

In line with other CORE service benchmarks, all scores reported herein are 'clinical' scores - equal to the mean CORE-OM score multiplied by 10. If your service uses the mean score rather than the clinical score then please divide all reported mean scores and standard deviations by 10 to obtain the appropriate values for comparison.

*This analysis uses the new cut-off of 10 (1.0) rather than the old, gender-specific CORE-OM cut-offs which are used in CORE-PC.*

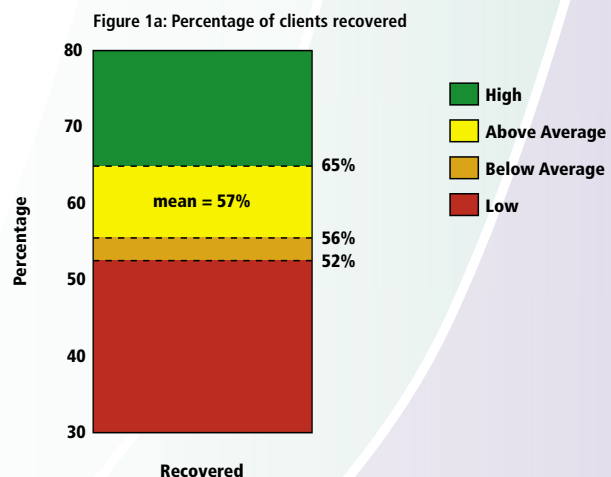
Figures 1a-c show the benchmarks for 'recovery' (move from above to below cut-off (10) and a reduction in CORE-OM score of 5 or more points), 'improvement' (reduction in clinical CORE-OM score of 5 or more points) and 'recovery or improvement'. Further detail on these benchmarks is also shown in Table 1 below.

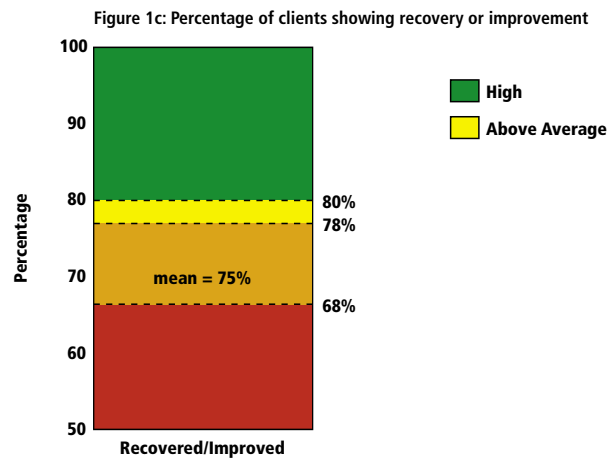
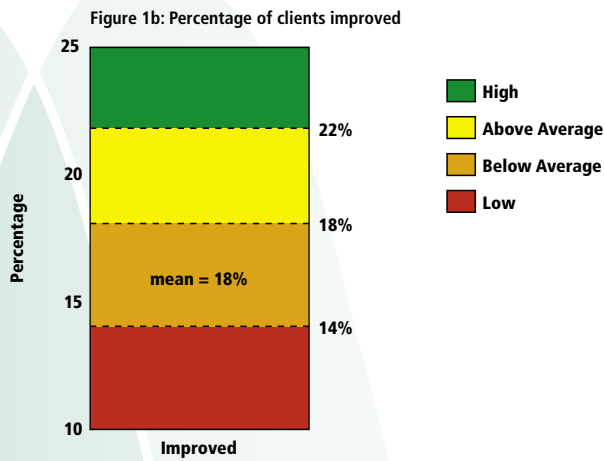
- ◆ The median rate of 'recovery' is 56% (Figure 1a), with the top-performing 25% of services having 'recovery' rates in excess of 65%. 25% of services have 'recovery' rates lower than 52%.
- ◆ Rates of 'recovery' in HE services range between 36% and 79%.
- ◆ Rates of 'improvement' in the HE sector range between 10% and 24%.

Table 1: Service-level benchmarks for 'Recovery' and 'Improvement' (%)

	'Recovered'	'Improved'	'Recovered' or 'Improved'	No reliable change	Reliable deterioration
Mean (SD)	57 (12.0)	18 (4.8)	75 (8.51)	24 (7.89)	1 (1.1)
Minimum	36	10	60	11	0
25th percentile	52	14	68	19	0
Median	56	18	78	22	1
75th percentile	65	22	80	29	2
Maximum	79	24	89	38	3

- ◆ Average levels of 'recovery' are slightly higher than in the latest PC sample (57% vs. 51%) logically leading levels of 'improvement' to be somewhat lower (18% vs. 20%).
- ◆ The average proportion of HE clients 'recovered' or 'improved' is 75% (i.e. three quarters of clients with pre-post therapy data were recovered or significantly improved at the end of treatment) compared with 71% in PC. Service-level rates range between 60% and 89%.
- ◆ The best-performing 25% of services had 'recovery' or 'improvement' rates in excess of 80%.





## Case-mix adjustment

Clients were grouped according to the severity of their pre-therapy CORE-OM scores (non-distressed (<10); mild/moderate/moderate-to-severe (10-24.9) and severe (>25)) and benchmarks generated at a practitioner level (see Table 2). Only practitioners with 3 or more clients with pre-post therapy data in the relevant category were included in these analyses, yielding a total sample of 187 practitioners in the mild/moderate/moderate-to-severe category and 84 practitioners in the severe category.

As we would expect given that clients must move from above to below cut-off to demonstrate 'recovery', a greater proportion of clients in the mild/moderate/moderate-to-severe category 'recovered' (63%) compared with those in the 'severe' category. However, almost 90% of clients in the severe category demonstrated 'recovery' **or** 'improvement' compared with almost 80% of clients in the less severe group. These compare very favourably with the latest PC benchmarks (80% for severe and 76% for mild/moderate/moderate-to-severe).

Table 2: Practitioner-level benchmarks for practitioners according to severity and outcome group

Severity group		Reliable and clinically significant change: 'Recovered'	Reliable change only: 'Improved'	'Recovered' or 'Improved'	No reliable change	Reliable deterioration
Mild/Moderate / Moderate - to - severe	Mean (SD)	63 (18.1)	15 (12.4)	78 (15.4)	21 (15.3)	1 (2.7)
	Minimum	0	0	0	0	0
	25th percentile	54	7	68	12	0
	Median	63	14	79	20	0
	75th percentile	74	20	88	30	0
	Maximum	100	75	100	100	17
Severe	Mean (SD)	47 (26.2)	41 (21.1)	88 (13.6)	12 (13.6)	0.2 (1.2)
	Minimum	0	0	50	0	0
	25th percentile	29	27	79	0	0
	Median	50	39	92	8	0
	75th percentile	63	54	100	20	0
	Maximum	100	83	100	50	10

