

Measure #24. Measure of Processes of Care (MPOC-28)

CARE COORDINATION MEASURE MAPPING TABLE

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
CARE COORDINATION ACTIVITIES			
Establish accountability or negotiate responsibility			
Communicate	■		
<i>Interpersonal communication</i>			
<i>Information transfer</i>	■		
Facilitate transitions			
<i>Across settings</i>			
<i>As coordination needs change</i>	□		
Assess needs and goals	■		
Create a proactive plan of care	□		
Monitor, follow up, and respond to change	□		
Support self-management goals	■		
Link to community resources	□		
Align resources with patient and population needs			
BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION			
Teamwork focused on coordination	■		
Health care home			
Care management			
Medication management			
Health IT-enabled coordination			

Legend:

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

Measure of Processes of Care (MPOC-28)

Purpose: To evaluate the quality of care during the habilitation process specific to children and adolescents.

Format/Data Source: Measurement of Processes of Care (MPOC) modified to MPOC-28 in a written survey (questionnaire). The 28-item questionnaire addresses the same 5 areas as the MPOC-20: (1) enabling and partnership, (2) general information, (3) specific information, (4) coordinated care and comprehensive care, and (5) respectful and supportive care. Habilitation is here described as, “a multifaceted service in which contributions are based on learning and experience from different areas, woven together in a complex network. Habilitation services are aimed at children with disabilities themselves, their families and at the network of people around the children. A fundamental factor in family-centered habilitation is that the interests of the child and family should guide the process both in assessing needs and in planning and carrying out the programme.”¹

Date: Measure published in 2002.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:**
 - *Between health care professional(s) and patient/family:* 18, 19, 24
 - *Across health care teams or settings:* 28
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 6, 8, 9, 20
- **Facilitate transitions:**
 - As coordination needs change: 26
- **Assess needs and goals:** 2-4, 6, 19
- **Create a proactive plan of care:** 10, 22
- **Monitor, follow up, and respond to change:** 5, 26
- **Support self-management goals:** 12-15, 27
- **Link to community resources:** 11, 15
- **Teamwork focused on coordination:** 22, 25, 28

Development and Testing: This instrument was developed and tested in a previous article in reference to a longer version of the instrument, MPOC-56. Construct validity and significance were demonstrated and questions were grouped via five factors: (1) enabling and partnership, (2) general information, (3) specific information, (4) coordinated and comprehensive care, and (5) respectful and supportive care. Differences were compared, applied, and addressed concerning scales between MPOCs. Test-retest reliability with Cronbach’s alpha coefficients, intra-class correlation coefficients, and construct validation were all successfully demonstrated. Internal consistency was confirmed in pilot testing and beyond, while validity was supported by factor analysis.²

Link to Outcomes or Health System Characteristics: None described in the sources identified.

Logic Model/Conceptual Framework: None described in the sources identified.

Country: United States

Past or Validated Applications*:

- **Patient Age:** Children
- **Patient Condition:** Combined Chronic Conditions, Children with Special Health Care Needs, Other – Children with Disabilities
- **Setting:** Other Setting – Habilitation Departments

*Based on the sources listed below.

Notes:

- All instrument items are located in Appendix 1 of the source article.¹
- This instrument contains 28 items; 22 were mapped.
- 2 other versions are available: (1) MPOC-56 and (2) MPOC-20.³ Testing information on the MPOC-56 is also provided by King.²

Sources:

1. Granat T, Lagander B, Borjesson MC. Parental participation in the habilitation process: Evaluation from a user perspective. *Child Care Health Dev* 2002;28(6):459-67.
2. King SM, Rosenbaum PL, King GA. Parents' perceptions of care giving: development and validation of a measure of processes. *Dev Med Child Neurol* 1996;38:757-72.
3. McMaster University Measure of Processes of Care (MPOC) Web site. Available at: http://www.canchild.ca/en/measures/mpoc56_mpoc20.asp. Accessed: 20 September 2010.