



## Complete Summary

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### TITLE

Behavioral health care patients' experiences: percentage of adult patients who reported whether they were given information about patient rights.

### SOURCE(S)

CAHPS® surveys and tools to advance patient-centered care [https://www.cahps.ahrq.gov/default.asp]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [updated 2008 Feb 21]; [accessed 2004 Apr 15]. [3 p].

ECHO® Survey and Reporting Kit 2004. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004. Various p.

## Measure Domain

### PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

### SECONDARY MEASURE DOMAIN

Does not apply to this measure

## Brief Abstract

### DESCRIPTION

This single-item measure indicates the percentage of adult patients who reported whether ("Yes" or "No") they were given information about patient rights.

### RATIONALE

Consumer ratings and reports of their behavioral health care and the health plan or managed behavioral health care organization (MBHO) that provide that care are important measures of the quality of behavioral health treatment. National efforts to develop quality indicators for behavioral health care by treatment providers, researchers and policymakers have all included consumer ratings.

Moreover, many behavioral health care treatment providers use consumer ratings as a component of their quality improvement processes.

The Experience of Care and Health Outcomes (ECHO) Survey is designed to collect information on patients' experiences with behavioral health care. It produces data that can be useful for patients, clinicians, managed behavioral healthcare organizations (MBHO), health care plans, purchasers, States, and Federal agencies. This ECHO Survey is part of the CAHPS family of surveys, which are developed and supported by a public-private consortium of researchers sponsored by the Agency for Healthcare Research and Quality (AHRQ).

The ECHO Survey can be used for the following purposes:

- To satisfy external standards.
- To improve the quality of mental health and substance abuse services.
- To monitor the quality of behavioral health organizations.
- To hold providers accountable through public reporting.

### **PRIMARY CLINICAL COMPONENT**

Behavioral health care; patients' experiences; getting needed information (patient rights)

### **DENOMINATOR DESCRIPTION**

Health plan members age 18 years and older, enrolled in a managed care organization (MCO) or managed behavioral health organization (MBHO) for the previous 12 months with no more than one break in enrollment of up to 45 days during the enrollment period, who received behavioral health care services and who answered the "Getting Information About Patient Rights" question on the Experience of Care and Health Outcomes (ECHO) Survey

### **NUMERATOR DESCRIPTION**

The number of health plan members from the denominator who indicated "Yes" or "No" regarding whether they were given information on patient rights

## **Evidence Supporting the Measure**

### **EVIDENCE SUPPORTING THE CRITERION OF QUALITY**

- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences

## **Evidence Supporting Need for the Measure**

### **NEED FOR THE MEASURE**

Use of this measure to improve performance  
Variation in quality for the performance measured

## **EVIDENCE SUPPORTING NEED FOR THE MEASURE**

Eisen SV, Shaul JA, Clarridge B, Nelson D, Spink J, Cleary PD. Development of a consumer survey for behavioral health services. Psychiatr Serv 1999 Jun;50(6):793-8. [PubMed](#)

### State of Use of the Measure

#### **STATE OF USE**

Current routine use

#### **CURRENT USE**

Accreditation  
Internal quality improvement

### Application of Measure in its Current Use

#### **CARE SETTING**

Behavioral Health Care  
Managed Care Plans  
Substance Use Treatment Programs/Centers

#### **PROFESSIONALS RESPONSIBLE FOR HEALTH CARE**

Measure is not provider specific

#### **LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED**

Single Health Care Delivery Organizations

#### **TARGET POPULATION AGE**

Age greater than or equal to 18 years

#### **TARGET POPULATION GENDER**

Either male or female

#### **STRATIFICATION BY VULNERABLE POPULATIONS**

Unspecified

### Characteristics of the Primary Clinical Component

#### **INCIDENCE/PREVALENCE**

Unspecified

## **ASSOCIATION WITH VULNERABLE POPULATIONS**

Unspecified

## **BURDEN OF ILLNESS**

Unspecified

## **UTILIZATION**

Unspecified

## **COSTS**

Unspecified

## **Institute of Medicine National Healthcare Quality Report Categories**

### **IOM CARE NEED**

Getting Better  
Living with Illness

### **IOM DOMAIN**

Patient-centeredness

## **Data Collection for the Measure**

### **CASE FINDING**

Users of care only

### **DESCRIPTION OF CASE FINDING**

Health plan members age 18 years and older (as of January 1 of the current year), who have been enrolled in a managed care organization (MCO) or a managed behavioral health organization (MBHO) for the previous 12 months with no more than one break in enrollment of up to 45 days during the enrollment period

### **DENOMINATOR SAMPLING FRAME**

Patients associated with provider

### **DENOMINATOR INCLUSIONS/EXCLUSIONS**

**Inclusions**

Health plan members age 18 years and older, enrolled in a managed care organization (MCO) or managed behavioral health organization (MBHO) for the previous 12 months with no more than one break in enrollment of up to 45 days during the enrollment period, who

- received ambulatory or outpatient and day/night behavioral health care services during the evaluation period including outpatient visits or treatment sessions, medications, partial treatment, or day or night treatment, and
- answered the "Getting Information About Patient Rights" question on the Experience of Care and Health Outcomes (ECHO) Survey.

Include refusals, non-response, and bad addresses/phone numbers.

Refer to the original measure documentation for further details including administrative codes developed to identify patients who have received services.

**Exclusions**

- Deceased
- Ineligible (not enrolled in the plan)

**RELATIONSHIP OF DENOMINATOR TO NUMERATOR**

All cases in the denominator are equally eligible to appear in the numerator

**DENOMINATOR (INDEX) EVENT**

Patient Characteristic

**DENOMINATOR TIME WINDOW**

Time window precedes index event

**NUMERATOR INCLUSIONS/EXCLUSIONS****Inclusions**

The number of health plan members from the denominator who indicated "Yes" or "No" regarding whether they were given information on patient rights

**Exclusions**

Unspecified

**MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS**

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

**NUMERATOR TIME WINDOW**

Fixed time period

**DATA SOURCE**

Administrative data and patient survey

**LEVEL OF DETERMINATION OF QUALITY**

Not Individual Case

**PRE-EXISTING INSTRUMENT USED**

Unspecified

**Computation of the Measure****SCORING**

Rate

**INTERPRETATION OF SCORE**

Better quality is associated with a higher score

**ALLOWANCE FOR PATIENT FACTORS**

Case-mix adjustment

**DESCRIPTION OF ALLOWANCE FOR PATIENT FACTORS**

CAHPS recommends adjusting the data for respondent age, education, and general health status.

If the sample size is sufficient, responses may be analyzed for specific sub-populations, such as respondents with chronic conditions.

**STANDARD OF COMPARISON**

External comparison at a point in time  
Internal time comparison

**Evaluation of Measure Properties****EXTENT OF MEASURE TESTING**

The ECHO Survey 3.0 is the product of nearly six years of research and testing, as well as extensive consultations with behavioral health care experts and consumers.

The ECHO Development Team produced a draft instrument based on the Consumer Assessment of Behavioral Health Services (CABHS) instrument and the Mental Health Statistics Improvement Program (MHSIP) survey. The draft was reviewed by multiple stakeholder groups; it was also evaluated by survey experts, administrators, mental health providers, and consumers.

The team conducted literacy testing of the draft instrument as well as cognitive testing with individuals who received behavioral health care services. Recommended revisions to the survey based on this testing were reviewed with the ECHO Development Team to produce the draft of the survey that was field tested. The current version of the survey tested at a reading level between 7th and 8th grade.

The team then undertook a field test study to further evaluate the instrument and to refine it for use as a standardized measure of behavioral health care.

## **EVIDENCE FOR RELIABILITY/VALIDITY TESTING**

Daniels AS, Shaul JA, Greenberg P, Cleary PD. The Experience of Care and Health Outcomes Survey (ECHO): a consumer survey to collect ratings of treatment, outcomes and plans. In: Maruish ME, editor(s). The use of psychological testing for treatment planning and outcome assessment. 3rd ed. Mahwah (NJ): Lawrence Erlbaum Associates; 2004.

ECHO Development Team. Shaul JA, Eisen SV, Clarridge BR, Stringfellow VL, Fowler FJ Jr, Cleary PD. Experience of care and health outcomes (ECHO) survey. Field test report: survey evaluation. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2001 May 8. 100 p. [13 references]

## **Identifying Information**

### **ORIGINAL TITLE**

Getting information about patient rights.

### **MEASURE COLLECTION**

[ECHO® Survey 3.0](#)

### **MEASURE SET NAME**

[ECHO® Survey 3.0 Adult Questionnaire](#)

### **SUBMITTER**

Agency for Healthcare Research and Quality

**DEVELOPER**

Agency for Healthcare Research and Quality  
CAHPS Consortium  
Harvard Medical School

**ENDORSER**

National Quality Forum

**ADAPTATION**

Measure was adapted from the Consumer Assessment of Behavioral Health Services (CABHS) and the Mental Health Statistics Improvement Program (MHSIP).

**PARENT MEASURE**

Unspecified

**RELEASE DATE**

2002 Feb

**REVISION DATE**

2004 Aug

**MEASURE STATUS**

This is the current release of the measure.

**SOURCE(S)**

CAHPS® surveys and tools to advance patient-centered care [https://www.cahps.ahrq.gov/default.asp]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [updated 2008 Feb 21]; [accessed 2004 Apr 15]. [3 p].

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**MEASURE AVAILABILITY**

The individual measure, "Getting Information About Patient Rights," is published in the "ECHO Survey and Reporting Kit 2004." This Kit may be downloaded from the [CAHPS Survey Users Network Web site](#).

**COMPANION DOCUMENTS**



The following is available:

- ECHO - the CAHPS behavioral health survey. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004 [cited 2004 Apr 19]. Available from the [CAHPS Survey Users Network Web site](#).

## **NQMC STATUS**

This NQMC summary was completed by ECRI on December 13, 2004. The information was verified by the measure developer on February 11, 2005.

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