

Benchmarks for Primary Care Counselling Services

Outcome Measure Completion Rates

CORE Partnership

The CORE Partnership consists of the CORE Benchmarking/ User Network, the CORE System Trust (responsible for the copyright of CORE measures), CORE Information Management Systems Ltd (CORE IMS - responsible for change agency and software support) and associated researchers. This Occasional Paper provides an update to the previously published benchmarks on completion rates (Bewick et al, 2006).

Data source

Data were drawn from the updated version of the CORE National Research Database for Primary Care, collected between 1999 and 2008. The data was cleaned to remove clients with basic demographic details missing; aged less than 16 or over 65 years or with a therapy modality other than individual therapy. Following cleaning, data was available for a total of 64 610 clients, seen by 1 038 therapists practicing in 35 services.

Of the final client sample (n=64 610):

- ◆ The majority (70%) were female.
- ◆ 88% were White/Caucasian.
- ◆ Mean age of clients was 38.3 years (SD 12.05).

Mean completion rates were calculated for each service. The service-level mean data was then analysed to obtain values for the 25th, 50th and 75th percentiles. These in turn were used to create service-level benchmarks.

Results

At the client level, reliable pre-therapy CORE-OMs were completed by 86% of clients (n = 55 267). Post-therapy forms were reliably completed by 42% of clients (n = 27 327). Table 1 shows pre- and post-therapy CORE-OM completion rates overall and by gender.

Table 1: Percentage of clients reliably completing CORE-OM pre- and/or post-therapy by gender (client level)

Time of CORE-OM completion	Male		Female		Overall sample	
	N	(%)	N	(%)	N	(%)
Pre- and post-therapy	7631	(39)	18836	(42)	26467	(41)
Pre-therapy only	9014	(46)	19786	(44)	28800	(45)
Post-therapy only	230	(1)	630	(1)	860	(1)
No reliable measures completed	2777	(14)	5706	(13)	8483	(13)
Total	19652	(100)	44958	(100)	64610	(100)

At the service level, pre-therapy CORE-OM forms were completed by an average of 81% of clients; with an average of 43% of clients completing a post-therapy CORE-OM. Table 2 gives detail on service level completion rates. As in the original benchmarks, there was substantial variation in completion rates by service, with the percentage of clients completing a pre- and post-therapy CORE-OM ranging from 9 to 88 percent. It is interesting, and somewhat worrying, to note that although the mean percentage of clients completing pre- and post- CORE-OM has risen from 39% in 2006 to 42% in 2009, the mean percentage of clients completing pre-therapy CORE-OMs has fallen from 86% to 81%. It would be hoped that as services become more used to routine outcome measurement their completion rates would rise. Further investigation of this trend is a priority.

Table 2: Descriptives and benchmark figures for the percentage of valid CORE-OM completed (service level)

Time of CORE-OM completion	Pre- and post-therapy	Pre-therapy	Post-therapy
Mean	42	81	43
Standard deviation	17	11	17
Minimum	9	54	9
Maximum	88	99	90
25th Percentile (95% CI)	34 (17.5 to 37.1)	81 (71.4 to 88.9)	36 (20.3 to 39.0)
50th Percentile (95% CI)	41 (35.1 to 47.2)	90 (81.9 to 94.6)	43 (36.7 to 48.0)
75th Percentile (95% CI)	49 (45.6 to 61.3)	95 (92.8 to 97.7)	51 (46.1 to 61.8)

Benchmarks

The benchmarks below (Figures 1, 2 and 3) can be used for services to compare their own levels of CORE-OM completion with other primary care services.

Figure 1: Benchmark for % with CORE-OM completed pre- and post-therapy at a service level

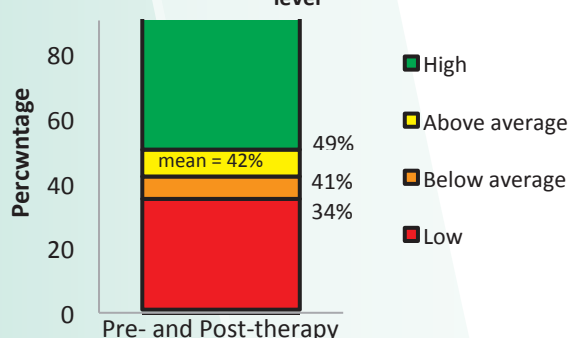


Figure 2: Benchmarking for total pre-therapy CORE-OM completion rates at service level

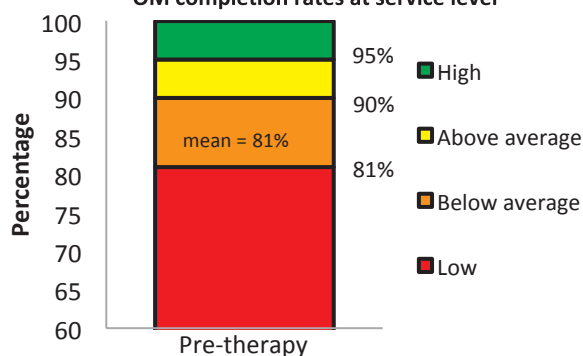
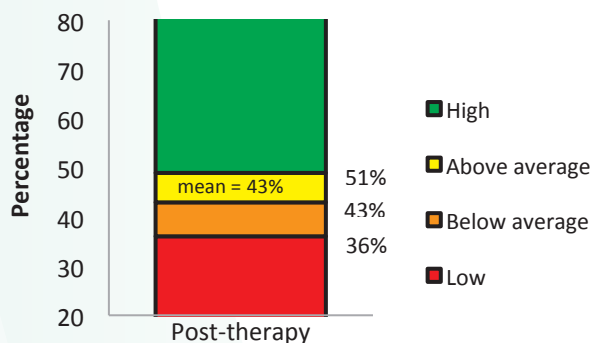


Figure 3: Benchmark for percentage of CORE-OM completed post therapy at a service level



If we consider Figure 1, we can see that the best-performing services in terms of pre- and post-therapy completion rates (green) had rates in excess of 49%. On the other hand, the worst-performing services had 34% or less of clients completing a pre- and post-therapy CORE-OM.

Reference

Bewick, B. M., Trusler, K., Mullin, T., Grant, S. & Mothersole, G. (2006). Routine outcome measurement completion rates of the CORE-OM in primary care psychological therapies and counselling. *Counselling and Psychotherapy Research*, 6 (1), 33-40.

