

Care Transitions Measure (CTM) Specifications

Numerator

The numerator is the hospital level percentage of patients that responded “Strongly Agree” to each of the three CTM-3 questions for all eligible sampled patients.

Denominator

The denominator includes the number of eligible sampled adult patients discharged from a general acute care hospital.

Denominator Exclusions

- Pediatric patients under age 18 years
- Patients who died in the hospital
- Patients who did not stay at least one night in the hospital
- Other patients as required by law or regulation in the state in which the hospital operates

Time Period for Data

The time period is within 30 days of patient discharge from hospital.

Numerator Details

The numerator is the hospital level percentage of patients that responded “Strongly Agree” to each of the three CTM-3 questions for all eligible sampled patients.

The 3-item CTM is comprised of the following questions:

Q1 During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my healthcare needs would be when I left.

Q2 When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

Q3 When I left the hospital, I clearly understood the purpose for taking each of my medications.

There are 4 response options for Q1 and Q2: Strongly Disagree = 1, Disagree = 2, Agree = 3, Strongly Agree = 4

There are 5 response options for Q3: Strongly Disagree = 1, Disagree = 2, Agree = 3, Strongly Agree = 4, I was not given any medication when I left the hospital = 5.

Top Box

This is the most positive response category and represents the % of patients that responded “Strongly Agree” to each of the CTM questions.

Bottom Box

This box is the least positive category and represents the % of patients responding “Strongly Disagree” or “Disagree” to each of the CTM questions.

Middle Box

This box is the intermediate response category and represents the % of patients responding “Agree” to each CTM question.

Type of score:

Top Box (Percentage of patients that responded “Strongly Agree” to each of the three CTM-3 questions)

Top Box

Count the number of eligible patients that responded “Strongly Agree” to each of the CTM questions.

Divide by the number of eligible sampled adult patients discharged from the general acute care hospital that had responded to the given CTM question.

Interpretation of Score

Better quality = Higher score

Sampling

Sampling frame:

- All discharges between the first and last days of the month

Type of sampling:

- Simple random sample of discharges generated on a monthly basis
- After the end of the month or throughout the month

Sample size:

- Minimum of 300 completed CTM-3 survey instruments over a 12-month period (either a target of N=25 completed surveys per month or proportionate sampling)
- Exception for small hospitals not able to reach 300 completed surveys: Hospital should sample as many discharges as possible.
- Calculation of the number of discharges that need to be sampled each month
 - Identify the number of completes needed
 $C = \text{number of completes needed} = 300$
 - Estimate the proportion of sampled patients expected to complete the survey. Let: I=expected proportion of ineligible sampled patients (e.g. patients who died after discharge)

R= expected survey response rates amount eligible respondents

P= Proportion of sampled patients expected to complete the survey = $(1-I) \times R$

- Calculate the number of discharges to sample over the 30-day period of interest

Proxies – No proxies are permitted to respond on behalf of patients. Someone other than the person who received care is permitted to read the questions to the respondent and/or record the responses.

Survey Administration

Survey Instructions: Timing – Survey should be administered between 48 hours and 30 days post discharge, regardless of mode of administration. Data collection shall be closed out no later than 4 weeks following start of data collection for that respondent.

Modes:

- Mail-only – includes CTM-3 only or combined with other hospital-specific questions. With cover letter that may be tailored but must include language indicating the purpose of the survey, explanation that participation is voluntary, and statement that the individual's health benefits will not be affected by participation.
- Telephone-only – Standardized script should be used, interviewers administering the surveys must be trained, and must attempt to contact respondent at least five times unless respondent refuses to complete the survey.
- Mixed mode of mail and telephone – Specifications for mail-only and telephone-only apply, except second mailing is not required and only non-respondents shall be contacted by telephone at least five times as per telephone only mode.

Format – May be administered as a stand-alone instrument or combined with other hospital-specific questions

Additional Information

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