

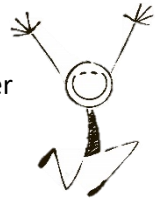
# Quality of Patient Outcomes Scale

This scale evaluates the quality of patient outcomes in healthcare, focusing on both objective benefits (measurable health improvements) and patient subjective experience (the patient's perception of care).

## SCALE LEVELS

### LEVEL 5: EXCEPTIONAL OUTCOMES

- **Objective Benefits:** Patients experience a remarkable transformation in health, feeling healthier than they have in years. They can move and function better than ever before, with objective findings showing significant improvement *beyond* their preinjury or pre-illness status.
- **Subjective Experience:** Patients report being extremely happy with their results, feeling empowered and engaged in their recovery process. They express a profound sense of well-being and would highly recommend the service to others, describing their care experience as life-changing.



### LEVEL 4: VERY GOOD OUTCOMES

- **Objective Benefits:** Patients are free of pain and discomfort; overall health is optimal by all measures (e.g., physical, mental, and social well-being).
- **Subjective Experience:** Patients feel respected and valued, expressing high satisfaction with their care experience and the support received from healthcare staff.



### LEVEL 3: GOOD OUTCOMES

- **Objective Benefits:** Noticeable improvement in health; patients are stable with manageable conditions.
- **Subjective Experience:** Patients report satisfaction with care received but indicate areas for improvement, such as wait times, clarity of information, or staff interest.



### LEVEL 2: FAIR OUTCOMES

- **Objective Benefits:** Some improvement in health status but with ongoing issues; frequent readmissions or complications.
- **Subjective Experience:** Patients express moderate dissatisfaction, citing lack of communication, support, and interest from healthcare providers and support staff.



### LEVEL 1: POOR OUTCOMES

- **Objective Benefits:** Significant health deterioration; condition became worse.
- **Subjective Experience:** Patients report severe dissatisfaction feeling neglected or unsafe during care. Complain to family, friends, social media, and maybe sue.



## Summary

This scale not only evaluates patient outcomes based on measurable health metrics and subjective experiences but also emphasizes the potential for patients to achieve a level of health that surpasses their previous norms. By utilizing this scale, healthcare organizations can better assess performance and identify opportunities for improving patient satisfaction and outcomes.