

MPOC

MEASURE OF
PROCESSES OF CARE

20

Applications

- Evaluation use
- Academic studies
- Self-report measure

Available versions

- MPOC-20
- MPOC-20 Online Survey
- MPOC-56
- MPOC-56 Online Survey
- MPOC-SP
- MPOC-SP Online Survey

Advantages

- More than 20 translations available
- Use in hardcopy or electronic
- Licensed to individuals and organizations

Abstract

The Measure of Processes of Care (MPOC) is a validated and reliable self-report measure of parents' perceptions of the health services they and their children receive, in the context of chronic care services, are family-centered. It was developed by Susanne King, Peter Rosenbaum, and Gillian King at McMaster University.

The MPOC is conveniently offered in different versions; the original version of MPOC is a 56-item questionnaire (MPOC-56); a shorter, 20-item version (MPOC-20); and a service provider's version (MPOC-SP). The instrument aims to better understand and measure the actual experiences of parents, and the behaviors of service providers who work with children with long-term health or developmental problems and their families.

The questionnaires look at the perceptions/experiences of the service that either a family has received, or that a service provider has been providing over a certain time period. The term "service provider" includes clinicians, therapists, social workers, early childhood educators, resource teachers, nurses, etc.

MPOC Online Survey is a web based version of the measures. The online version allows respondents to enter their responses online and for the data to be collected electronically by the purchasing organization without having to be entered from a paper survey. The measures have been used widely in many countries and have been translated into several languages.

Contact

Sunita Asrani,
Business Development Manager
Email: asranis@mcmaster.ca