The CARE Measure

Stewart Mercer
Professor of Primary Care Research

What is the CARE Measure?

• The Consultation and Relational Empathy (CARE) Measure is patient-rated experience measure
• The measure is based on a broad definition of empathy within the clinical encounter.
• The wording reflects a desire to produce a holistic, patient-centred measure that is meaningful and accessible to patients irrespective of their socio-economic status.

How did it come about?

• Developed during a CSO Health Services Research Fellowship 2000-2003 as a research tool to explore the relationship between clinician empathy and patient outcomes. GPs and patients were involved in the design
• Following publications in internal peer reviewed journals, the measure rapidly gained wide-spread recognition
• Continuing research publications and positive feedback led to its wider use
### Impact

- GP appraisal in Scotland since 2004
- MRCGP core component of workplace-based assessment for all GPs in training in the UK since 2006.
- In 2012 the GMC approved the measure for revalidation
- Recommended in the Quality Strategy across all healthcare professions in the NHS in Scotland.

### Being used in research and education in:

- China
- Taiwan
- Japan
- Australia
- South Africa
- USA
- Canada
- Israel

### Within Europe:

- Croatia
- France
- Germany
- Greece
- Holland
- Netherlands
- Norway
- Portugal
- Spain

### For further information see:

[www.caremeasure.org](http://www.caremeasure.org)

The Care measure site currently has data from 54,391 questionnaires from 1,305 different professionals.