

CARE Measure Certificate for Doctor Smith



8th December 2014

The Consultation and Relational Empathy (CARE) measure is a person-centred consultation process measure that was developed and researched at the Departments of General Practice in Edinburgh University and Glasgow University. It measures empathy in the context of the therapeutic relationship during a one-on-one consultation between a clinician and a patient. Originally developed for use by GPs, it has since been successfully used by other medical staff, allied health professionals (AHPs) and nurses. The measure has been extensively validated and is widely used in the UK and internationally.

Summary

Since 01/04/2014, Dr Smith has had 46 CARE Measure (text) CARE questionnaires completed by patients who rated Dr Smith's performance in the following areas on a scale from 1 (poor) to 5 (excellent):

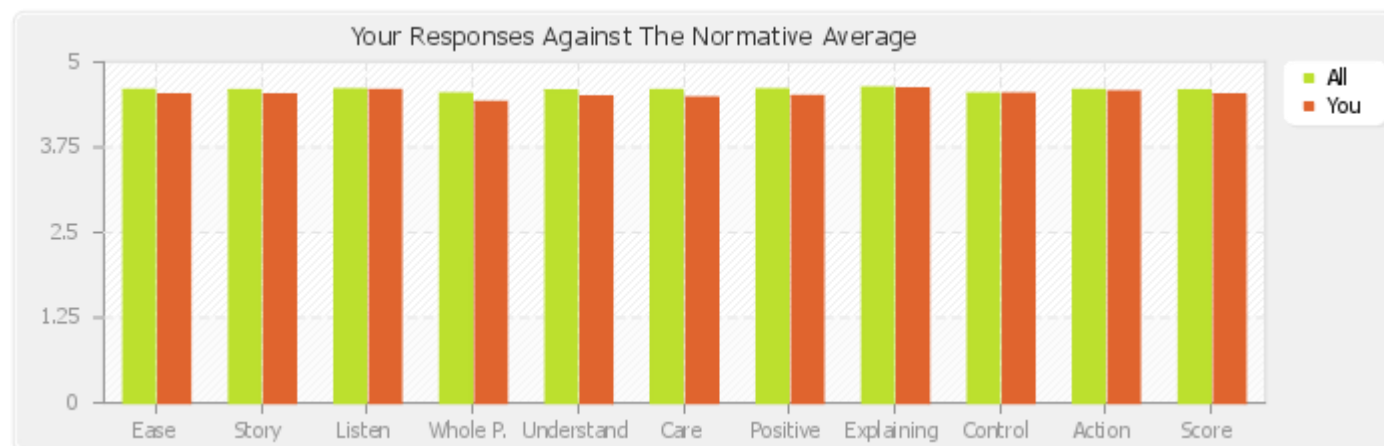
- Making you feel at ease
- Letting you tell your story
- Really listening
- Being interested in you as a whole person
- Fully understanding your concerns
- Showing care and compassion
- Being positive
- Explaining things clearly
- Helping you to take control
- Making a plan of action with you

This report compares Dr Smith's CARE measure results with 98,689 collected nationally from other Doctors. The report was generated automatically via www.caremeasure.org, a website dedicated to supporting practitioners in the use, analysis and interpretation of the CARE Measure's findings.

Dr Smith's CARE score is 45.1957, which is Between the 25th and 50th percentiles. The average for Doctors is 45.8261.

Normative values for all Doctors

The chart below shows Dr Smith's scores for each of the CARE measures compared with the average from all Doctors. The right most bars, labelled Score, show Dr Smith's overall score.



Comparing With Other Doctors

This table compares Dr Smith's score for each of the 10 CARE measures to those of other Doctors. It shows Dr Smith's average score for each measure and where that average falls as a percentile compared to all other Doctors.

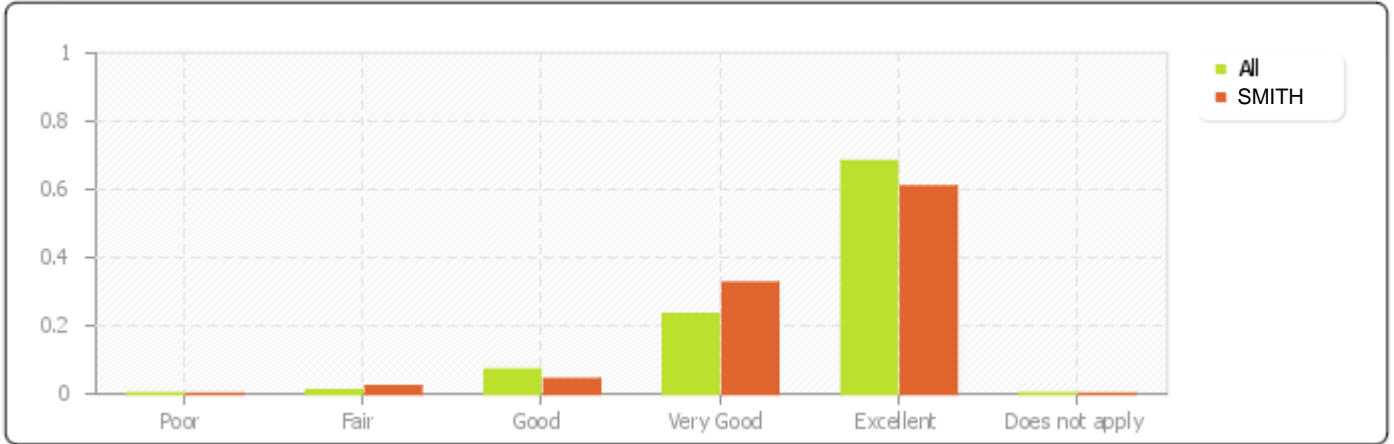
Measure	Score	Baseline	Percentile
Making you feel at ease	4.5217	4.5899	Between the 25th and 50th percentiles.
Letting you tell your story	4.5217	4.5856	Between the 25th and 50th percentiles.
Really listening	4.5870	4.5978	Between the 25th and 50th percentiles.
Being interested in you as a whole person	4.4130	4.5371	Between the 25th and 50th percentiles.
Fully understanding your concerns	4.4889	4.5809	Between the 25th and 50th percentiles.
Showing care and compassion	4.4783	4.5867	Between the 25th and 50th percentiles.
Being positive	4.5000	4.5973	Between the 25th and 50th percentiles.
Explaining things clearly	4.6087	4.6252	Between the 25th and 50th percentiles.
Helping you to take control	4.5349	4.5364	Between the 25th and 50th percentiles.
Making a plan of action with you	4.5682	4.5878	Between the 25th and 50th percentiles.
Score	45.1957	45.8261	Between the 25th and 50th percentiles.

The table below shows the proportion of responses for each measure in each of the five ratings from Poor to Excellent. The top bar in each cell shows the responses for Dr Smith (marked SMI) and the lower bar shows the response for all Doctors (marked All).

		Poor	Fair	Good	Very Good	Excellent
Ease	SMI	■	■	■	■	■
	All	■	■	■	■	■
Story	SMI	■	■	■	■	■
	All	■	■	■	■	■
Listening	SMI	■	■	■	■	■
	All	■	■	■	■	■
Whole Person	SMI	■	■	■	■	■
	All	■	■	■	■	■
Understanding	SMI	■	■	■	■	■
	All	■	■	■	■	■
Care	SMI	■	■	■	■	■
	All	■	■	■	■	■
Positive	SMI	■	■	■	■	■
	All	■	■	■	■	■
Explaining	SMI	■	■	■	■	■
	All	■	■	■	■	■
Control	SMI	■	■	■	■	■
	All	■	■	■	■	■
Action	SMI	■	■	■	■	■
	All	■	■	■	■	■

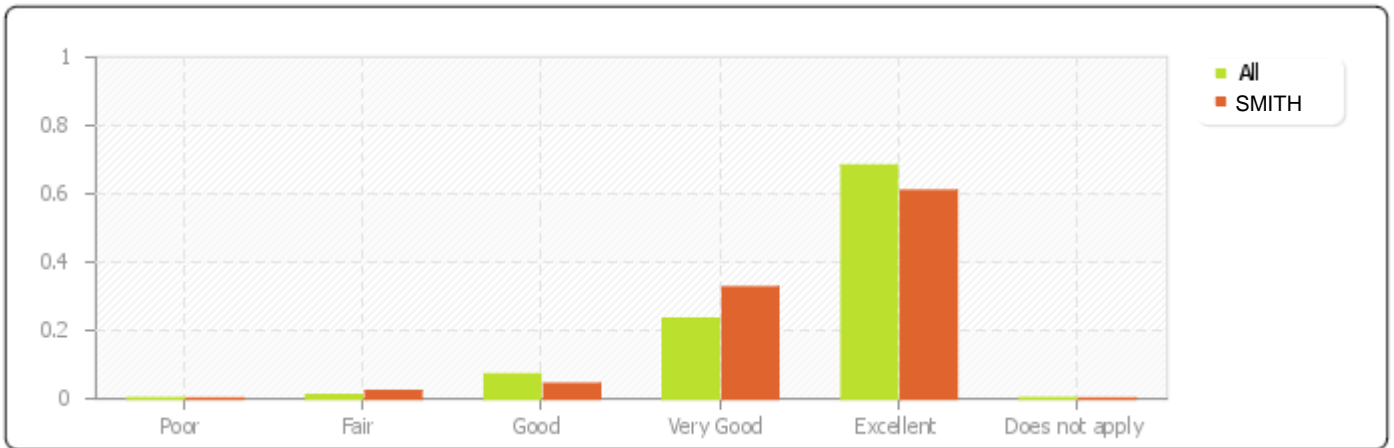
Individual Measures in Detail

CARE Measure Response for Making you feel at ease



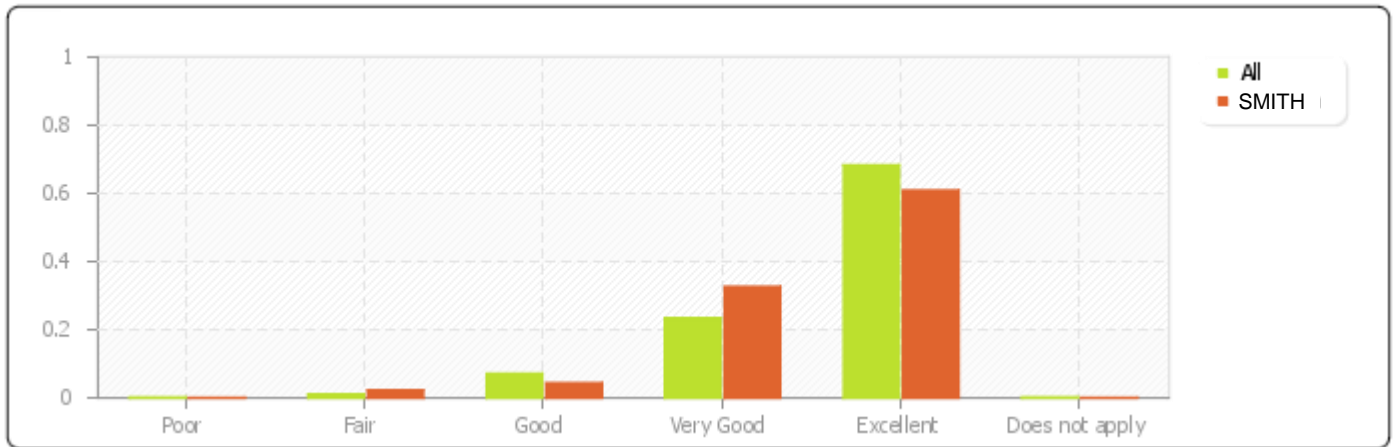
Dr Smith's CARE score is 4.5217, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5899.

CARE Measure Response for Letting you tell your story



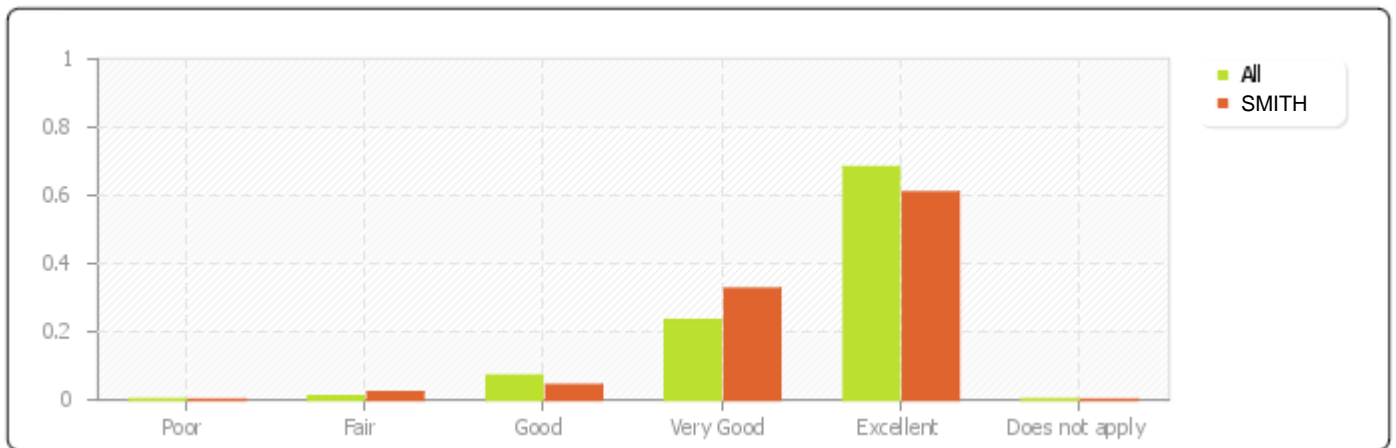
Dr Smith's CARE score is 4.5217, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5856.

CARE Measure Response for Really listening



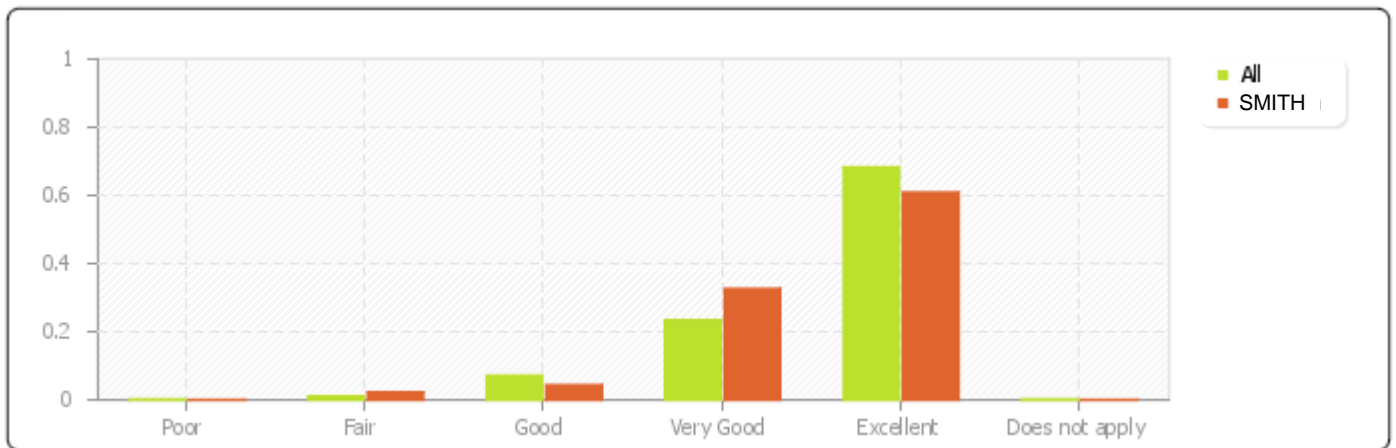
Dr Smith's CARE score is 4.5870, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5978.

CARE Measure Response for Being interested in you as a whole person



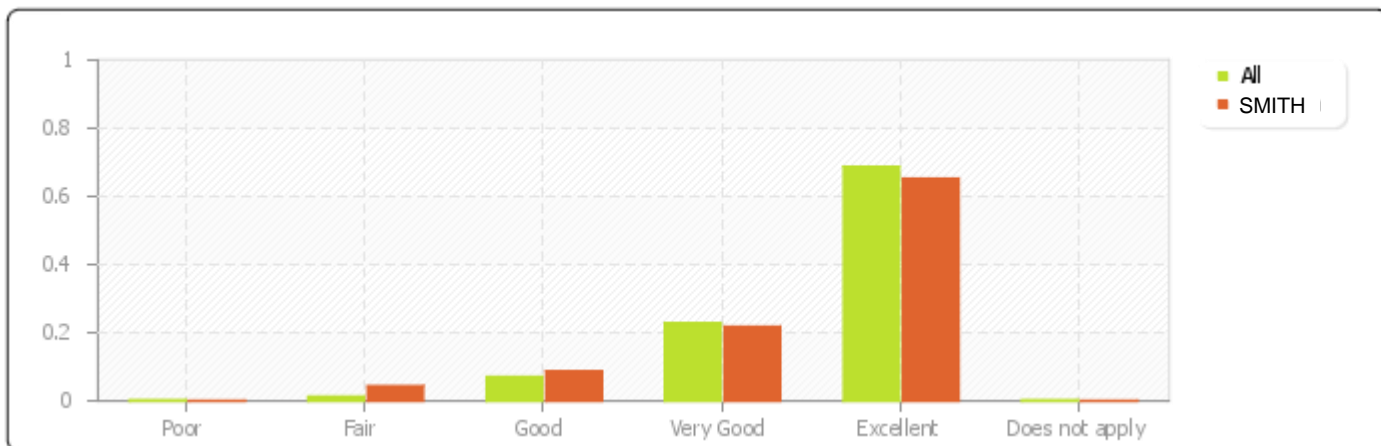
Dr Smith's CARE score is 4.4130, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5371.

CARE Measure Response for Fully understanding your concerns



Dr Smith's CARE score is 4.4889, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5809.

CARE Measure Response for Showing care and compassion



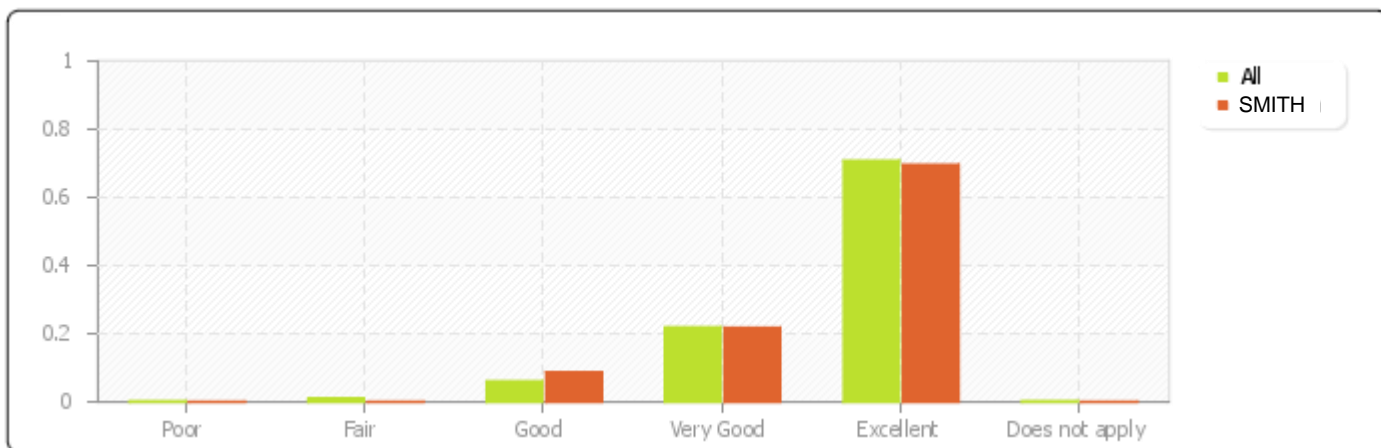
Dr Smith's CARE score is 4.4783, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5867.

CARE Measure Response for Being positive



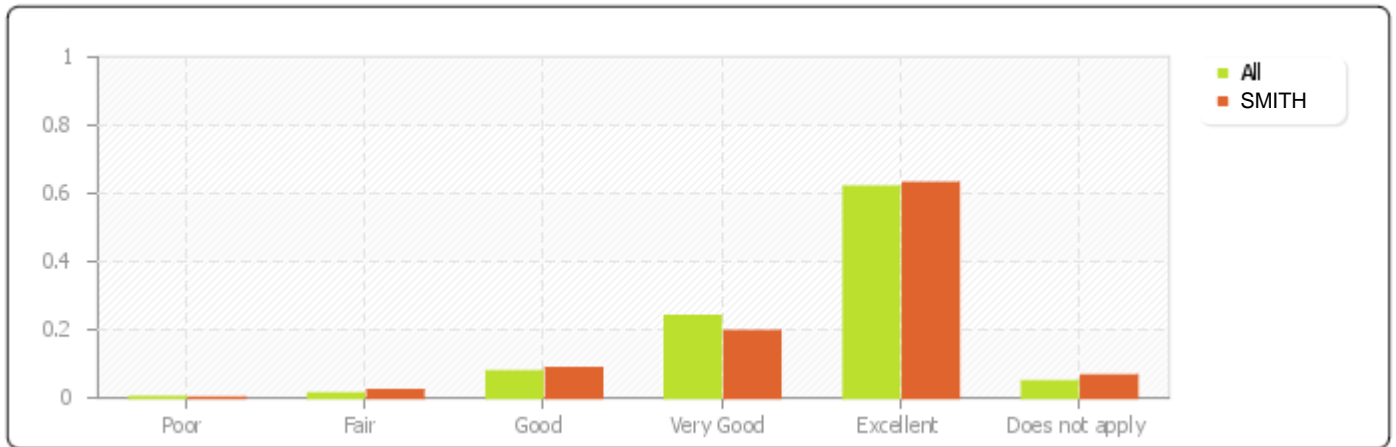
Dr Smith's CARE score is 4.5000, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5973.

CARE Measure Response for Explaining things clearly



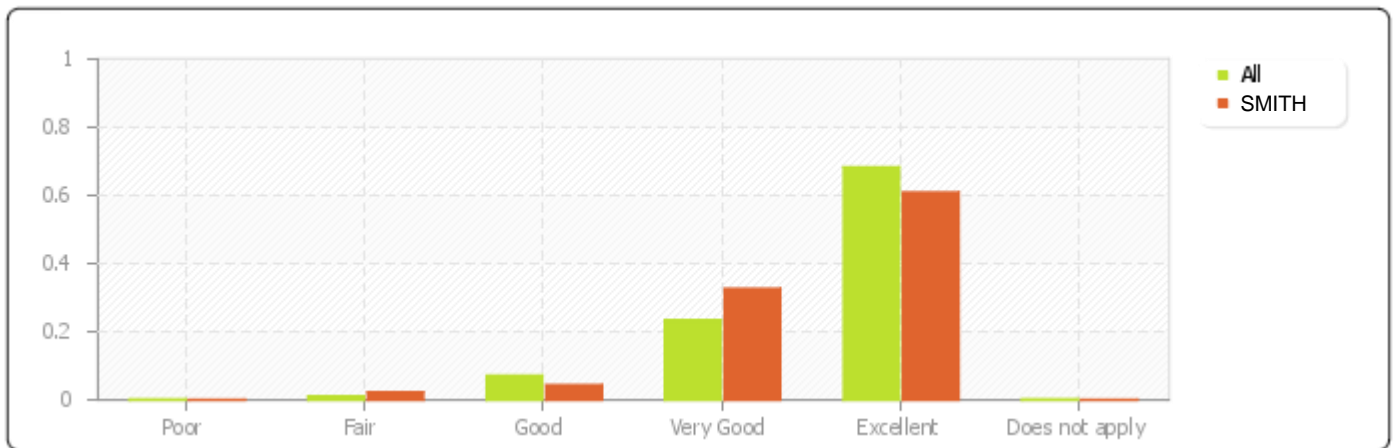
Dr Smith's CARE score is 4.6087, which is Between the 25th and 50th percentiles. The average for Doctors is 4.6252.

CARE Measure Response for Helping you to take control



Dr Smith's CARE score is 4.5349, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5364.

CARE Measure Response for Making a plan of action with you



Dr Smith's CARE score is 4.5682, which is Between the 25th and 50th percentiles. The average for Doctors is 4.5878.

The following pages show the percentile breakdowns for each measure across all Doctors.

CARE Measure Response for 'Making you feel at ease'

Percentile	Score
95	4.8966
90	4.8491
75	4.7600
50	4.6364
25	4.4699
10	4.2813
5	4.1489

Dr Smith's average score for the CARE measure 'Making you feel at ease' is 4.5217, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Letting you tell your story'

Percentile	Score
95	4.8800
90	4.8302
75	4.7407
50	4.6250
25	4.4800
10	4.2979
5	4.1707

Dr Smith's average score for the CARE measure 'Letting you tell your story' is 4.5217, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Really listening '

Percentile	Score
95	4.8846
90	4.8421
75	4.7600
50	4.6400
25	4.4894
10	4.3103
5	4.1731

Dr Smith's average score for the CARE measure 'Really listening ' is 4.5870, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Being interested in you as a whole person '

Percentile	Score
95	4.8750
90	4.8200
75	4.7188
50	4.5800
25	4.4082
10	4.2000
5	4.0769

Dr Smith's average score for the CARE measure 'Being interested in you as a whole person ' is 4.4130, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Fully understanding your concerns '

Percentile	Score
95	4.8868
90	4.8400
75	4.7500
50	4.6207
25	4.4651
10	4.2800
5	4.1569

Dr Smith's average score for the CARE measure 'Fully understanding your concerns ' is 4.4889, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Showing care and compassion '

Percentile	Score
95	4.8980
90	4.8462
75	4.7600
50	4.6316
25	4.4706
10	4.2830
5	4.1373

Dr Smith's average score for the CARE measure 'Showing care and compassion ' is 4.4783, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Being positive '

Percentile	Score
95	4.8889
90	4.8400
75	4.7600
50	4.6400
25	4.4815
10	4.3200
5	4.1695

Dr Smith's average score for the CARE measure 'Being positive ' is 4.5000, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Explaining things clearly '

Percentile	Score
95	4.9000
90	4.8571
75	4.7750
50	4.6667
25	4.5273
10	4.3521
5	4.2041

Dr Smith's average score for the CARE measure 'Explaining things clearly ' is 4.6087, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Helping you to take control '

Percentile	Score
95	4.8571
90	4.8000
75	4.7083
50	4.5800
25	4.4167
10	4.2128
5	4.0833

Dr Smith's average score for the CARE measure 'Helping you to take control ' is 4.5349, which is between the 25th and 50th percentiles.

CARE Measure Response for 'Making a plan of action with you '

Percentile	Score
95	4.8800
90	4.8400
75	4.7500
50	4.6279
25	4.4762
10	4.2917
5	4.1607

Dr Smith's average score for the CARE measure 'Making a plan of action with you ' is 4.5682, which is between the 25th and 50th percentiles.

This report was generated via www.caremeasure.org, a free resource provided by the Nursing, Midwifery and Allied Health Professions Research Unit.