

Experience of Care and Health Outcomes (ECHO) Survey Training

Enhancing Member Experience with Behavioral Health Care Services

How to Access the Training in UMU

Purpose: The purpose of the training is to provide awareness and strategies to enhance our health plan members' satisfaction and experience with mental-health and substance-use services.

Duration: 20 minutes

Intended Audience: Physical and Behavioral Health Providers

Learning Objectives:

1) Describe the purpose and benefits of the Experience of Care and Health Outcomes (ECHO) survey

- 2) List the survey composite measures
- 3) Identify strategies to help improve our members' experience with mental-health and substance-use services
 - 1. Access the training:
 - You will need a strong internet connection and accept all cookies.

https://m.umu.com/course/?groupId=146395&sKey=7df1d151506c2f467dd95baa74dbd08c

Or go to <u>https://pin.umu.com</u> and enter access code pp8479 then click join"



pp8479

- Or scan the QR code on your smart device (phone or tablet).
- 2. Once the training loads on your screen select the "Start" option to begin the sign-in.





3. Complete all the questions on the "Provider Sign-In Sheet" and click "Submit"

ST: Microlearnin	g Sign-In Sheet (UMU upload 07/15/19)	- Editing 🛛 🔞 🗸
Submitted time:2022-06-17	13:56:32	Save edits
Q1. First Name		
Cheryl		
Q2. Last Name		
Stroud		
Q3. Email Address		
cstroud@centene.com		
Q4. City		
St. Louis		
Q5. State		
Missouri		
Q6. Organization/Company	y	
Centene		
Q7. Job Title/Role		
Cheryl Stroud ®		Anonymous
	Submit	1
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4. The screen will refresh with a "Thanks for participating" message. Select "Next" at the bottom of the screen to move on to the next step.



- 5. Click on the Play button and watch and listen to the entire recording then click "Next".
 - a. Make sure your volume is up on your device. We recommend using headphones to hear the audio most effectively.
 - b. If you want to leave a comment, type in the box and click on **"Submit"** to save the comment. <u>This is NOT required</u>! You will then click **Next.**



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Comment (0)		Details	
Share what you learned			
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- 6. Complete the "NPS Evaluation" and select "Submit"
 - c. Question #1:
 - i. **Phone**: Touch the circle. Drag until the score in the box on the right reflects your response.
 - ii. **Computer:** Click the circle with the mouse. Drag until the score in the box on the right reflects your response.
 - d. Question #2: Type in the field box "What can we do to improve your rating". If you have no suggestions for improvement, type "none" or "N/A."

We would love your feedback on t	his microlearnin	g topic!
Q1. On a scale of 0-10, with 10 training to a friend or colleague?	being the highe	est, how likely are you to refer this
0 Strongly Disagree		× 10 Strongly Agree
Q2. What can we do to improve (Optional)	your rating to a	a 10 on the previous question?
Answer in a few short words		
Cheryl Stroud 😵		Anonymous
	Submit	1



7. The screen will refresh with a "Thanks for participating" message. Select "Next" at the bottom of the screen. Download the training slides and the attendee certificate then click "Index" at the bottom of the screen to return to the main menu.



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