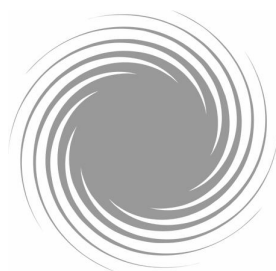


Experience of Care and Health Outcomes (ECHO[®]) Survey

**Adult
Mixed Sample Set
Version 3.0
English**

**Additional Items for Sponsors Using a Mixed Sample
of Behavioral Health Care Users and Non-Users
(Optional first page)**



**The ECHO Survey is part of the CAHPS family of surveys,
which are developed with support from the Agency for
Healthcare Research and Quality (AHRQ), Rockville, MD**

A1. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

₁ ☐ Yes

₂ ☐ No → If No, Go to Question A3

A2. In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?

₁ ☐ Never

₂ ☐ Sometimes

₃ ☐ Usually

₄ ☐ Always

A3. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.

In the last 12 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?

₁ ☐ Yes

₂ ☐ No → If No, Go to Question A5

A4. In the last 12 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?

₁ ☐ Never

₂ ☐ Sometimes

₃ ☐ Usually

₄ ☐ Always

A5. In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?

₁ ☐ None → If None, Go to Page 2

₂ ☐ 1

₃ ☐ 2

₄ ☐ 3

₅ ☐ 4

₆ ☐ 5 to 9

₇ ☐ 10 or more

A6. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?

☐ 0 Worst health care possible

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10 Best health care possible