my problems with the doctor • Talking about my problems with the nurse • Being treated like a patient instead of a drug addict • Referral to Narcotic Anonymous • Monitoring of drug use <p>Note: Item in <i>italics</i> not included in overall patient satisfaction score</p>	
Patient Satisfaction, Use of Services, and One-Year Outcomes in Publicly Funded Substance Abuse Treatment	http://psychservices.psychiatryonline.org/cgi/reprint/52/9/1230
<ul style="list-style-type: none"> • Psychiatric Services article from 2001. • Three items: <ul style="list-style-type: none"> ○ Satisfaction with access to services: "It was easy for me to get the substance abuse services I thought I needed." 	

**Substance Abuse Performance Measure Inventory:
Articles/Publications**

<ul style="list-style-type: none"> ○ Satisfaction with the effectiveness of treatment: “The substance abuse services I received were helpful to me.” ○ Global satisfaction with care: “Overall, I am satisfied with the substance abuse services I received over the past six months.” 	
Performance Measures for Alcohol and Other Drug Services	http://pubs.niaaa.nih.gov/publications/arh291/19-26.htm
<ul style="list-style-type: none"> • NIAAA publication from 2006. • Examines three important aspects of the development and use of performance measures for AOD services: a continuum-of-care framework, the types of quality measures, and the types of data from which these measures can be derived. • Describes the set of performance measures developed by the Washington Circle, explaining the development, testing, and current use of these measures. 	
Quality of Care for Substance Use Disorders in Patients with Serious Mental Illness	http://download.journals.elsevierhealth.com/pdfs/journals/0740-5472/PIIS074054720500200X.pdf
<ul style="list-style-type: none"> • Journal of Substance Abuse Treatment (JSAT) article from 2006. • Used Washington Circle measures of Identification, Initiation, and Engagement within the VA defined as: <ul style="list-style-type: none"> ○ Identification: the percentage of patients with an SUD ICD-9 diagnosis, an inpatient SUD visit, or an outpatient visit for SUD treatment in a given year. ○ Initiation: percentage of patients diagnosed with SUD who also had either an inpatient SUD diagnosis or two separate outpatient SUD visits, occurring less than 14 days after the SUD diagnosis date. ○ Engagement: among those diagnosed, the percent receiving at least two outpatient visits related to SUD less than 30 days after SUD treatment initiation. 	

**Substance Abuse Performance Measure Inventory:
Existing Surveys**

Existing Surveys

Experience of Care and Health Outcomes Survey (ECHO™)	https://www.cahps.ahrq.gov/content/products/ECHO/PROD_ECHO_Development.asp?p=1021&s=214
<ul style="list-style-type: none">• 63-item survey for Managed Care Organizations (MCOs) and a 51-item survey for Managed Behavioral Health Organizations (MBHOs) with domains including:<ul style="list-style-type: none">○ Getting treatment quickly○ How well clinicians communicate○ Getting treatment and information from the plan○ Perceived improvement○ Information about treatment options	