

**Enhancing Member Experience with Behavioral Health Care Services.
Experience of Care and Health Outcomes (ECHO) Survey Training
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.
- Copy and paste the below link into the Google Chrome web browser

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

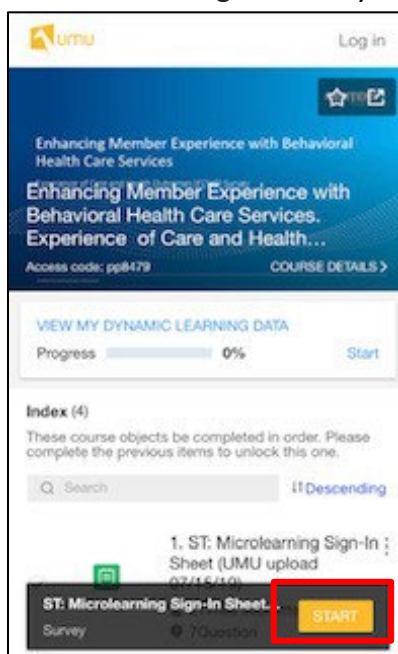
- Or go to <https://pin.umu.com> and enter access code **pp8479** then click **join**



Access code:

pp8479

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”

umu ST: Microlearning 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

Centene

Q7. Job Title/Role

Cheryl Stroud ☐ Anonymous

Submit

CATEGORY Prev Next

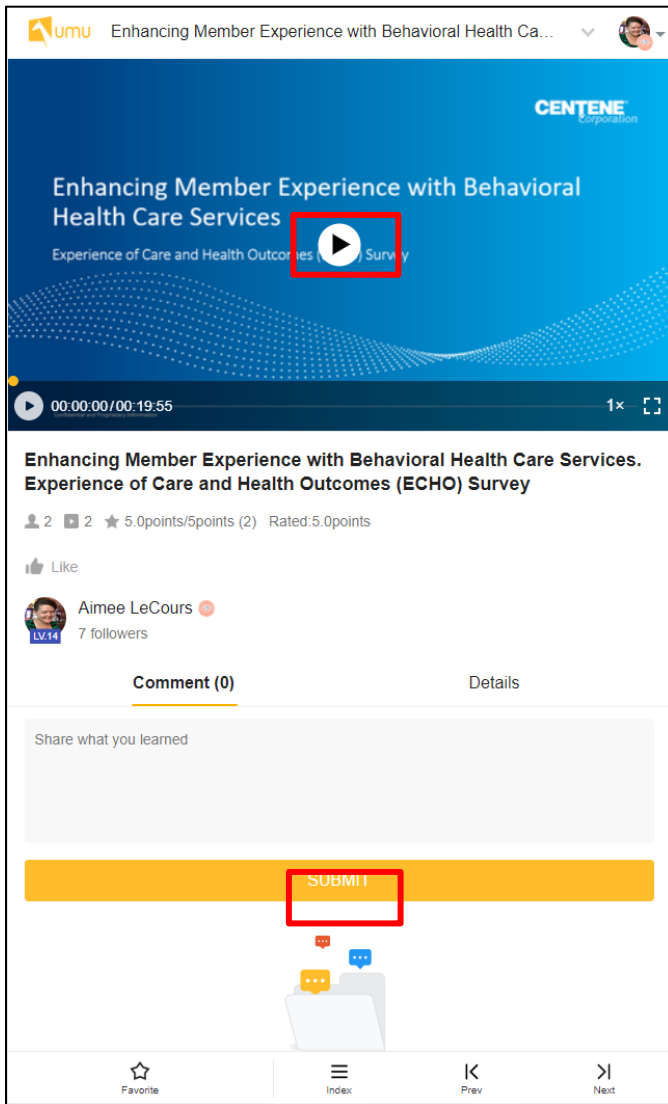
4. The screen will refresh with a “Thanks for participating” message. Select “Next” at the bottom of the screen to move on to the next step.



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. This is NOT required! You will then click **Next**.



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 this microlearning topic!

Q1. On a scale of 0-10, with 10 being the highest, how likely are you to refer this training to a friend or colleague? *

0 10
Strongly Disagree Strongly Agree

Q2. What can we do to improve your rating to a 10 on the previous question? (Optional)

Answer in a few short words

 Cheryl Stroud  ☐ Anonymous

Submit

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.



Enhancing Member Experience with Behavioral Health Care Services. Experience of Care and Health Outcomes (ECHO) Survey

Access code: pp8479 [COURSE DETAILS >](#)









[VIEW MY DYNAMIC LEARNING DATA](#)

Progress 100%

Index (4)

These course objects be completed in order. Please complete the previous items to unlock this one.

Q Search 11 Descending

- 1. Provider Sign-In Sheet (BH ECHO Training)  Survey  2Times submitted 7Question
- 2. Enhancing Member Experience with Behavioral Health Care Services. Experience of Care and Health Outcomes (ECHO) Survey  19:55  0 2Participate in
- 3. NPS Evaluation: Provider BH ECHO Training  Survey  1Times submitted 2Question
- 4. Enhancing the Member Experience with Behavioral Health Care Services. Experience of Care and Health Outcomes (ECHO) Survey  File  Elective 0 1Participate in

Complete all required items to get course certificate

