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:
  ```
  COMPUTE CTM15_0_100 = (((ctm15)-(1))/(3))*100 .
  EXECUTE .
  ```