

APR-JUN

2012

McLean BASIS *plus*™

# Sample Hospital

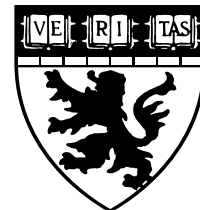
Report for April thru June 2012

- Perceptions of Care

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## **Perceptions of Care Inpatient (PoC-IP)**

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

**Perceptions of Care Survey: Inpatient/Residential/Partial Version (PoC)**

The PoC is an 18-item, clinical-care oriented, self-report satisfaction rating scale. In developing the PoC, McLean focused on patients' perception of the quality of the interpersonal care they received during hospitalization and treatment. Use of the PoC 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 that allows results to be computed for each item and for distinct subscales in an easy to interpret " % favorable" fashion.

**Mean PoC Domain Scores (Figure B1).**

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

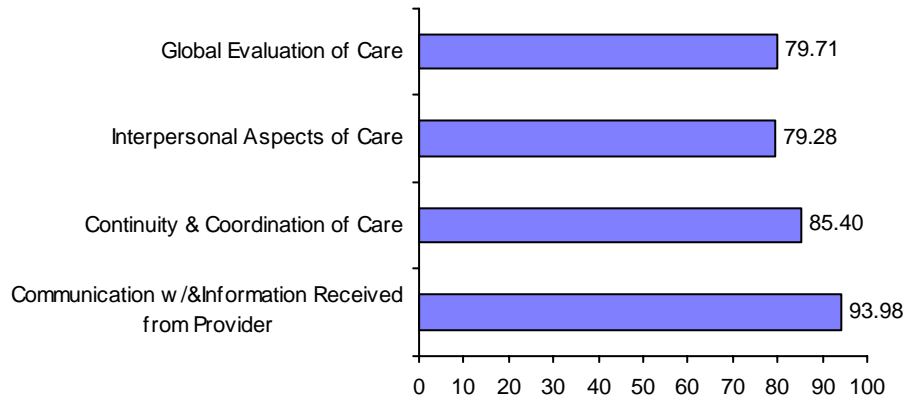
- \* Continuity and Coordination of Care
- \* Communication / Information Received From Provider
- \* Interpersonal Aspects of Care
- \* Global Evaluation of Care

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

Figure B6 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

**Figure B1 - POC: MEAN PERCEPTIONS OF CARE DOMAIN SCORES**

N= 388

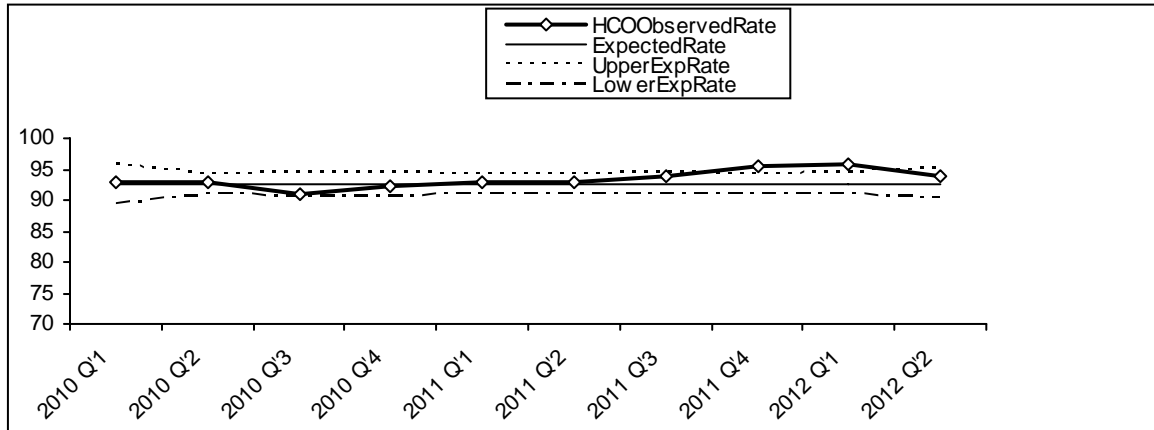


PoC Scale: 1 'Worst possible care' 100 'Best possible care'

**POC BENCHMARK SCORES BASED ON 36011 CASES FROM 22 DIFFERENT ORGANIZATIONS**

Measure	Measure ID#	Mean Score	StdDev
Global Evaluation of Care	11008	82.40	18.60
Interpersonal Aspects of Care	11009	81.39	19.46
Continuity and Coordination of Care	8932	86.65	21.71
Communication and Information Received from Provider	8937	92.73	19.01

**Figure B2 - COMPARISON CHART:  
PoC – 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-Communication/Information Received from Provider - Quarterly Performance Compared to JCAHO Performance Guidelines**

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
2010 Q'1	180	92.79	17.43	92.62	0.1334	None
2010 Q'2	898	92.83	19.22	92.62	0.3260	None
2010 Q'3	858	90.85	22.01	92.62	-2.3586	None
2010 Q'4	697	92.10	19.21	92.62	-0.7134	None
2011 Q'1	797	92.97	18.91	92.62	0.5211	None
2011 Q'2	878	92.99	19.19	92.62	0.5658	None
2011 Q'3	713	93.88	18.40	92.62	1.8272	None
2011 Q'4	549	95.62	15.39	92.62	4.5659	Desirable
2012 Q'1	418	95.79	14.40	92.73	4.3426	Desirable
2012 Q'2	388	93.98	17.89	92.73	1.3775	None

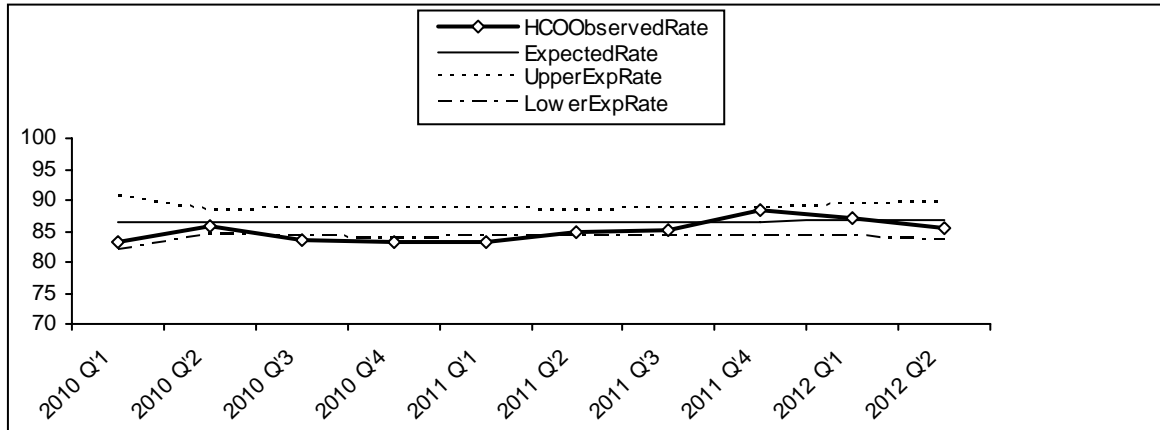
1 Expected value (Xe) is the comparison group median.

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 JCAHO performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current JCAHO performance guidelines.

Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet JCAHO performance guidelines. Z-Score <-2.576. May indicate opportunity for improvement.

**Figure B3 - COMPARISON CHART:  
PoC – CONTINUITY AND COORDINATION OF CARE SCORE**



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 Continuity and Coordination of Care Score**

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
2010 Q'1	180	83.28	22.97	86.37	-1.8049	None
2010 Q'2	898	85.76	22.52	86.37	-0.8117	None
2010 Q'3	858	83.48	25.44	86.37	-3.3268	Undesirable
2010 Q'4	697	83.36	24.94	86.37	-3.1894	Undesirable
2011 Q'1	797	83.26	25.18	86.37	-3.4827	Undesirable
2011 Q'2	878	84.69	23.30	86.37	-2.1387	None
2011 Q'3	713	85.20	23.84	86.37	-1.3068	None
2011 Q'4	549	88.27	20.35	86.37	2.1833	None
2012 Q'1	418	86.98	20.50	86.65	0.3326	None
2012 Q'2	388	85.40	22.82	86.65	-1.0789	None

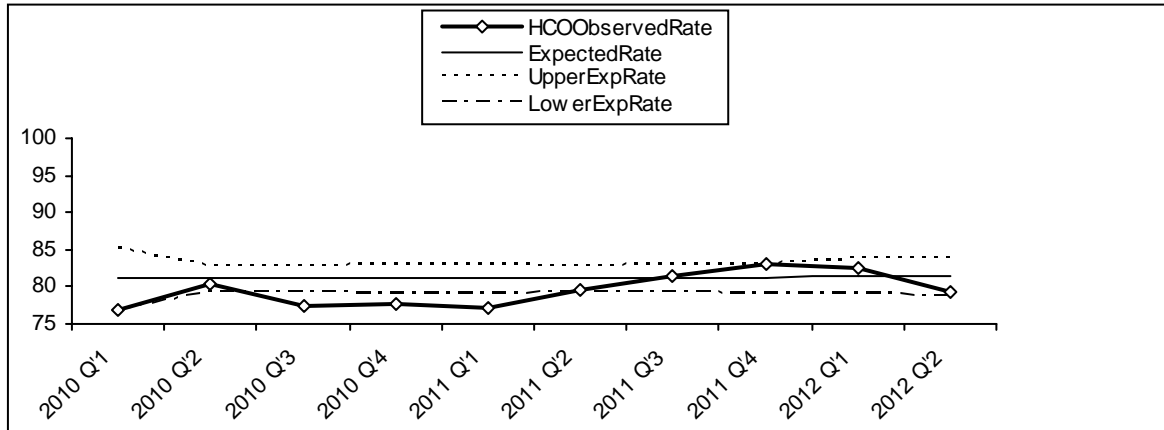
1 Expected value (Xe) is the comparison group median

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 JCAHO performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current JCAHO performance guidelines.

Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet JCAHO performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.

**Figure B4 - COMPARISON CHART:  
PoC – 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 Interpersonal Aspects of Care Score  
Quarterly Performance Compared to JCAHO Performance Guidelines**

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
2010 Q'1	180	77.01	21.29	81.09	-2.5733	None
2010 Q'2	898	80.34	19.56	81.09	-1.1454	None
2010 Q'3	858	77.54	20.92	81.09	-4.9671	Undesirable
2010 Q'4	697	77.64	19.91	81.09	-4.5765	Undesirable
2011 Q'1	797	77.11	21.88	81.09	-5.1406	Undesirable
2011 Q'2	878	79.47	20.07	81.09	-2.3845	None
2011 Q'3	713	81.55	19.83	81.09	0.6250	None
2011 Q'4	549	83.12	18.56	81.09	2.5649	None
2012 Q'1	418	82.56	19.12	81.39	1.2522	None
2012 Q'2	388	79.28	19.50	81.39	-2.1312	None

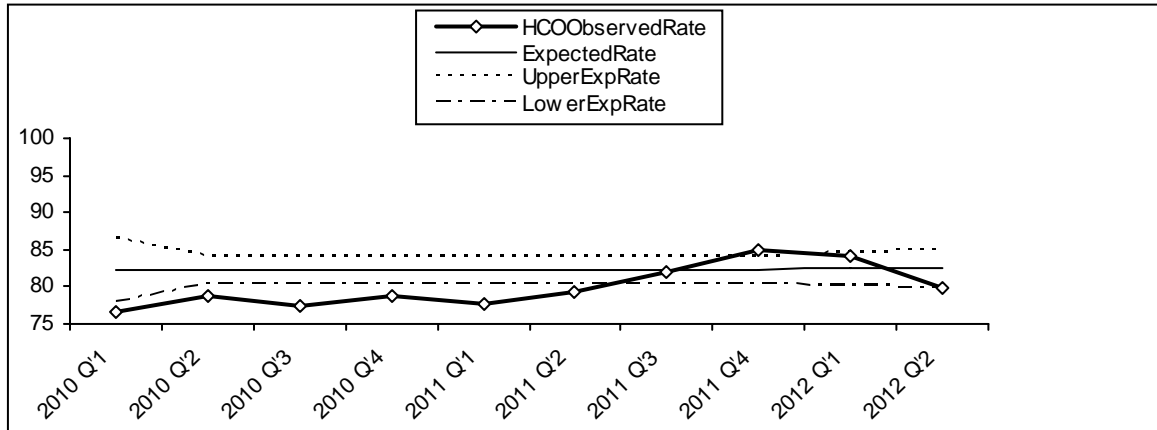
1 Expected value (Xe) is the comparison group median

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 JCAHO performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current JCAHO performance guidelines.

Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet JCAHO performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.

**Figure B5 - COMPARISON CHART:  
PoC – 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 – Global Evaluation of Care  
Quarterly Performance Compared to JCAHO Performance Guidelines**

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
2010 Q'1	180	76.65	22.06	82.23	-3.3969	Undesirable
2010 Q'2	898	78.79	21.83	82.23	-4.7193	Undesirable
2010 Q'3	858	77.36	21.88	82.23	-6.5166	Undesirable
2010 Q'4	697	78.84	19.79	82.23	-4.5220	Undesirable
2011 Q'1	797	77.66	21.52	82.23	-5.9899	Undesirable
2011 Q'2	878	79.20	20.51	82.23	-4.3746	Undesirable
2011 Q'3	713	81.98	19.28	82.23	-0.3501	None
2011 Q'4	549	84.81	16.88	82.23	3.5875	Desirable
2012 Q'1	418	84.03	17.82	82.40	1.8678	None
2012 Q'2	388	79.71	19.96	82.40	-2.6550	Undesirable

1 Expected value (Xe) is the comparison group median

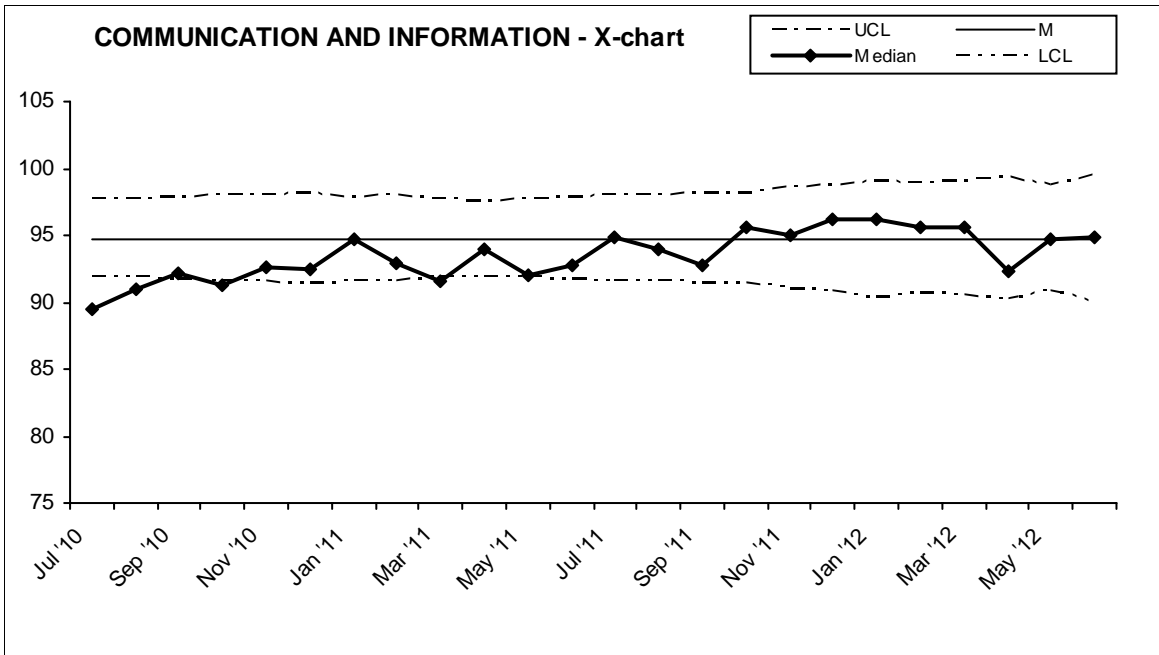
2 Z Score (<-2.576 or >+2.576) indicates whether Xo is an outlier, and if so, whether Xo is desirable or undesirable

3 Outlier status may be NONE, DESIRABLE, or UNDESIRABLE. NONE: Xo is within current JCAHO performance guidelines. Z-Score between -2.576 and 2.576. Indicates expected performance; DESIRABLE: Xo exceeds current JCAHO performance guidelines.

Zscore>+2.576. May indicate excellent performance. UNDESIRABLE: Xo does not meet JCAHO performance guidelines. (Z-Score <-2.576. May indicate opportunity for improvement.



**Figure B6 - Control Chart**  
**PoC – COMMUNICATION AND INFORMATION RECEIVED FROM PROVIDER (X-chart)**



**Legend: M-chart:**

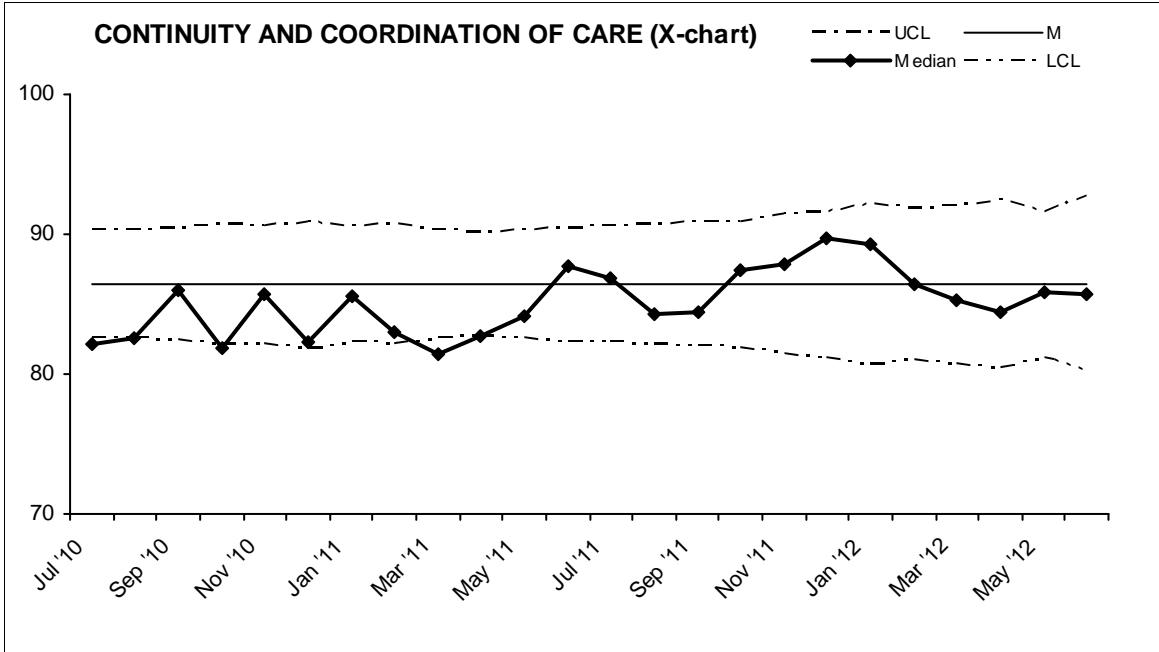
Mean - Mean of observed values for a month  
 M - Overall mean of observed values for all months together  
 UCL - upper control limit  
 LCL - lower control limit

**JCAHO has established 3 tests to determine whether performance indicated on the X-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 X-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 B7 - Control Chart**  
**PoC – CONTINUITY AND COORDINATION OF CARE (X-chart)**



**Legend: M-chart:**

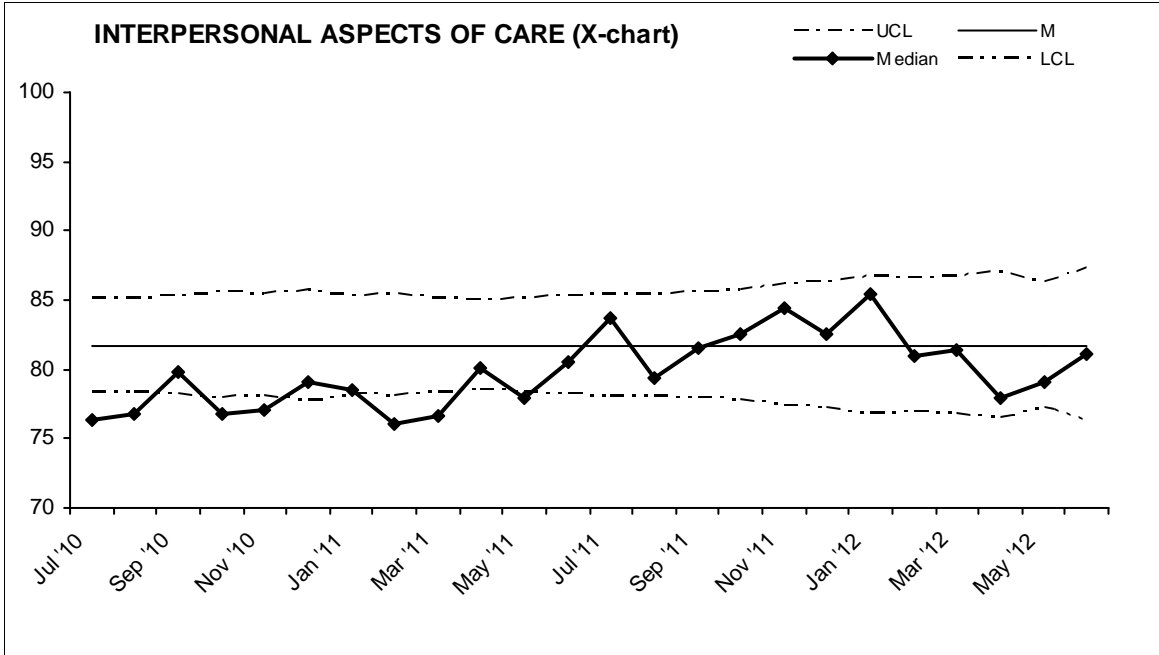
Mean - Mean of observed values for a month  
 M - Overall mean of observed values for all months together  
 UCL - upper control limit  
 LCL - lower control limit

**JCAHO has established 3 tests to determine whether performance indicated on the X-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 X-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 B8 - Control Chart**  
**PoC – INTERPERSONAL ASPECTS OF CARE (X-chart)**



**Legend: M-chart:**

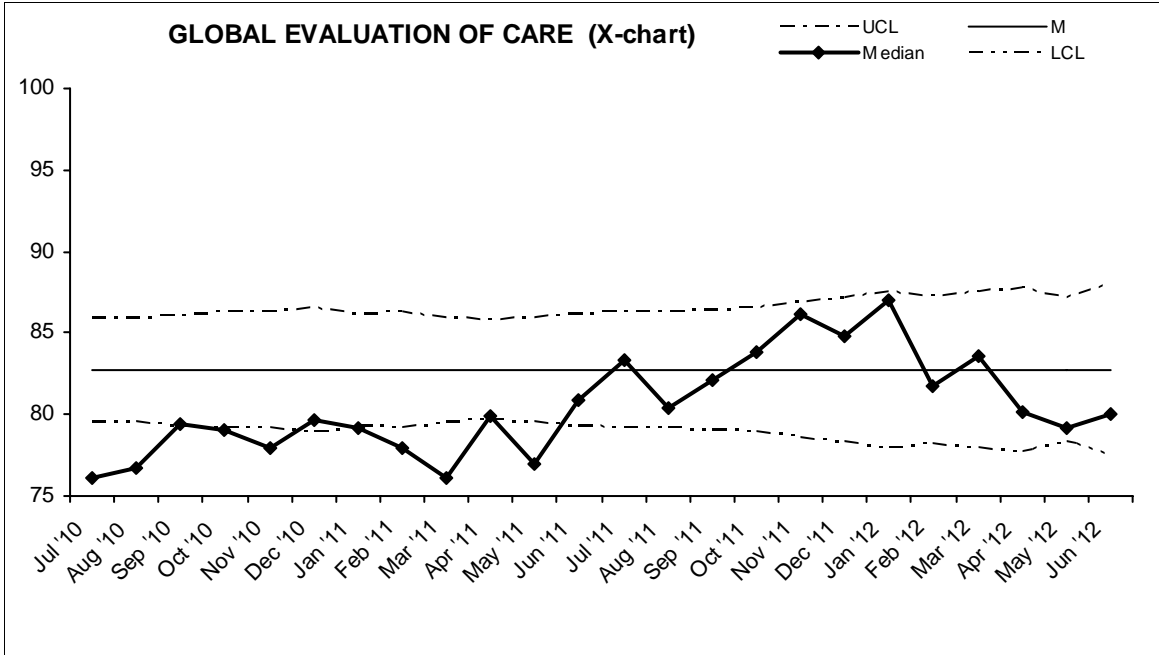
Mean - Mean of observed values for a month  
 M - Overall mean of observed values for all months together  
 UCL - upper control limit  
 LCL - lower control limit

**JCAHO has established 3 tests to determine whether performance indicated on the X-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;
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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 X-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 B9 - Control Chart**  
**PoC – GLOBAL EVALUATION OF CARE (X-chart)**



**Legend: M-chart:**

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

**JCAHO has established 3 tests to determine whether performance indicated on the X-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 X-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 B10 - PERCENT OF PATIENTS REPORTING FAVORABLE PERCEPTIONS OF CARE**

N= 388

