

P3C-OCT: Introduction

Person Centred Coordinated Care (“P3C”) is our framework for understanding new models of care, which we define as ‘*care that is guided by and organised effectively around the needs and preferences of individuals with complex needs*’. We are a collaboration of academics and key stakeholders in the South West of England, consisting of our team at Plymouth University (Primary Care), the Peninsula CLAHRC and the Academic Health Science Network. We have designed several tools, aimed to support organisations implement and measure P3C. These tools include questionnaires for both patients and practitioners, in addition to the P3C-OCT – a survey and implementation tool for organisations wishing to develop P3C.

Your organisation previously responded to this survey, the **P3C-OCT**: the “Person Centred Coordinated Care (**P3C**) - Organisational Change Tool (**OCT**)”. The accompanying “*P3C-OCT dashboard*” dashboard provides feedback to your organisation from the P3C-OCT (you should have received a link and password to your dashboard, hosted on our website p3c.org.uk). The goal is to help you understand what you are doing to implement P3C, what others are doing, and how you can continue to improve P3C in your organisation.

The P3C-OCT was developed through the work of our team, where we have identified a need for a clear set of practitioner actions and organisational processes to deliver person centred coordinated care. To identify these actions/processes, we examined current policy, key literature and NHS guidelines (including the [National Voices ‘I’ statements](#) and [House of Care](#)). The result was the P3C-OCT - an evidence based measure of progress towards delivering P3C from an organisational perspective that aims to improve patient outcomes and organisational performance. It provides a wealth of data which can be used for a variety of reasons. It aims to facilitate a dialogue between the various parties that are implementing P3C:

- **Feedback to organisations:** to help them understand what they are doing to deliver P3C, and what they can do to improve it. The *P3C-OCT dashboard* provides this feedback. Not only does it reveal what you are doing to implement P3C, but it also acts a dialogue between your organisation and others. It lets you see what others are doing to implement P3C, and whether they think it is working. In this way, it can help you determine what might be the next steps for you to further implement P3C in your organisation.
- **Feedback to patients and front-line staff:** to help patients and staff understand the changes that organisations are making to achieve P3C.

- **Feedback to researchers:** to help us understand how we can improve P3C, by learning what organisations are doing to successfully implement P3C. We can use this information to refine our knowledge of P3C based on real-world evidence.
- **Feedback to healthcare managers and commissioners:** to help them understand how they can facilitate the movement towards P3C. Often, the barriers to implementing P3C are systemic and beyond the control of front-line services. This tool is essential for us to gather this evidence, understand exactly what the problems are, and enhance the dialogue between services, service providers, and research. Your P3C-OCT data for this study are purely for *feedback, facilitation and evaluation*. They will not be used for auditing and benchmarking purposes, and your individual results will not be shared with anyone else without prior consent.

Over the following pages, we provide a guide to some of the features of the P3C-OCT dashboard.

P3C-OCT: Organisation of the Dashboard

The P3C-OCT is a complex and detailed instrument that covers a very broad range of activities. This information is made more accessible by structuring the information over four sections of the *OCT dashboard*. These links are present on the left hand side of every page of the dashboard.

- **Organisation of the P3C-OCT Dashboard:**



- [1] OCT Summary
This first section provides your overall score and a quickstart guide.



- [2] [Question-by-Question Dashboard](#)
The second section gives a question-by-question dashboard of the 29 questions. This contains a brief description of the questions, with graphs to help orientate you to the results. Each question is hyperlinked to the full result for the question, allowing you to quickly navigate backward-and-forward to the detailed responses for each question.



- [3] [P3C Domains Dashboard](#)
Next, the third section investigates the same data, but instead organises the results according to “domains” of P3C (see the later section of this guide). In this way, the P3C-OCT is divided and aggregated according to aspects of P3C which are informed by the current policy and research landscape, enabling you to interrogate your organisation across these dimensions.



- [4] The Full Results
The final section contains your full results and complete responses, in addition to the aggregate results of the other nearby organisations.

Home page.

The screenshot shows the 'OCT Dashboard' interface. At the top, there is a blue header with 'OCT Dashboard' and 'Your Results!'. On the left, a 'Links' sidebar contains: Home, Information, OCT Summary, Question by Question, Domain information, and Full Results. The main content area starts with a 'Welcome!' message, followed by a paragraph explaining the dashboard's purpose and navigation. Below this is a bar chart titled 'Organisational Scores' showing the number of organisations for each score. The y-axis is 'Number of organisations' (0-30) and the x-axis is 'Organisational Scores' (0-20). A red bar at score 5 represents the user's score, while other blue bars represent other organisations. At the bottom, there is a link to the 'Summary Page'.

Use the side-bar to explore the dashboard.

Information about the tool and the graph.

We are currently on the 'Home' page

For more information, start at the [Summary Page](#)

Follow this link to find out more.

The graph shows how your score compares to other practices that have also completed the OCT. Your score is represented by the red bar. The scores of other organisations are shown in blue.

Summary

How to interpret the graph

How your score is calculated and how to interpret your score.

OCT Dashboard | Summary Information

Links

- Home
- Information
- OCT Summary
- Question by Question
- Domain information
- Full Results

Welcome to the summary page!

Summary statistics

This page is designed to give you a quick overview of how your organisation compares to others using the graph above. Your organisations score is indicated in **red**, other organisation scores are in **blue**. Higher scores indicate stronger P3C (Patient Centred Coordinated Care).

- The average score on the OCT is about 6

Summary Graph

Organisational Score	Number of Organisations
0	7
1	4
2	12
3	28
4	33
5	34
6	21
7	23
8	14
9	3
10	4
11	0
12	0
13	0
14	0
15	0
16	0
17	0
18	0
19	0
20	0

Question Summaries

Summary Information

- The graph above shows your total score on the P3C-OCT in comparison to other practices in the SPQS scheme
- Scores on the P3C-OCT are given out of a total of 20 points
- All of the 29 main questions of the OCT are weighted equally, and points are allocated equally for:
 - objective activities (e.g. processes you stated you were doing to deliver P3C)
 - subjective responses (e.g. how well you thought these were working)
- A score of 20 is the theoretical maximum. Such a score is probably not attainable (or desirable), and could only be achieved with:
 - full P3C activity (as measured by the P3C-OCT)
 - all activities subjectively rated as "working very well"
- A low relative score does not necessarily indicate poor performance for person centred care - instead, it suggests that other organisations responded more positively to the P3C-OCT, which could be related to factors such as organisational size and structure
- Please see the accompanying "P3C-OCT guide" for further information about the scoring mechanism
- Most practices achieve less than half the maximum, with an average score of about 6/20*

We are currently on the 'Summary' page

Follow this link to see a breakdown of your score for each question.

OR

Jump to the information tab to find more about the OCT, how to interact with the dashboard and see examples of typical responses.

Question-by-question dashboard.

The question-by-question dashboard provides a comparison of your results for each question against the performance of other practices.

Questions are split into four categories. You can navigate by clicking on the nav-bar.

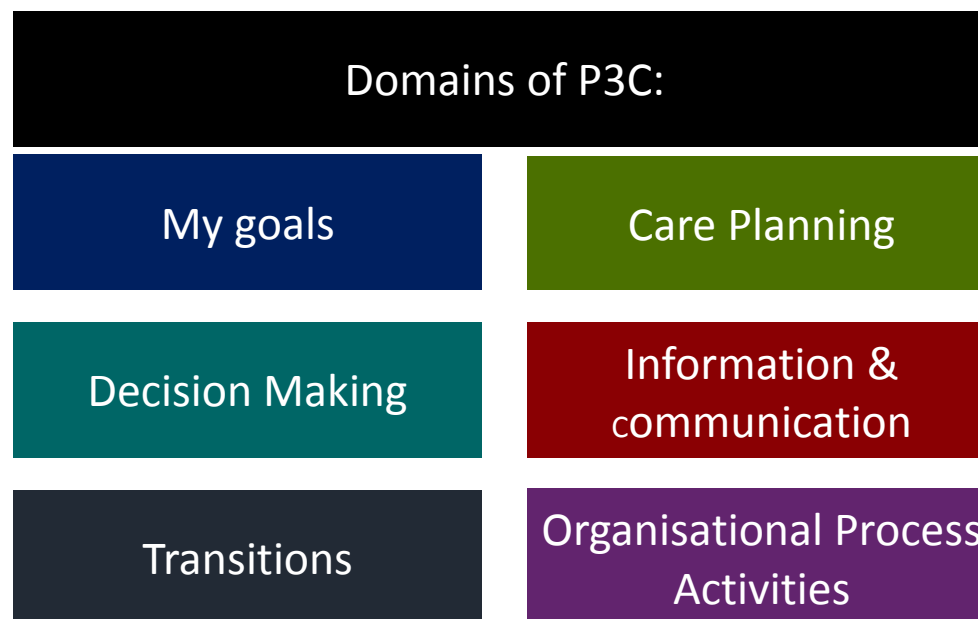


We are currently on the 'Question by Question' page

You can click on each question to get a full breakdown of your responses and see how other practices' responded to the OCT.

Domain Dashboard

In the third section of the *Dashboard*, the P3C-OCT has been rearranged according to “domains” of P3C, whereby each of the 29 core questions in the OCT can be assigned into domains of person centred coordinated care. These elements have been identified as important to P3C through national and international academic collaboration, literature review and leading policy documents including ‘1 statements’:



Below each domain, a chart for this domain is provided. This score is obtained by aggregating the results for every question that corresponds to this domain of P3C. On the left, there are hyperlinks to each of the questions that relate to this domain. By giving you feedback in this way, we aim to facilitate your organisation in continuing to improve person centred coordinated care. The P3C-OCT provides a vast wealth of information about what you – and other organisations – are currently striving to do to implement P3C. We encourage taking the time to interrogate the data, paying particular attention to the responses of other organisations in those domains or questions that you wish to improve.

Domain dashboard. The domain dashboard aggregates results from questions into a score for each of the six key “domains” of P3C. Clicking on each domain takes you to the “sub domains” of these primary domains.

Patient centred care can be broken down into six key ‘domains’. See how you score on each of these domains by clicking on the headers or use the nav-bar

OCT Dashboard | Domain Information | My Goals | Decision making | Care Planning | Information and communication | Transitions | Organisational Process activities

Links

- Home
- Information
- OCT Summary
- Question by Question
- Domain information
- Full Results

Question Information

- My Goals**
Q2, Q7, Q8, Q9a, Q9b, Q11, Q28
- Decision Making**
Q6, Q21
- Care Planning** Q1, Q3, Q4, Q5, Q12, Q13, Q14, Q15, Q16, Q18, Q19, Q22, Q25, Q29
- Information and communication**
Q1, Q2, Q5, Q12, Q13, Q14
- Transitions**
Q1, Q12, Q13, Q14, Q15, Q25
- Organisational Process Activities**
Q10, Q17, Q20, Q23, Q26, Q27, Q29

Welcome to the domain information dashboard.

Using the navbar above you can examine in more detail how your score on the P3C-OCT compares to other practices in specific domains of P3C

The six principle domains are:

- Goal setting
- Decision making
- Care planning
- Information and communication
- Transitions
- Organisational process activities

You can click the title of each domain (above each graph) to find more information, revealing the sub-domain scores for each of these primary domains. Alternatively you can use the navigation bar at the top of the page. Additionally, the left hand side of this page also lists the questions that relate to each domain, allowing the user to (for example) interrogate why a specific domain may be particularly high (or low) scoring.

My Goals

Information and communication

Decision Making

Transitions

Care Planning

Organisational Process Activities

Full Results

We are currently on the ‘Domain’ page.

Here you can see which questions relate to which domain.

Follow this link to see full breakdown of you question results in detail.

Full results. The full results gives the full aggregated results for every response from all practices (in the middle panel), allowing you to see how other practices responded to each question. On the right, for your reference, are the exact responses you gave to the P3C-OCT.

Use the nav-bar to see the breakdown for each question.

OCT Dashboard 1 2 3 4 5 6 7 8 9a 9b 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29

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How do practitioners specifically elicit goals related to people's health and social aims?

Objective data

Subjective data

Your results

	Options	Objective	Subjective
Personalised care plans structured around the identification of goals		Yes	Working well
Goals prompted in a separate section of the written personalised care plan		No	
Some practitioners trained to provide guided conversations		Yes	Working well
Longer appointment times		Yes	Working well
Using best interest (e.g. Power of Attorney or formal advocate)		No	
Other (please specify)			

We are currently on the 'Full results' page.

Your objective and subjective responses for each question are displayed here.

Graphs show a breakdown of how practices responded to the measure. The graphs are fully interactive, to find out more information hover over them