

APR-JUN

2012

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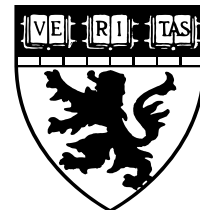
## Sample Hospital Report for April Thru June 2012

- Perceptions of Care- Outpatient

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## **Perceptions of Care Outpatient (PoC-OP)**

Sample Hospital, April 2012 to June 2012 (LoC : Out Patient)

## **Perceptions of Care Survey: Outpatient Version (PoC-OP)**

The PoC-OP is an 18-item, clinical-care oriented, self-report satisfaction rating scale. In developing the PoC-OP, McLean focused on patients' perception of the quality of the interpersonal care they received during outpatient treatment. Use of the PoC-OP provides detailed feedback about patients' experience of their treatment during a time when contact with patients is highly focused and time-limited. The survey gives patients the opportunity to rate care and to recognize clinicians and staff who were particularly helpful in their recovery.

McLean has developed a specialized proprietary scoring system for the PoC-OP that allows results to be computed for each item and for distinct subscales in an easy to interpret " % favorable" fashion.

### **Mean PoC-OP Domain Scores (Figure D1).**

PoC-OP ratings are converted into a 0-100 scale with 0 the worst possible score and 100 the best possible score. The PoC-OP measures the following subscales:

- \* Continuity and Coordination of Care
- \* Communication / Information Received From Provider
- \* Interpersonal Aspects of Care
- \* Global Evaluation of Care
- \* Access and Availability of Provider

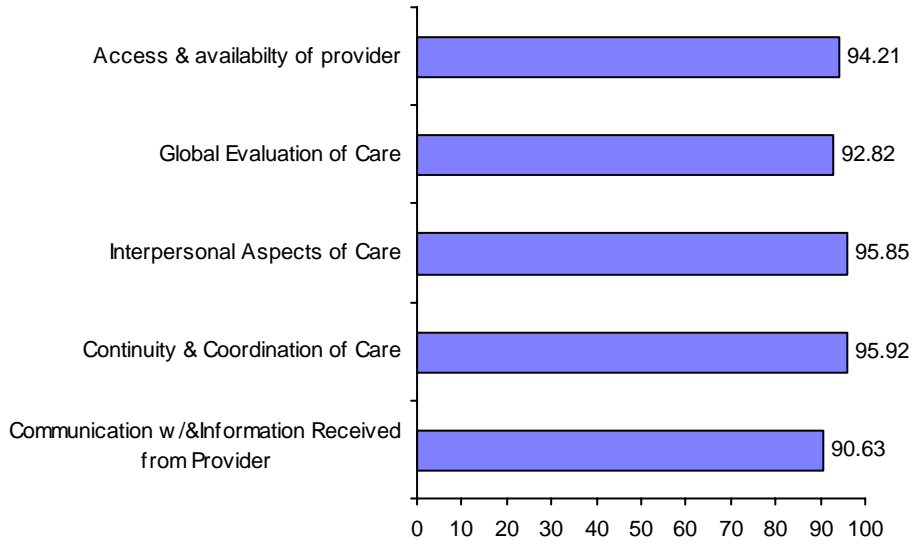
### **Percent of Patients Reporting Favorable Perceptions of Care:**

Figure D12 shows the percent of patients reporting favorable responses to each PoC item. For "yes/no" and "yes/no/unsure" questions, "yes" represented a favorable response. For items answered "never...always" "usually" and "always" combined represented favorable responses. For "How much did staff involve your family in your treatment", "about the right amount" and "no involvement, which is what I wanted" represented favorable responses. For "How much were you helped by the care you received"? "quite a bit" and "a great deal" represented favorable responses. For overall rating of care, a rating of "7, 8, 9, or 10" represented a favorable

## PoC-OP RESULTS:

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**Figure D1 - POC-OP: MEAN PERCEPTIONS OF CARE DOMAIN SCORES**  
N= 147

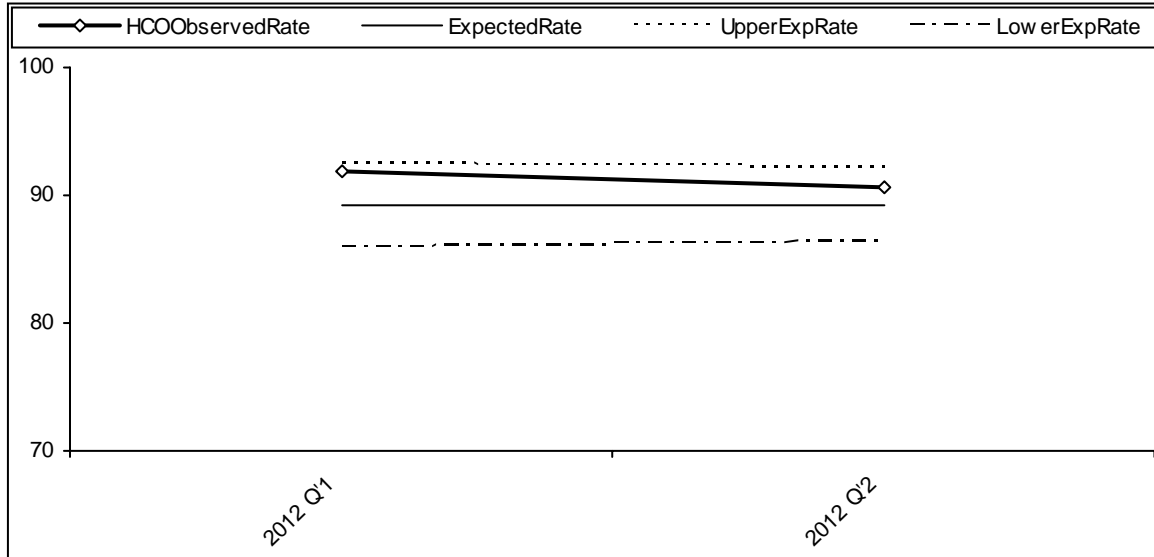


PoC Scale: 1 'Worst possible care' 100 'Best possible care'

**POC-OP COMPARISON GROUP SCORES BASED ON 14874 CASES FROM 12 DIFFERENT ORGANIZATIONS**

Measure	Measure ID#	Mean Score	StdDev
Access & availability of provider	12010	89.52	17.11
Global Evaluation of Care	12008	89.31	15.74
Interpersonal Aspects of Care	12009	92.48	12.39
Continuity and Coordination of Care	9932	93.46	16.97
Communication and Information Received from Provider	9937	89.24	14.94

**Figure D2 - COMPARISON CHART:  
PoC-OP – COMMUNICATION AND INFORMATION RECEIVED FROM PROVIDER**



Comparison Chart shows your health care organization's (HCO) observed range each quarter compared to expected performance based on the comparison chart. The expected range (performance) is calculated using a 99% confidence interval for your observed performance. This formula takes into consideration the size of your patient population. The expected rate is the comparison group value.

**Table Of Comparison Data Using Z-Score: PoC-OP-Communication/Information  
Received from Provider - Quarterly Performance**

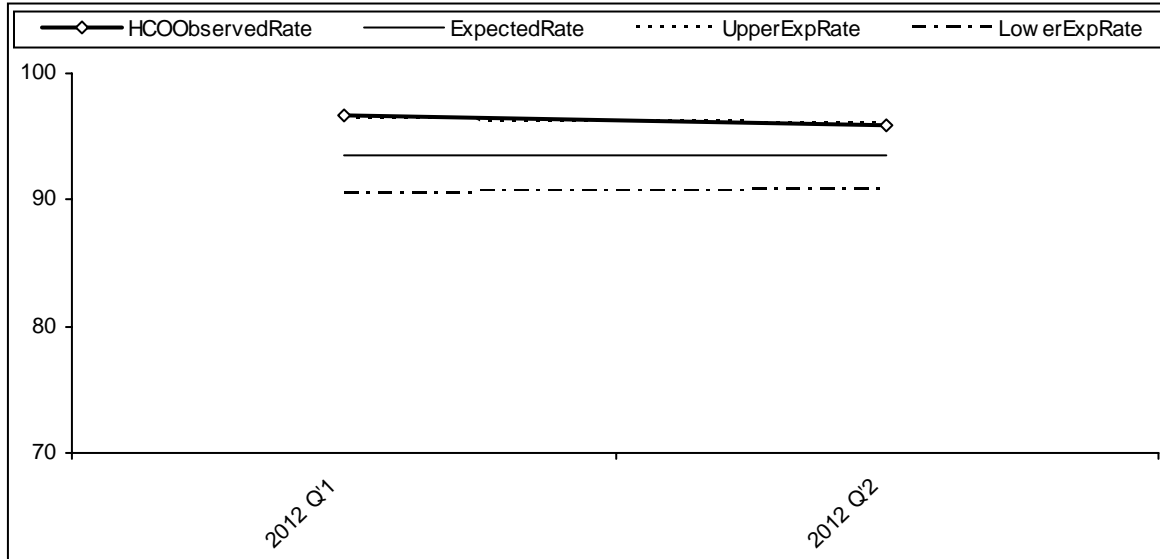
Qtr/Year	HCO's Number of cases (N)	HCO's Observed Value (Xo)	HCO's StdDev of Observed Value (So)	Expected Value (Xe) <sup>1</sup>	Z-score <sup>2</sup>	Outlier status <sup>3</sup>
2012 Q'1	100	91.92	12.69	89.24	2.12	None
2012 Q'2	147	90.63	13.58	89.24	1.25	None

<sup>1</sup> Expected value (Xe) is the comparison group mean.

<sup>2</sup> Z Score (<-2.576 or >+2.576) indicates whether Xo is an outlier, and if so, whether Xo is desirable or undesirable

<sup>3</sup> Outlier status may be NONE, DESIRABLE, or UNDESIRABLE. NONE: Xo is within current performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current performance guidelines. Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet performance guidelines. Z-Score <-2.576. May indicate opportunity for improvement.

**Figure D3 - COMPARISON CHART:  
PoC-OP – CONTINUITY AND COORDINATION OF CARE**



Comparison Chart shows your health care organization's (HCO) observed range each quarter compared to expected performance based on the comparison group. The expected range (performance) is calculated using a 99% confidence interval for your observed performance. This formula takes into consideration the size of your patient population. The expected rate is the comparison group value.

**Table of Comparison Data Using Z Score: PoC-OP Continuity and Coordination of Care  
Quarterly Performance**

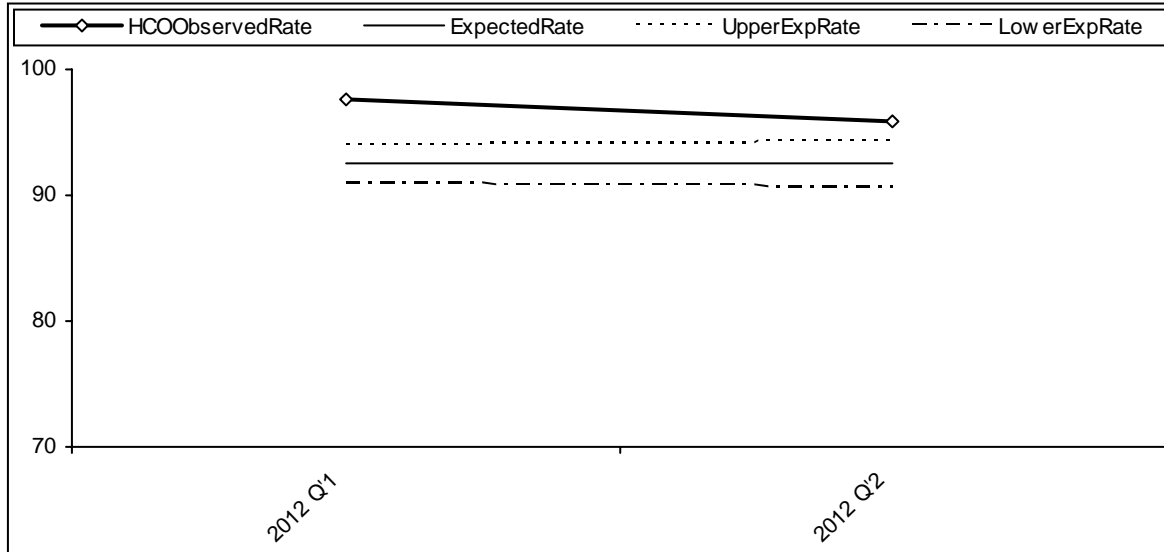
Qtr/Year	HCO's Number of cases (N)	HCO's Observed Value (Xo)	HCO's StdDev of Observed Value (So)	Expected Value (Xe)1	Z-score2	Outlier status3
2012 Q'1	100	96.75	11.04	93.46	2.95	Desirable
2012 Q'2	147	95.92	12.43	93.46	2.39	None

1 Expected value (Xe) is the comparison group mean.

2 Z Score (<-2.576 or >+2.576) indicates whether Xo is an outlier, and if so, whether Xo is desirable or undesirable

3 Outlier status may be NONE, DESIRABLE, or UNDESIRABLE. NONE: Xo is within current performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current performance guidelines. Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.

**Figure D4 - COMPARISON CHART:  
PoC-OP – INTERPERSONAL ASPECTS OF CARE**



Comparison Chart shows your health care organization's (HCO) observed range each quarter compared to expected performance based on the comparison group. The expected range (performance) is calculated using a 99% confidence interval for your observed performance. This formula takes into consideration the size of your patient population. The expected rate is the comparison group value.

**Table of Comparison Data Using Z Score: PoC-OP Interpersonal Aspects of Care  
Quarterly Performance**

Qtr/Year	HCO's Number of cases (N)	HCO's Observed Value (Xo)	HCO's StdDev of Observed Value (So)	Expected Value (Xe) <sup>1</sup>	Z-score <sup>2</sup>	Outlier status <sup>3</sup>
2012 Q'1	100	97.56	5.85	92.48	8.90	Desirable
2012 Q'2	147	95.85	8.65	92.48	4.70	Desirable

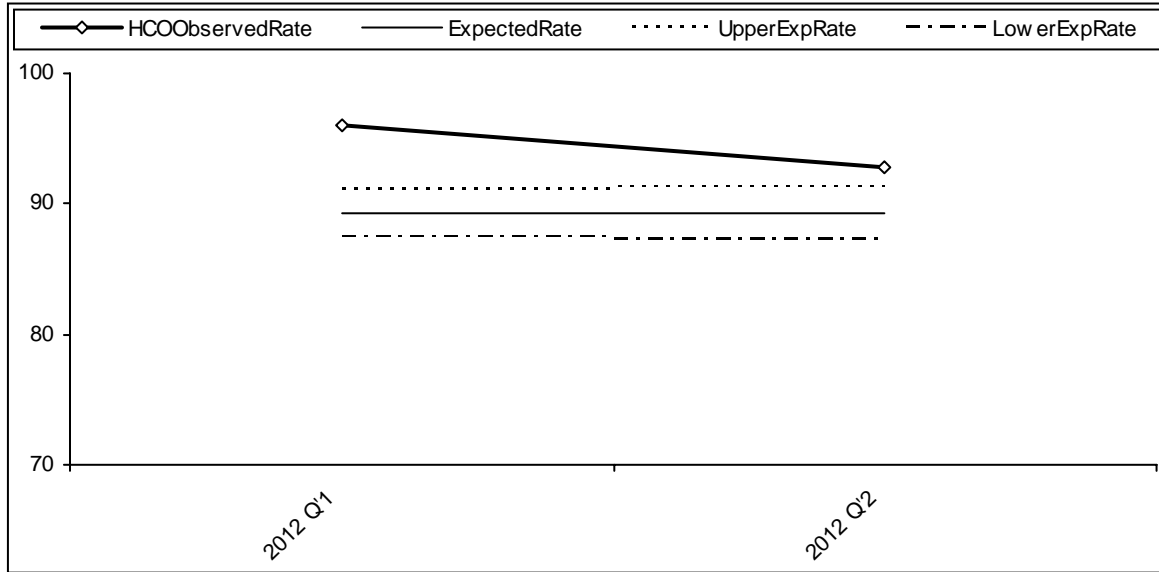
<sup>1</sup> Expected value (Xe) is the comparison group mean.

<sup>2</sup> Z Score (<-2.576 or >+2.576) indicates whether Xo is an outlier, and if so, whether Xo is desirable or undesirable

<sup>3</sup> Outlier status may be NONE, DESIRABLE, or UNDESIRABLE. NONE: Xo is within current performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current performance guidelines. Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.



**Figure D5 - COMPARISON CHART:  
PoC-OP – GLOBAL EVALUATION OF CARE**



Comparison Chart shows your health care organization's (HCO) observed range each quarter compared to expected performance based on the comparison group. The expected range (performance) is calculated using a 99% confidence interval for your observed performance. This formula takes into consideration the size of your patient population. The expected rate is the comparison group value.

**Table Of Comparison Data Using Z-Score: PoC-OP – Global Evaluation of Care  
Quarterly Performance**

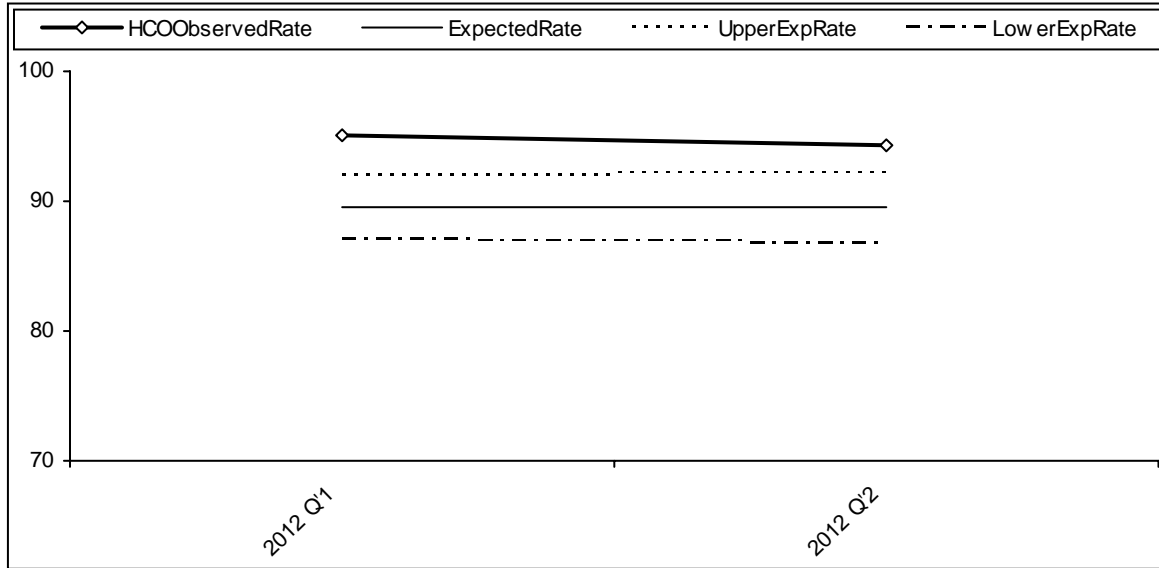
Qtr/Year	HCO's Number of cases (N)	HCO's Observed Value (Xo)	HCO's StdDev of Observed Value (So)	Expected Value (Xe)1	Z-score2	Outlier status3
2012 Q'1	100	96.01	6.99	89.31	9.54	Desirable
2012 Q'2	147	92.82	9.52	89.31	4.44	Desirable

1 Expected value (Xe) is the comparison group mean.

2 Z Score (<-2.576 or >+2.576) indicates whether Xo is an outlier, and if so, whether Xo is desirable or undesirable

3 Outlier status may be NONE, DESIRABLE, or UNDESIRABLE. NONE: Xo is within current performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current performance guidelines. Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.

**Figure D6 - COMPARISON CHART:  
PoC-OP – ACCESS AVAILABILITY OF PROVIDER**



Comparison Chart shows your health care organization's (HCO) observed range each quarter compared to expected performance based on the comparison group. The expected range (performance) is calculated using a 99% confidence interval for your observed performance. This formula takes into consideration the size of your patient population. The expected rate is the comparison group value.

**Table Of Comparison Data Using Z-Score: PoC-OP – Access Availability of provider  
Quarterly Performance**

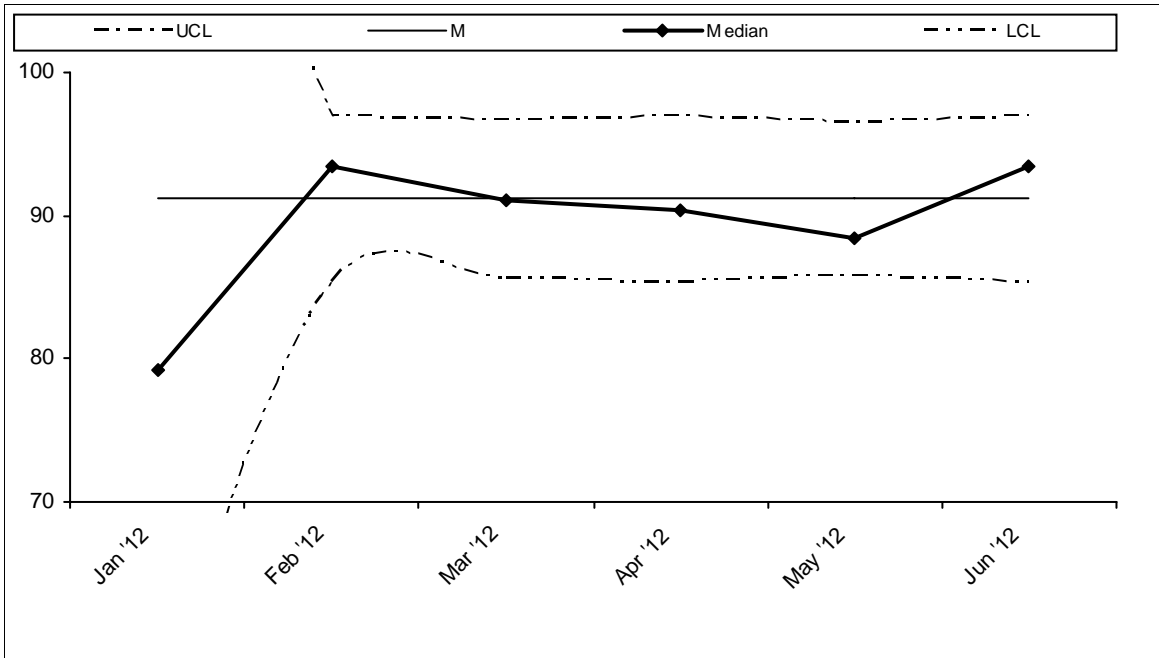
Qtr/Year	HCO's Number of cases (N)	HCO's Observed Value (Xo)	HCO's StdDev of Observed Value (So)	Expected Value (Xe)1	Z-score2	Outlier status3
2012 Q'1	100	95.10	9.39	89.52	5.92	Desirable
2012 Q'2	147	94.25	12.90	89.52	4.53	Desirable

1 Expected value (Xe) is the comparison group mean.

2 Z Score (<-2.576 or >+2.576) indicates whether Xo is an outlier, and if so, whether Xo is desirable or undesirable

3 Outlier status may be NONE, DESIRABLE, or UNDESIRABLE. NONE: Xo is within current performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current performance guidelines. Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.

**Figure D7 - Control Chart**  
**PoC-OP – COMMUNICATION AND INFORMATION RECEIVED FROM PROVIDER**  
**(Control-chart)**



**Legend:**

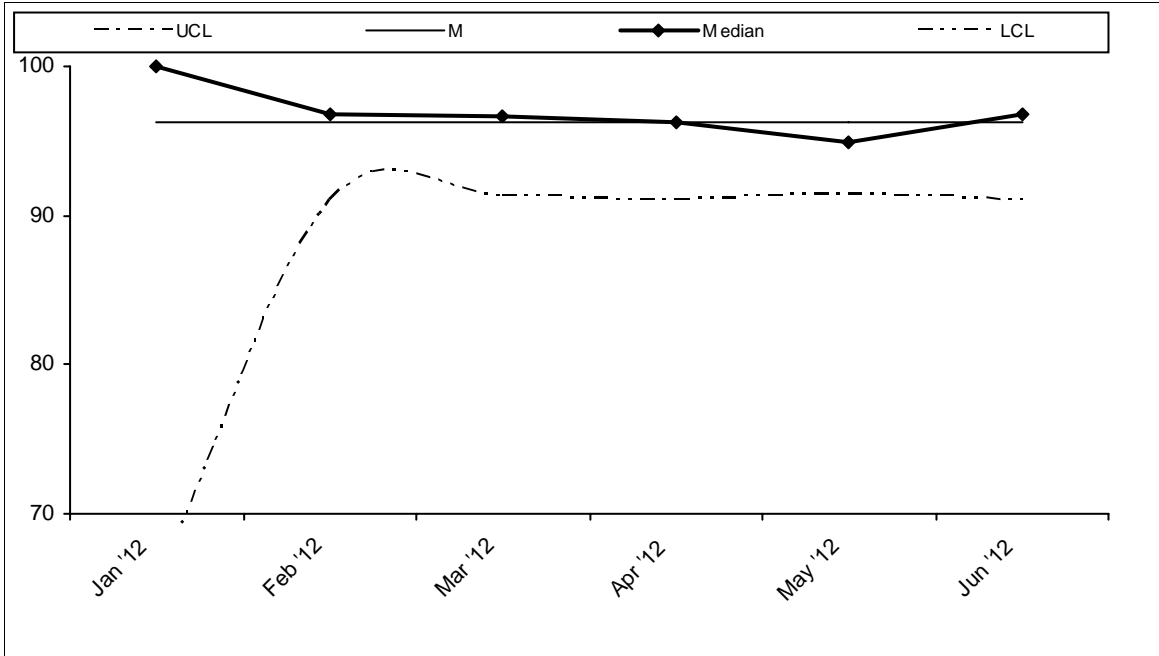
- Mean - Mean of observed values for a month
- M - Overall mean of observed values for all months together
- UCL - upper control limit
- LCL - lower control limit

**3 tests to determine whether performance indicated on the Control-chart is "in control."**

- Test 1:** All monthly data points should be within three standard deviations of the average;
- Test 2:** No more than 7 consecutive monthly data points should be on one side of (above or below) the average;
- Test 3:** No more than 5 consecutive monthly data points should show a steady increase or decrease over time.

A measure in statistical control does not necessarily mean that performance is satisfactory. Results may be stable, yet still indicate poor or good performance. Once results are determined to be in statistical control, they should be compared to external comparison group using a Comparison Chart. If the Control-chart indicates that performance is not "in control", the HCO should investigate to determine the underlying or root causes for why the process appears unstable and unpredictable.

**Figure D8 - Control Chart**  
**PoC-OP – CONTINUITY AND COORDINATION OF CARE (Control-chart)**



**Legend:**

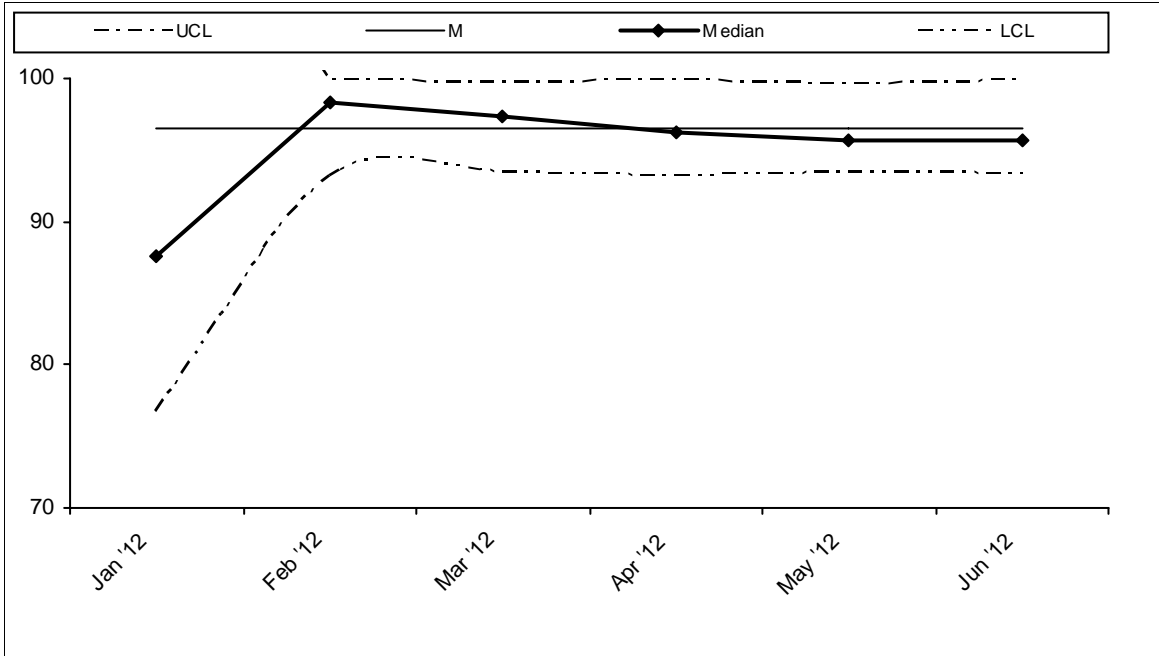
Mean - Mean of observed values for a month  
M - Overall mean of observed values for all months together  
UCL - upper control limit  
LCL - lower control limit

**3 tests to determine whether performance indicated on the Control-chart is "in control."**

- Test 1:** All monthly data points should be within three standard deviations of the average;
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**Figure D9 - Control Chart**  
**PoC-OP – INTERPERSONAL ASPECTS OF CARE (Control-chart)**



**Legend:**

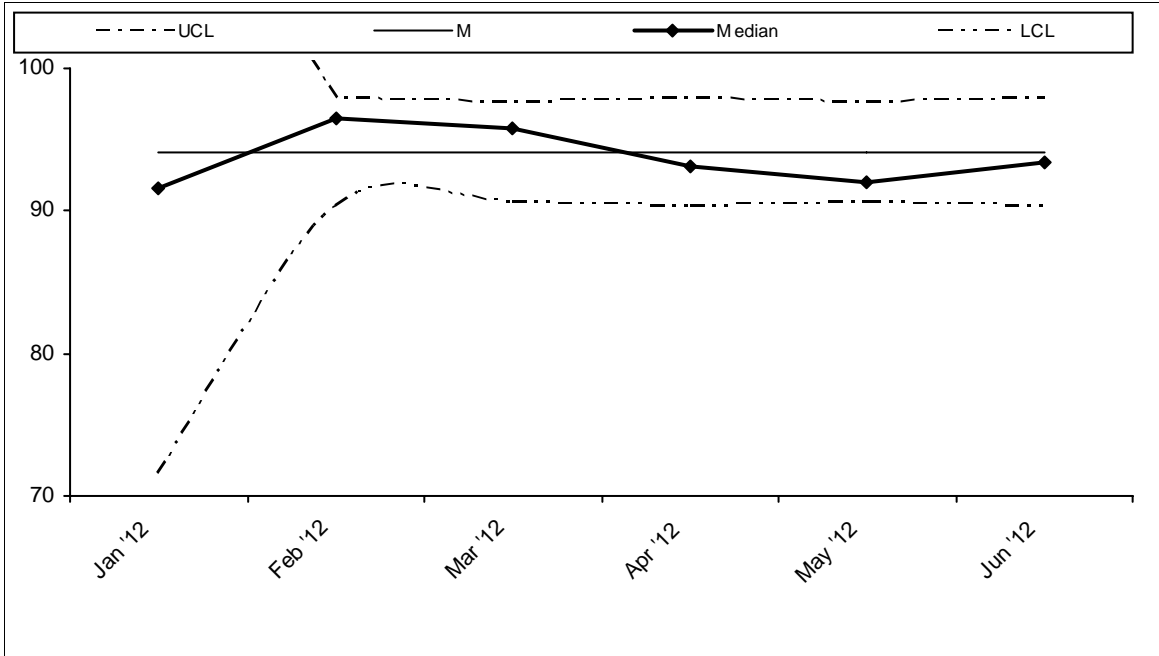
Mean - Mean of observed values for a month  
 M - Overall mean of observed values for all months together  
 UCL - upper control limit  
 LCL - lower control limit

**3 tests to determine whether performance indicated on the Control-chart is "in control."**

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**Figure D10 - Control Chart**  
**PoC-OP – GLOBAL EVALUATION OF CARE (Control-chart)**



**Legend:**

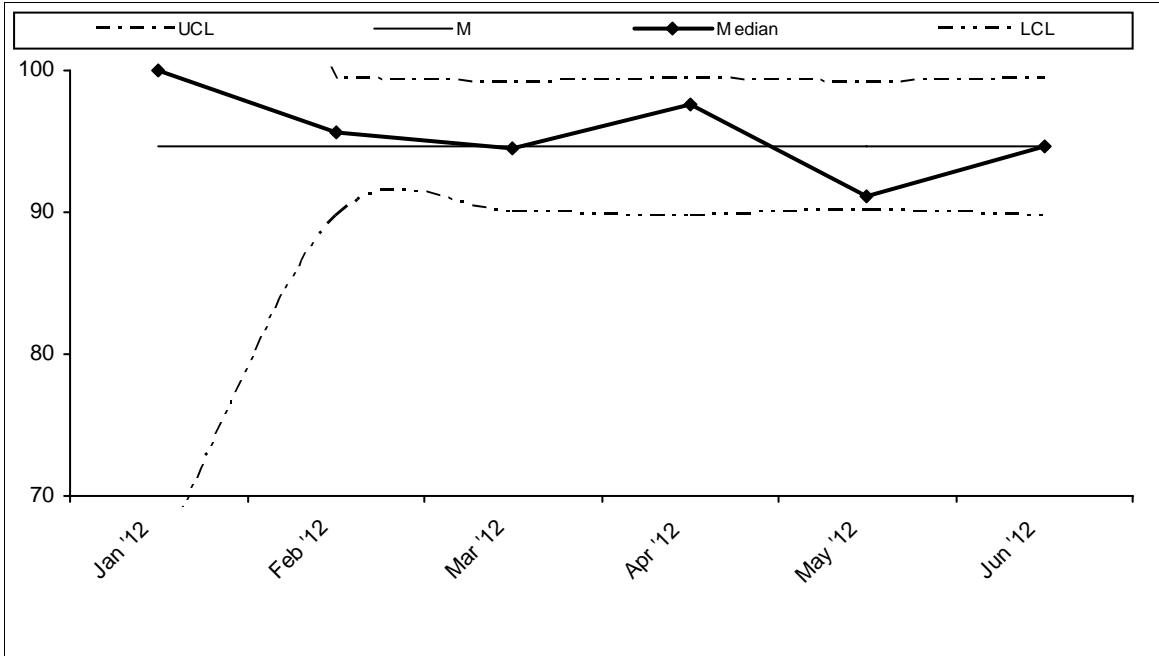
Mean - Mean of observed values for a month  
M - Overall mean of observed values for all months together  
UCL - upper control limit  
LCL - lower control limit

**3 tests to determine whether performance indicated on the Control-chart is "in control."**

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- Test 2:** No more than 7 consecutive monthly data points should be on one side of (above or below) the average;
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**Figure D11 - Control Chart**  
**PoC-OP – ACCESS AND AVAILABILITY OF PROVIDER(Control-chart)**



**Legend:**

Mean - Mean of observed values for a month  
 M - Overall mean of observed values for all months together  
 UCL - upper control limit  
 LCL - lower control limit

**3 tests to determine whether performance indicated on the Control-chart is "in control."**

- Test 1:** All monthly data points should be within three standard deviations of the average;
- Test 2:** No more than 7 consecutive monthly data points should be on one side of (above or below) the average;
- Test 3:** No more than 5 consecutive monthly data points should show a steady increase or decrease over time.

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**Figure D12 - PERCENT OF PATIENTS REPORTING FAVORABLE PERCEPTIONS OF CARE -OP**

N= 147

