Scoring the CTM®-15

**Overall Quality of Care Transition Score:** This score reflects the overall quality of the care transition, with lower scores indicating a poorer quality transition, and higher scores indicating a better transition.

**Scoring Protocol**

**Step 1:** Code responses as Strongly Disagree =1; Disagree =2; Agree =3; Strongly Agree =4.

**Step 2:** Assign code (e.g., 9) to missing responses, and a different code (e.g., 99) to Don’t Know/Don’t Remember/Not Applicable. These will not be counted as answered questions for Step 3a, as the 9 and 99 codes are not included in the 4 point Likert scale and therefore will not contribute to the CTM® score. You can, however, get a count of 99’s in order to calculate a percentage of these responses relative to questions answered (step 3a.)

**Step 3:** Compute a mean score for each respondent based only on the questions answered. To do this:

- **Step 3a:** For each respondent count the number of questions answered. (In SPSS, Step 3a is accomplished with the Count command in the Transform menu and Step 3b by a Compute command).

- **Step 3b:** For each respondent obtain a summated score by adding Step 1 values across answered questions.

- **Step 3c:** Obtain mean for each respondent by dividing Step 3b result by Step 3a result. The name of this value is mean.

**Step 4:** Perform a linear transformation of the result of Step 3c to obtain a user-friendly 0-100 score. Use the following formula:

- **0-100 CTM® Score for each respondent = [(Step 3c result-1)/3]*100 .**

- **In SPSS Syntax this computation is:**

  \[
  \text{COMPUTE CTM15}_0\_100 = (((\text{ctm15})-(1))/(3))*100 .
  \]

  \[
  \text{EXECUTE .}
  \]