

Experience of Care and Health Outcomes (ECHO) Survey 2021

Purpose: Survey Medicaid members receiving a MH/IDD/SU service July 2020-June 2021 to assess and identify opportunities to improve Members' experiences.

Survey Type	Adult (18 years and older)	Child (12-17 years old)
Response Rate	8% usable responses	7.2% usable responses
Score	78.4% Overall Satisfaction, below 85% benchmark (15.9% increase from last year)	62.5% Overall Satisfaction, below 85% benchmark (1.7% decrease from last year)
Strengths	Appointments are timely, Clinicians provide explanations, Members are involved in treatment, Treatment is effective, Care Coordinators are responsive	Clinicians spend adequate time with members, Members are educated about medications' side effects, Members are involved in treatment, Care Coordinators answer questions and helps find services/supports
Opportunities for Improvement	Treatment is not timely, Appointment wait times are longer than 15 minutes, Clinicians do not spend adequate time with members, Confidential information is not kept private	Appointments are not timely, Appointment wait times are longer than 15 minutes, Member's are not educated on how to manage condition, Member is not able to accomplish things better than one year ago

Higher response rate is needed to ensure valid results. Trillium is currently investigating strategies to increase participation rates.

Visit the [Member and Recipient Portal](#) to assist members with updating information and accessing additional informational links.

Complaints or Grievances can be submitted by Members online or by calling Member and Recipient Services at 877-685-2415.

