

**Please note that these analyses include data for ALL cases, not just those reported as 'closed'.**

Analysis of completion of pre-therapy CORE-OMs was performed on the master data file of 28 237 clients. However, analysis of rates of post-therapy and pre-post measures included only those clients who were indicated to have been accepted for therapy, or for a trial period of therapy ( $n = 18\,308$ ). In addition, those clients with assessment dates after 30 June 2009 (i.e. 9 months before the latest assessment date given) were excluded as they could potentially still have been in therapy. Two services had data for fewer than 10 clients in total using these criteria so were excluded from this phase of the analysis. The total number of sites was therefore 16 with a sample size of 15 668.

### Completion of pre-therapy CORE-OM forms

Ideally, all clients who are seen within a service should complete a CORE-OM when they are first seen, regardless of whether they are accepted into therapy or not. Table 1 below shows that 84% of clients ( $n = 23\,706$ ) seen within HE services returned a valid CORE-OM, with a further 1% ( $n = 303$ ) partially completing the measure. This does however mean that 15% of clients did not, for whatever reason, complete a CORE-OM at intake. 86% of clients in PC services completed a pre-therapy CORE-OM.

Table 1: HE Sector completion of CORE pre-therapy measures

Measure	Male ( $n = 9\,070$ )		Female ( $n = 19\,167$ )		Overall ( $n = 28\,237$ )	
	n	%	n	%	n	%
Pre-therapy CORE-OM	7 548	83	16 158	84	23 706	84

Service-level benchmarks for pre-therapy CORE-OM completion are shown in Figure 1 and Table 2 (above right). From Figure 1 we can see that the 25% of services with the lowest pre-therapy CORE-OM response rates (the red area on the bar) had less than 91% of their clients completing a pre-therapy CORE-OM. The mean proportion was 92%, somewhat lower than the median which stood at 96%. This reflects the fact that there were a small number of services who contributed large amounts of data but had relatively low proportions of clients completing a pre-therapy CORE-OM. This factor also explains the discrepancy between service-level and client-level values for mean completion rates.

Figure 1: Service-level benchmarks for completion of pre-therapy CORE-OM

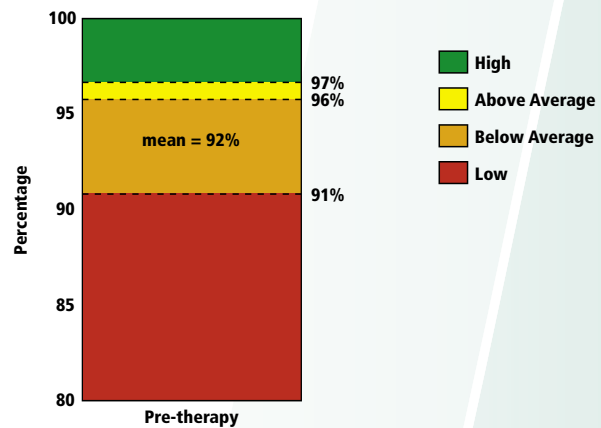


Table 2: HE service-level benchmarks for completion of pre-therapy CORE-OM

	Pre-therapy
Mean (SD)	92 (8.2)
Minimum	71
Maximum	100
25th percentile	91
50th percentile (median)	96
75th percentile	97

Although pre-therapy completion rates are generally high (92% average), there is at least one service with only 71% of clients completing a pre-therapy CORE-OM. This level is 10% lower than the minimum recorded in the 2010 Primary Care benchmarks generated using the latest CORE National Database (NDB) and gives some cause for concern. Overall however, the top-performing 75% of services have pre-therapy response rates of 91% or more, compared with 81% or more for the Primary Care benchmarks.

### Completion of pre-post and post-therapy CORE-OM forms

Subsequent analyses use only those clients who were accepted for therapy, since we would not expect clients who were not accepted for therapy to complete a post-therapy CORE-OM. Table 3 shows completion rates for post-therapy and pre-post therapy (for clients accepted for therapy) for the whole sample and by gender. Overall, 40% of HE clients ( $n = 6\,200$ ) completed a post-therapy measure with a further 24 (0.2%) partially completing the measure. As with pre-therapy measures, this is marginally lower than the most recently reported PC completion rate of 42%. There were significant differences in completion rates by gender for

post-therapy and pre- and post-therapy measures. There was no significant difference in the proportions of males and females with no valid measures. It is reassuring to note that only 4% of clients in this sample had no valid measures completed.

Table 3: HE Sector completion of CORE pre- and post-therapy measures

Measures	Male (n = 4 846)		Female (n = 10 822)		Overall (n = 15 668)	
	n	%	n	%	n	%
Pre- and Post-therapy	1 793	37	4 307	40	6 100	39
Post-therapy	1 825	38	4 375	41	6 200	40
No valid measures	229	5	474	4	703	4

Moving now to a service-level analysis, Figure 2 illustrates benchmarks for post-therapy CORE-OM completion and Figure 3 benchmarks for pre-post therapy CORE-OM completion. Further detail on the benchmarks is then given in Table 4 below.

Figure 2: Service-level benchmarks for completion of post-therapy CORE-OM

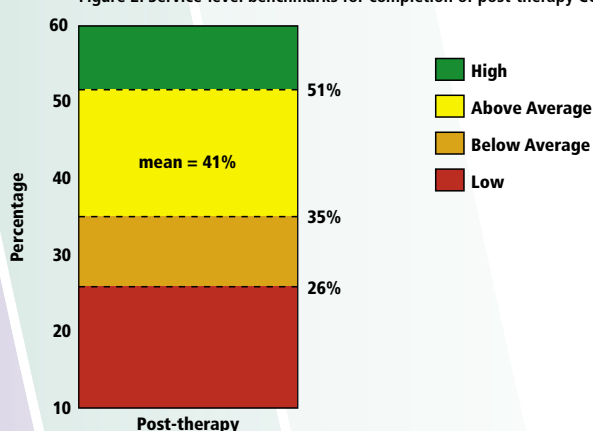
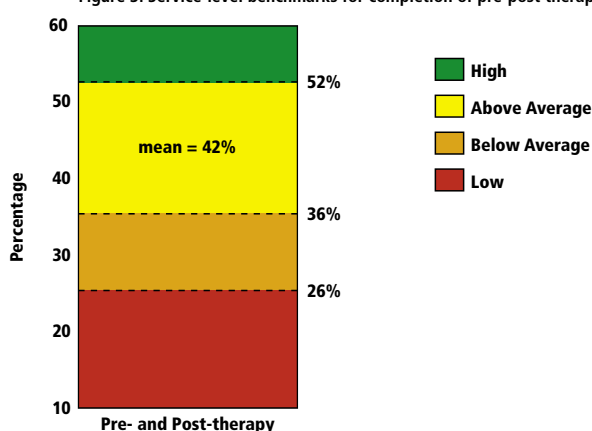


Figure 3: Service-level benchmarks for completion of pre-post therapy CORE-OM



At a service level, the average rate of completion of post-therapy and pre-post therapy CORE-OM forms was 42%. The lowest-performing quarter of services had rates of 26% or below however and the highest-performing quarter of services had pre-post rates in excess of 52% and post-therapy rates in excess of 51%. This slight discrepancy reflects the fact that some clients had post-therapy measures but not pre-therapy measures.

Table 4: HE service-level benchmarks for completion rates (%) of post- and pre-post-therapy CORE-OM

	Pre-post therapy	Post-therapy
Mean (SD)	41 (19.8)	42 (20.0)
Minimum	18	18
Maximum	82	82
25th percentile	26	26
50th percentile (median)	35	36
75th percentile	51	52

