

# CARE Measure Certificate for Sample User , Physiotherapist



12th July 2012

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 19/03/2012, Sample User has had 51 CARE questionnaires completed by patients who rated Sample User's performance in the following 10 areas on a scale from 1(poor) to 5(excellent):

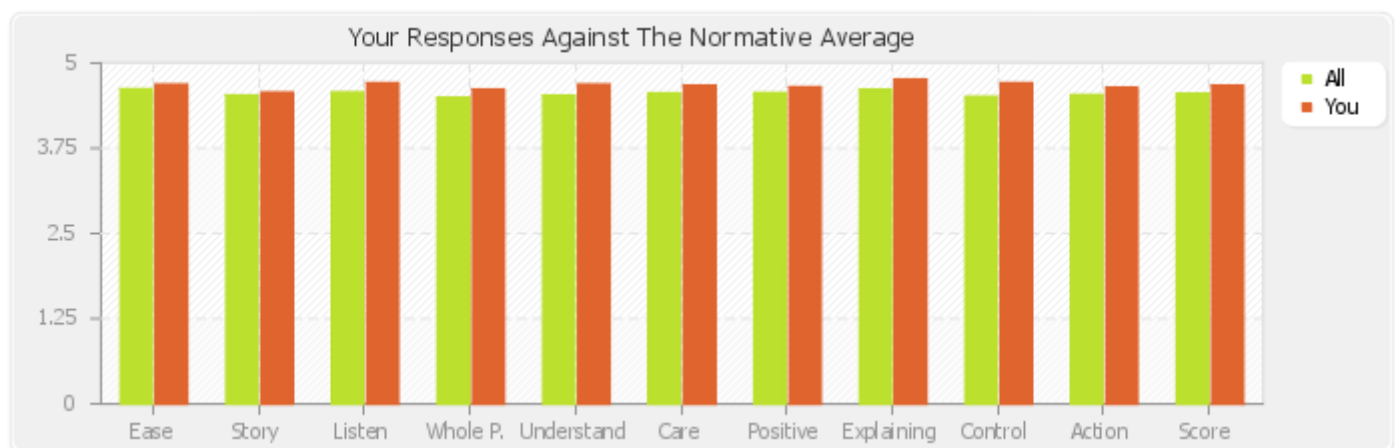
- Making you feel at ease
- Letting you tell your story
- Really listening
- Being interested in you as a whole person
- Fully understanding your concerns
- Showing care and compassion
- Being positive
- Explaining things clearly
- Helping you to take control
- Making a plan of action with you

This report compares Sample User's CARE measure results with 6,943 collected nationally from other Physiotherapists. The report was generated automatically via [www.caremeasure.org](http://www.caremeasure.org), a website dedicated to supporting practitioners in the use, analysis and interpretation of the CARE Measure's findings.

Sample User's CARE score is 46.6667, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 45.4838.

## Normative values for all Physiotherapists

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



## Comparing With Other Physiotherapists

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

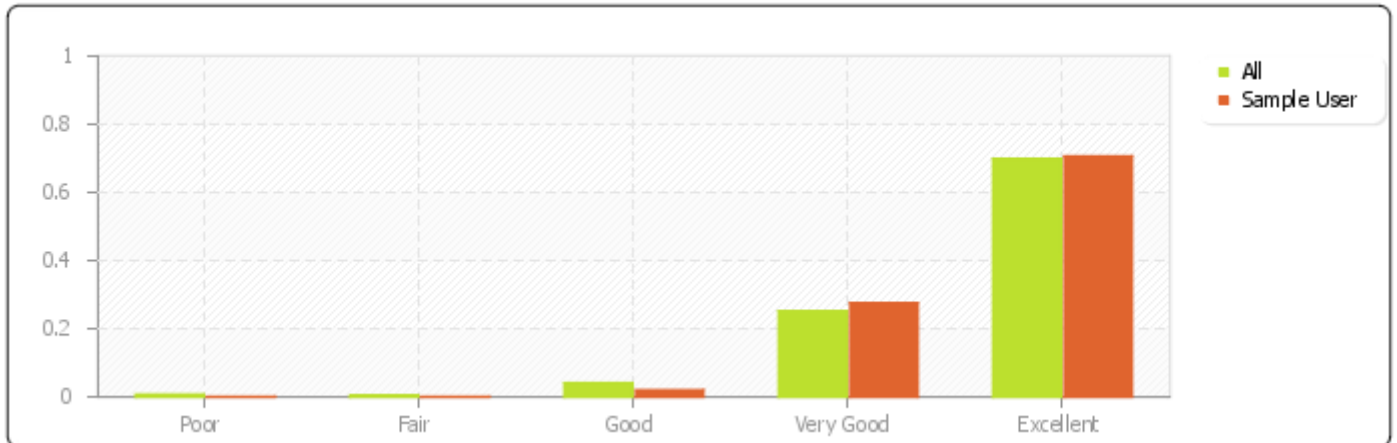
Measure	Score	Baseline	Percentile
Making you feel at ease	4.6863	4.6175	Between the 50th and 75th percentiles.
Letting you tell your story	4.5686	4.5257	Between the 25th and 50th percentiles.
Really listening	4.7059	4.5718	Between the 50th and 75th percentiles.
Being interested in you as a whole person	4.6122	4.4926	Between the 50th and 75th percentiles.
Fully understanding your concerns	4.6863	4.5208	Between the 75th and 90th percentiles.
Showing care and compassion	4.6667	4.5566	Between the 50th and 75th percentiles.
Being positive	4.6471	4.5614	Between the 50th and 75th percentiles.
Explaining things clearly	4.7600	4.6105	Between the 75th and 90th percentiles.
Helping you to take control	4.7059	4.5077	Between the 75th and 90th percentiles.
Making a plan of action with you	4.6327	4.5321	Between the 50th and 75th percentiles.
Score	46.6667	45.4838	Between the 50th and 75th 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 Sample User (marked S) and the lower bar shows the response for all Physiotherapists (marked All).

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

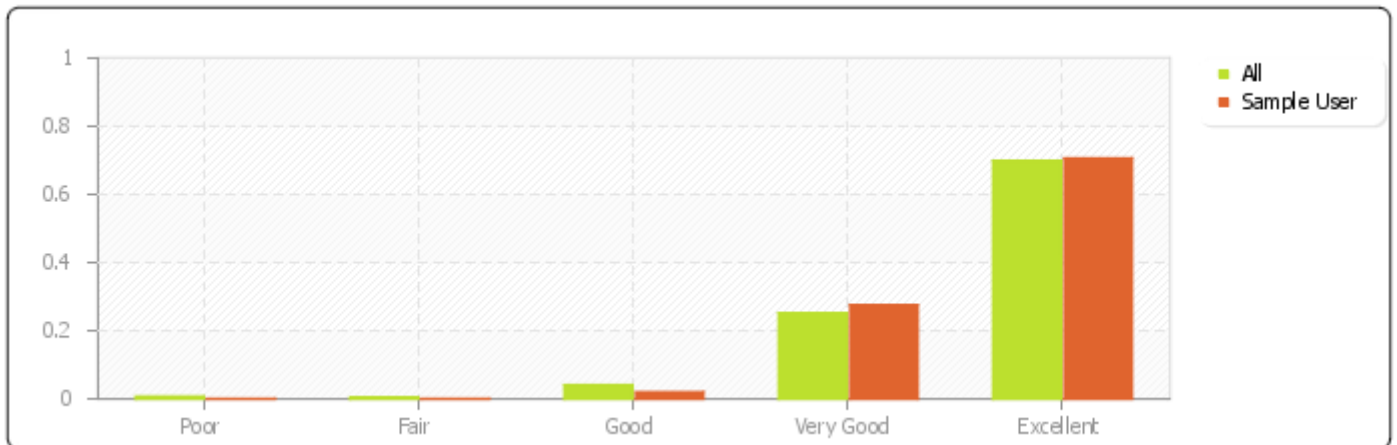
## Individual Measures in Detail

CARE Measure Response for Making you feel at ease



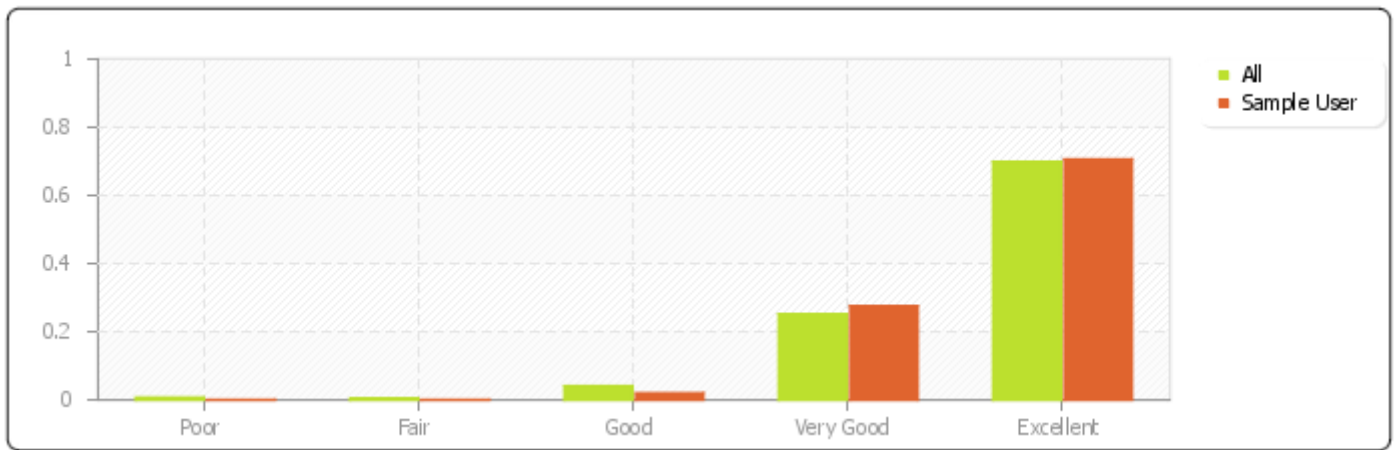
Sample User's CARE score is 4.6863, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 4.6175.

CARE Measure Response for Letting you tell your story



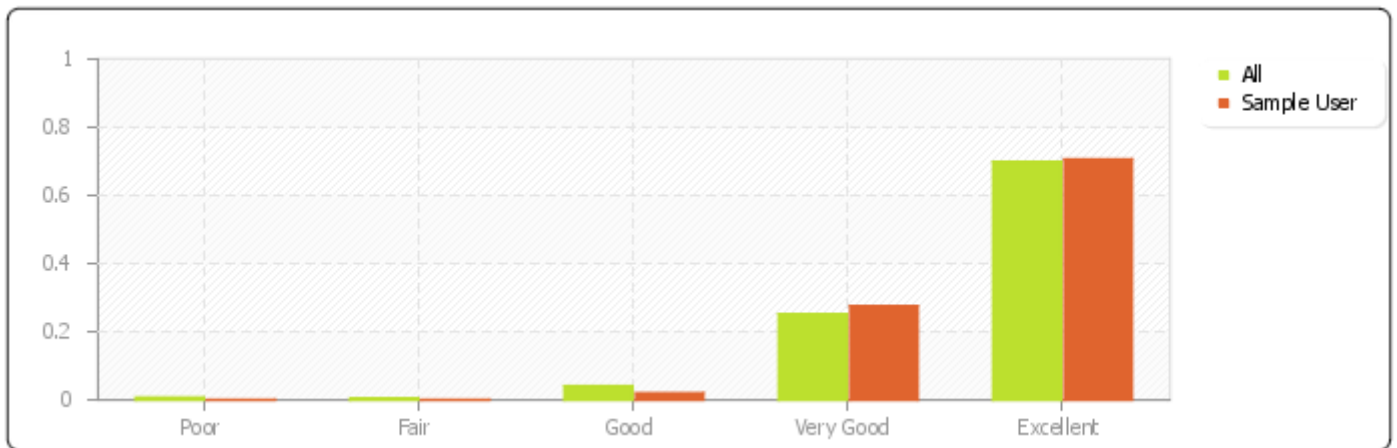
Sample User's CARE score is 4.5686, which is Between the 25th and 50th percentiles. The average for Physiotherapists is 4.5257.

### CARE Measure Response for Really listening



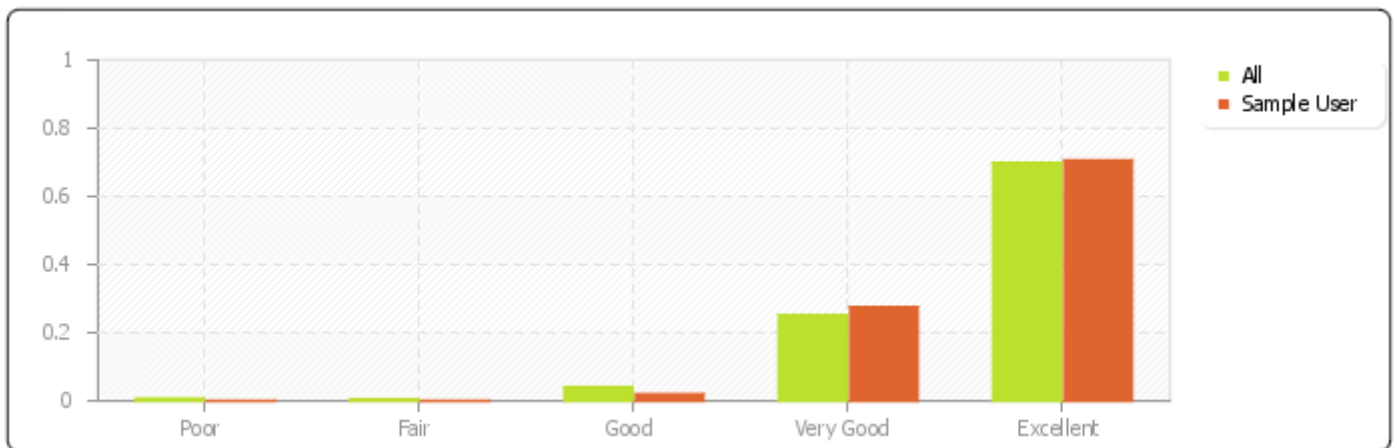
Sample User's CARE score is 4.7059, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 4.5718.

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



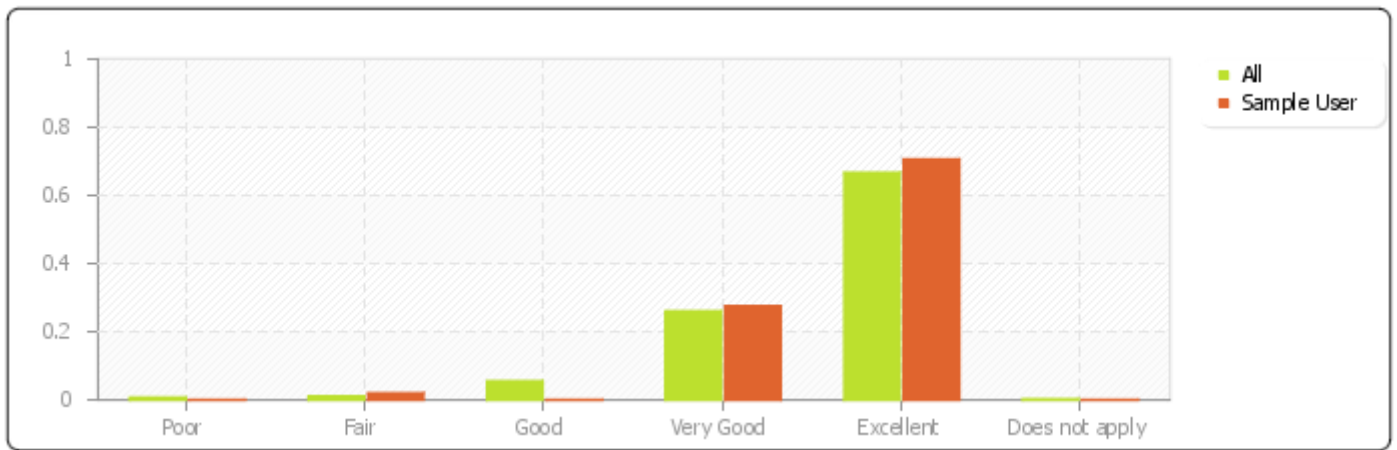
Sample User's CARE score is 4.6122, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 4.4926.

### CARE Measure Response for Fully understanding your concerns



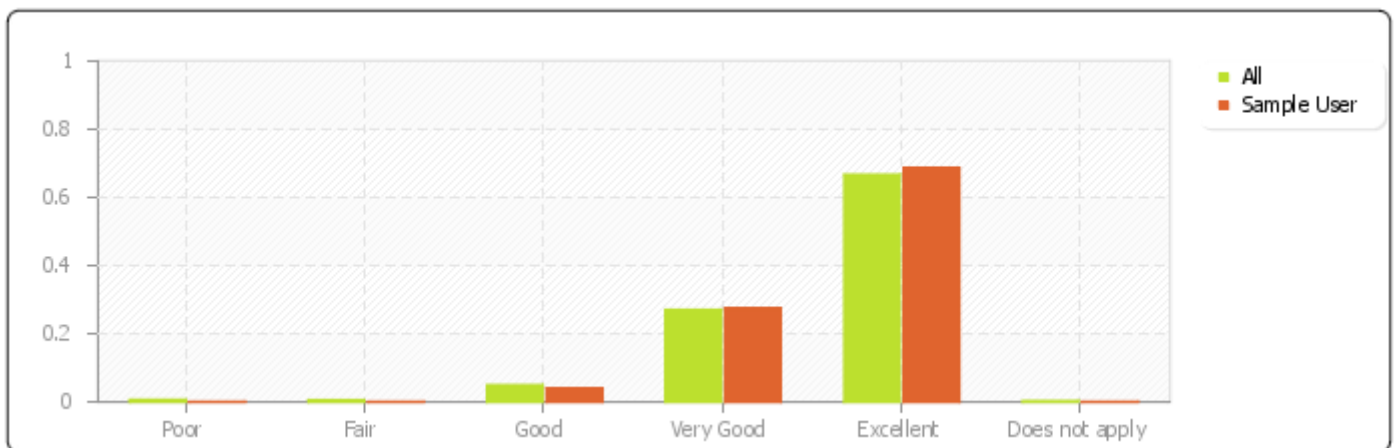
Sample User's CARE score is 4.6863, which is Between the 75th and 90th percentiles. The average for Physiotherapists is 4.5208.

### CARE Measure Response for Showing care and compassion



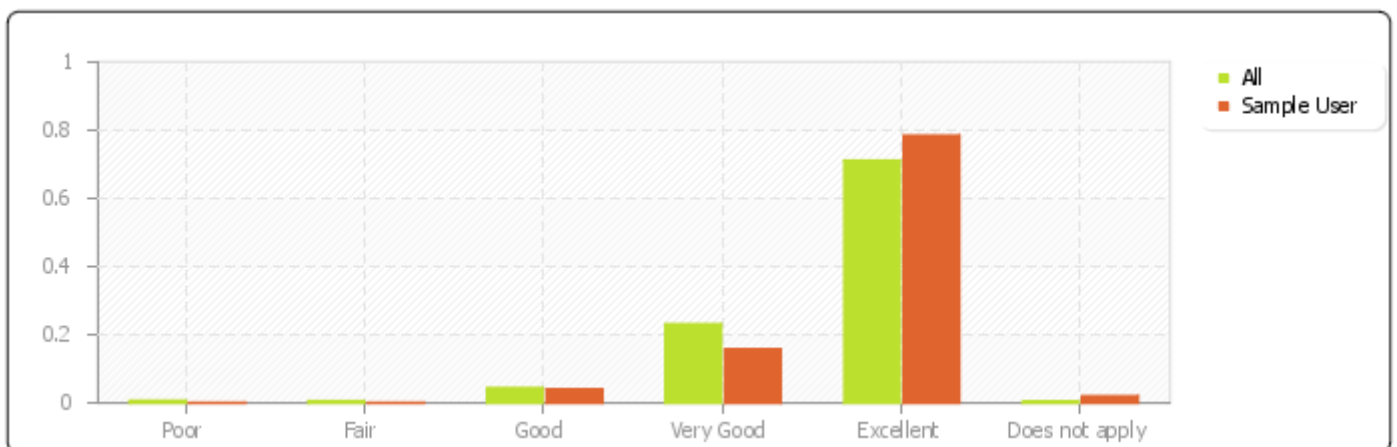
Sample User's CARE score is 4.6667, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 4.5566.

### CARE Measure Response for Being positive



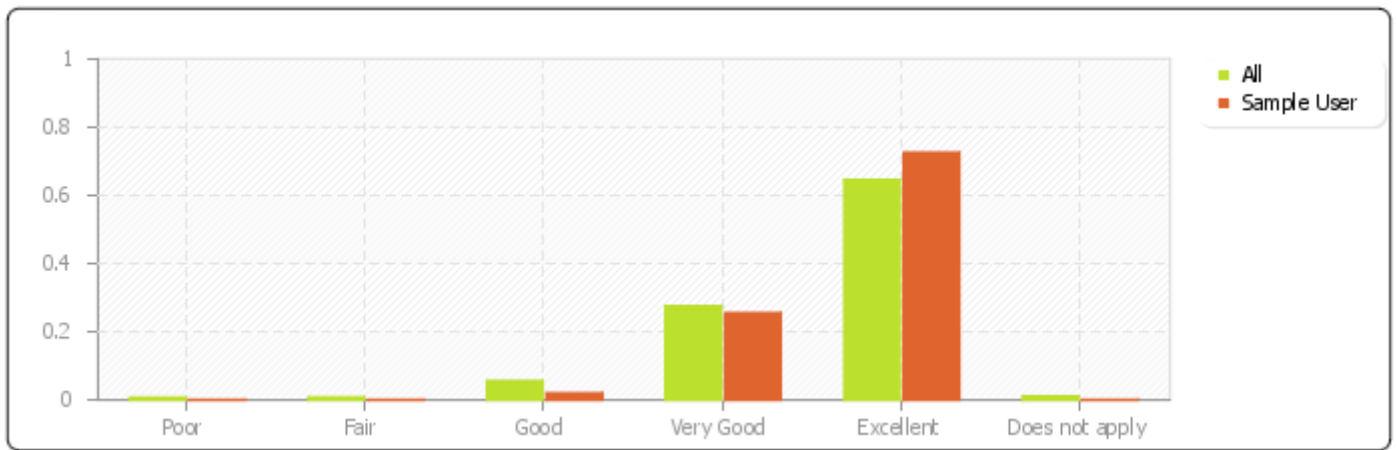
Sample User's CARE score is 4.6471, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 4.5614.

### CARE Measure Response for Explaining things clearly



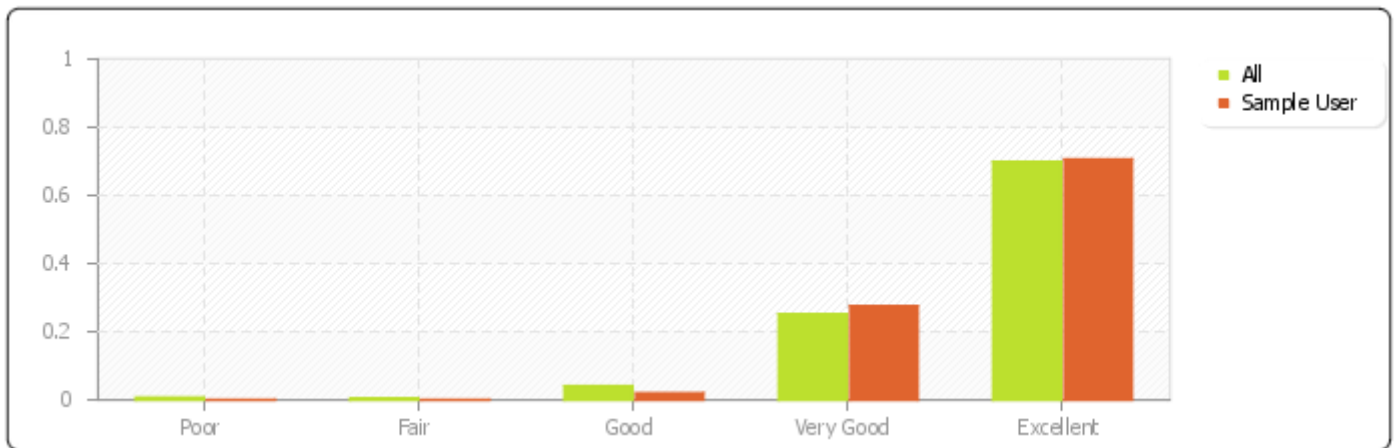
Sample User's CARE score is 4.7600, which is Between the 75th and 90th percentiles. The average for Physiotherapists is 4.6105.

CARE Measure Response for Helping you to take control



Sample User's CARE score is 4.7059, which is Between the 75th and 90th percentiles. The average for Physiotherapists is 4.5077.

CARE Measure Response for Making a plan of action with you



Sample User's CARE score is 4.6327, which is Between the 50th and 75th percentiles. The average for Physiotherapists is 4.5321.

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

### **CARE Measure Response for 'Making you feel at ease'**

Percentile	Score
95	4.8980
90	4.8571
75	4.7500
50	4.6774
25	4.5306
10	4.3750
5	4.3333

Sample User's average score for the CARE measure 'Making you feel at ease' is 4.6863, which is between the 50th and 75th percentiles.

### **CARE Measure Response for 'Letting you tell your story'**

Percentile	Score
95	4.8039
90	4.7778
75	4.7000
50	4.6111
25	4.4528
10	4.3077
5	4.1818

Sample User's average score for the CARE measure 'Letting you tell your story' is 4.5686, which is between the 25th and 50th percentiles.

### **CARE Measure Response for 'Really listening '**

Percentile	Score
95	4.8824
90	4.8095
75	4.7292
50	4.6400
25	4.5000
10	4.2500
5	4.1739

Sample User's average score for the CARE measure 'Really listening ' is 4.7059, which is between the 50th and 75th percentiles.

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

Percentile	Score
95	4.7778
90	4.7447
75	4.6667
50	4.5510
25	4.3929
10	4.2245
5	4.1600

Sample User's average score for the CARE measure 'Being interested in you as a whole person ' is 4.6122, which is between the 50th and 75th percentiles.

### **CARE Measure Response for 'Fully understanding your concerns '**

Percentile	Score
95	4.8163
90	4.7647
75	4.6792
50	4.5833
25	4.4444
10	4.3000
5	4.2128

Sample User's average score for the CARE measure 'Fully understanding your concerns ' is 4.6863, which is between the 75th and 90th percentiles.

### **CARE Measure Response for 'Showing care and compassion '**

Percentile	Score
95	4.8889
90	4.8158
75	4.7000
50	4.6129
25	4.4706
10	4.3333
5	4.2000

Sample User's average score for the CARE measure 'Showing care and compassion ' is 4.6667, which is between the 50th and 75th percentiles.



### **CARE Measure Response for 'Being positive '**

Percentile	Score
95	4.8500
90	4.8000
75	4.7143
50	4.6316
25	4.4615
10	4.3000
5	4.2222

Sample User's average score for the CARE measure 'Being positive ' is 4.6471, which is between the 50th and 75th percentiles.

### **CARE Measure Response for 'Explaining things clearly '**

Percentile	Score
95	4.8776
90	4.8163
75	4.7500
50	4.6667
25	4.5238
10	4.3000
5	4.1667

Sample User's average score for the CARE measure 'Explaining things clearly ' is 4.7600, which is between the 75th and 90th percentiles.

### **CARE Measure Response for 'Helping you to take control '**

Percentile	Score
95	4.7917
90	4.7500
75	4.6774
50	4.5862
25	4.4706
10	4.2857
5	4.1000

Sample User's average score for the CARE measure 'Helping you to take control ' is 4.7059, which is between the 75th and 90th percentiles.

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

Percentile	Score
95	4.8824
90	4.8000
75	4.7105
50	4.6053
25	4.4630
10	4.2500
5	4.1364

Sample User's average score for the CARE measure 'Making a plan of action with you ' is 4.6327, which is between the 50th and 75th percentiles.

This report was generated via [www.caremeasure.org](http://www.caremeasure.org), a free resource provided by the Nursing, Midwifery and Allied Health Professions Research Unit.