THE UCSD PERFORMANCE-BASED SKILLS ASSESSMENT (UPSA-BRIEF)

ADMINISTRATION & SCORING MANUAL

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INTRODUCTION

The UCSD Performance-Based Skills Assessment (UPSA-Brief) is a role-play test designed to evaluate a person’s functional capacity in two selected areas of basic living skills. These areas include Finance and Communication. Subjects being tested utilize props to demonstrate how they perform everyday activities and are assessed on their actual performance.

The UPSA-Brief is often administered as part of a battery that includes the Medication Management Ability Assessment (MMAA). In such cases, the first part of the MMAA, in which the imaginary medication regimen is described, is presented to the patient before the UPSA-Brief is administered; then, when the UPSA-Brief is completed, the tester administers the testing portion of the MMAA. The purpose of the delay is to simulate the time lag in real life between clinical instruction about medications and at-home performance of the necessary actions.

In the UPSA-Brief, subjects are first tested in the area of Finance which tests one’s ability to count change and write checks. In the first part of this task subjects are provided with real currency (coins and bills) and asked to count out given amounts (e.g., $12.17, $6.73, $1.02) and make change from ten dollars. The second part of the task involves filling out a check to pay a utility bill. Patients are shown a real bill from a utility company (e.g., San Diego Gas and Electric) and are required to make out a check. Points are given for each correct element of this process (e.g., the check is made out to SDG&E, the written amount corresponds to the bill, the check is signed, etc.). These tasks take about eight minutes to complete and yield scores ranging from 0 to 11.

The next area tested is Communication. Subjects are provided with an unplugged telephone and asked to role-play a number of scenarios. First they are asked to show the tester what number they would dial if they had an emergency. The appropriate response is to dial 9-1-1. A second task involves calling information to get a specific telephone number and then dialing that number from memory. Next subjects are requested to read a medical appointment confirmation letter and then role-play calling the hospital to reschedule the doctor’s appointment. In addition, subjects are asked to describe how the letter requested them to prepare for the medical appointment (e.g., fast for a blood draw) and what two items they need to bring with them to the doctor (e.g., insurance card and list of medications). There are a total of nine communication subtasks that require about five minutes to complete and yield scores ranging from 0 to 9.

The UCSD Performance-Based Skills Assessment (UPSA-Brief) requires approximately 15 minutes to administer and score in total.
ADMINISTRATION & SCORING

General Instructions

1. Instructions for each task may be given only once unless otherwise stated. Instructions may be repeated only when it is clear that the subject has not heard the instructions correctly or does not understand the test instructions.

2. If a task is incorrectly performed, it is scored as incorrect. The tester should not provide a new trial for that task.

3. A spontaneous incorrect response after a correct response is scored as incorrect for that task.

4. The tester should move from task to task throughout the test without giving the subject feedback about whether the responses are correct or incorrect.

5. In this manual all information written in **bold type** in text boxes are instructions/questions to be read to the subject. Information written in standard text are instructions to the tester and information in *italics* type are answers to questions and, therefore, should not be read to the subjects. Only information written in **bold** should be read to the subjects.

   The tester should introduce the testing by reading the following to the subject:

   **PROMPT:**
   The tasks I’ll now ask you to demonstrate include various kinds of everyday activities. I’ll tell you what to do and then I would like you to show me how you would actually do these tasks using the props I’ll give you.

Equipment

- **Role-play Cards** (gas & electric bill, appointment confirmation letter)
- **Timer**
- **Currency** (1 ten dollar bill, 1 five dollar bill, 3 one dollar bills, 3 quarters, 2 dimes, 1 nickel, 3 pennies) May substitute “play” paper money as long as the color is green and is a good facsimile of real money. **Only use real coins.**
- **Bank Check Facsimile**
- **Push-Button Telephone** – (1) Large push-button pads on telephone base, **not receiver**, and, if possible, (2) model of telephone where the handset needs to be picked up in order to access the dialing pads
- **UPSA-Brief Scoring Form** (see Appendix E for sample to copy)
1A. FINANCIAL SKILLS: COUNTING CHANGE

Props
✓ 1 ten-dollar bill*
✓ 3 one-dollar bills*
✓ 1 five-dollar bill*
✓ 3 quarters
✓ 2 dimes
✓ 1 nickel
✓ 3 pennies

* May substitute “play” money as long as it is a good facsimile of real money. **Use only real coins.**

Procedure
1. Lay out the currency in front of the subject from tester’s right to left as listed above. After the completion of each part of this task, the currency needs to be replaced in its original position.
2. Give the subject the following instructions (if necessary, instructions may be repeated but not more than twice):

<table>
<thead>
<tr>
<th>PROMPTS:</th>
</tr>
</thead>
</table>
| a.  Show me one dollar and two cents all in coins.  
   (If the subject first counts out $1.02 using a dollar bill, the tester should repeat the instruction to use ONLY coins. If the subject counts out $1.02 again using the dollar bill, then the answer is wrong). |
| b.  Show me six dollars and seventy-three cents.  $6.73                |
| c.  Show me twelve dollars and seventeen cents.  $12.17               |
| d.  Imagine that you’ve bought some items from a store and you gave me, the cashier, ten dollars to pay the bill.  
   (Tester takes ten-dollar bill from the currency laid out in front of subject). The items cost $6.49. Show me how much change you should get back from the $10.00.  
   $3.51                                                                  |

Scoring & Timing
For the first three questions (a-c), one point is given for each correct answer and 0 points for incorrect answers. Two points are given for a correct answer to the fourth question (d) and 0 points for an incorrect answer. This task yields scores ranging from 0 to 5 and should take about two minutes to complete.
1B. FINANCIAL SKILLS: CHECK WRITING

Props

✓ Role-play Card #3 – gas & electric bill (see Appendix C for sample to copy)
✓ Bank Check Facsimile for checking account withdrawal (see Appendix D for sample to copy)

Procedure

1. Show the subject the bill from the local gas & electric company (Role-play Card #3).
2. Give the subject the check facsimile and say,

PROMPT:

Imagine that you received this bill in the mail from the utility company. Please fill out this check to pay the bill. Use today’s date.

Do not take away the utility bill until the subject is finished writing the check.

Scoring & Timing

Scoring is based on the six parts of the check that should be complete and correct. This includes the correct date (month / day / year of the test) in the correct place; made out to the correct company (San Diego Gas & Electric or SDG&E); the written amount (thirty seven dollars and 17/00) and numeric amount ($37.17) are placed correctly and correspond to the amount due on the bill; the check is signed (name of subject); the account number of the utility bill (8497936006) is written on the check as per request. One point is assigned for each correct item in the correct place and 0 points for incorrect answers or incorrect placement. This task yields scores ranging from 0 to 6 and should take about three minutes to complete.
2. COMMUNICATION SKILLS: TELEPHONE

Props

✓ Role-play Card #4 – Medical Appointment Confirmation Letter (see Appendix E for sample to copy). Copy the letter on stationery with an appropriate medical heading and write in an appointment date one to two months ahead of the UPSA-1 administration date. This date will need to be changed regularly.

✓ Push-button telephone (disconnected). Make sure that the number keypad is located on the telephone base and NOT on the handset. Also choose the model of telephone, if possible, where the handset needs to be picked up in order to access the dialing pads.

This task requires that the subject demonstrate that he/she knows how to use a telephone. This includes picking up the receiver, pushing the buttons for numbers, and speaking into the mouthpiece. The subject should put the receiver back and repeat this sequence for each task listed below. With the exception of dialing from memory, instructions are given only once.

Procedure

1. Place the telephone in front of the subject and give the following instructions:

PROMPT:
Show me what number you would dial for help in case of an emergency.

Answer: 911

2. Instruct the subject to do the following:

PROMPT:
Please call directory assistance and ask for the telephone number of Tom Jones who lives in La Jolla (or other area within subject’s locality).

Answer: 411—Tom Jones & La Jolla (or alternate city as given by tester).

3. Instruct the subject to do the following:

PROMPT:
Listen carefully to this number and then dial it from memory:

596-6996

The number needs to be dialed from memory but may be repeated at the subject’s request. If the subject starts dialing and then asks for the number, the examiner may present the whole number again. The subject can dial the remaining numbers in order or can hang up and dial the whole number. If the subject requests the examiner to
repeat the number a third time, the examiner should tell the subject to dial whatever he/she remembers.

4. Instruct the subject to read role-play card #4 (Medical Appointment Confirmation Letter) aloud.

5. Instruct the subject to do the following:

<table>
<thead>
<tr>
<th>PROMPT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call the hospital and reschedule your medical appointment for the next day at the same time.</td>
</tr>
</tbody>
</table>

The subject needs to find the telephone number for rescheduling appointments listed in the letter, **(858) 324-5612**, dial the number correctly, give his/her name, the date of the current appointment, and ask to reschedule the appointment for the next day at the same time.

6. Remove the role-play card or conceal it and ask the following:

<table>
<thead>
<tr>
<th>PROMPT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What two items listed in the letter do you need to bring with you to the medical appointment?</td>
</tr>
</tbody>
</table>

*Answer: Proof of medical insurance coverage and list of current medications*

7. Ask the following question:

<table>
<thead>
<tr>
<th>PROMPT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What else did the letter ask you to do to prepare for the doctor’s appointment?</td>
</tr>
</tbody>
</table>

*Answer: Do not eat any food nor drink any liquids except water for the 12-hour period before the appointment.*

**Scoring & Timing**

One point is given for each correct answer and 0 points for incorrect answers. This task yields scores ranging from 0 to 9 and should take about five minutes to complete.
APPENDIX A

Role-Play Card #3: Gas & Electric Bill
The merger credit is your share of savings achieved by SDG&E as a result of the merger of Pacific Enterprises (parent company of the gas company) and Enova (parent company of SDG&E). It is credited pursuant to an order of the California Public Utilities Commission.

### Gas Service

<table>
<thead>
<tr>
<th>Service Rate</th>
<th>Meter#</th>
<th>Dates / Meter Readings</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Usage</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>GAS/GR</td>
<td>#00853677</td>
<td>08-21 09-23 582 602</td>
<td>1.000</td>
<td>1.009</td>
<td>20 Therm</td>
<td>$13.22</td>
</tr>
</tbody>
</table>

Baseline Allowance 18 Therm
- Baseline 18 Therm @ $0.62672 16/33 Days
- Non-Baseline 2 Therm @ $0.83920 17/33 Days

SDG&E’s Average Cost Per Therm This Month $.20642

**Total Gas Charges** $13.22

### Electric Service

<table>
<thead>
<tr>
<th>Service Rate</th>
<th>Meter#</th>
<th>Dates / Meter Readings</th>
<th>Meter Constant</th>
<th>Therm Multiplier</th>
<th>Total Usage</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELEC/DR</td>
<td>#01512908</td>
<td>08-21 09-23 7989 8278</td>
<td>1</td>
<td></td>
<td>289 kWh</td>
<td>$30.47</td>
</tr>
</tbody>
</table>

Baseline Allowance 274 kWh
- Baseline Usage 274 kWh @ $.10438
- Non-Baseline Usage 15 kWh @ $.12470

Legislated 10% Reduction (merger credit) –3.05

**Total Electric Charges** $27.42

The Total Electric Charges shown above include the following components. Please see definitions on back of bill.

- Electric Energy ($.042837/kWh)........... 12.38
- Transmission ........................................ 2.33
- Distribution........................................... 12.64
- Public Purpose Programs.................... 1.13
- Nuclear Decommissioning.................... 0.58
- Trust Transfer Amount.......................... 4.60
- Competition Transition Charge............ –6.24

Total Electric Costs.................................. 27.42

E-mail: info@sdge.com Questions? Please Call: 1-800-411-SDGE (7343) **Next Meter Read Date:** 10-22-01

### Energy Usage History

<table>
<thead>
<tr>
<th>Your Energy Usage History:</th>
<th>This Month</th>
<th>Last Month</th>
<th>Percent Change</th>
<th>This Month Last Year</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Therms/day</td>
<td>0.6</td>
<td>0.7</td>
<td>–7.5%</td>
<td>0.04</td>
<td>+42.9%</td>
</tr>
<tr>
<td>kWh/day</td>
<td>8.8</td>
<td>8.5</td>
<td>+3.2%</td>
<td>11.2</td>
<td>–21.5%</td>
</tr>
<tr>
<td>Billing Days</td>
<td>33</td>
<td>29</td>
<td></td>
<td>33</td>
<td></td>
</tr>
</tbody>
</table>

Please return this portion with payment.

Service Address: 1910 San Miguel St., Oceanside, CA 92154

### Account Details

<table>
<thead>
<tr>
<th>Your Account Number</th>
<th>Date Mailed</th>
<th>Pay Before:</th>
<th>Please Pay This Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>8497936006</td>
<td>May 25</td>
<td>December 27</td>
<td>$37.17</td>
</tr>
</tbody>
</table>

Please write account number on check. **Make payment to:** San Diego Gas & Electric
San Diego, CA 92184-0002
APPENDIX B

Bank Check Facsimile
Your Name Here
33 La Jolla Village Drive
San Diego, CA 92161

Pay To The
Order Of ________________________________ $ ________________ DOLLARS

2489 Pearl St. La Jolla, CA 92037

For ________________________________

4980005468 236500:||000978
APPENDIX C

Role-Play Card #4:
Medical Appointment Confirmation Letter
Dear Mr. or Ms. Patient:

This is an initial notification or reminder of the following clinic appointment:

MONDAY, September 13, 2010 at 8:00 AM – Dr. Hutchin, Psychiatry

LOCATION: VA Hospital, Second Floor, East Wing

Should you like to reschedule, cancel, or have any questions regarding the above appointment, please call us at (858) 324-5612. Thank you.

IMPORTANT REMINDERS:

You are scheduled to have a blood draw at this appointment.

Do not eat any food or drink liquids except water for the 12-hour period before your appointment.

Please remember to bring with you your medical insurance coverage and your list of current medications.

Sincerely yours,

Patient Scheduling Department
APPENDIX D

Other Scoring Questions & Answers
Sample Questions and Answers on Scoring and Administration

Note: the questions and answers below represent real-life issues that have arisen in the administration and scoring of the UPSA-Brief. Some questions were raised in the context of training workshops, while others were queries sent directly to the author. The list will be augmented with further discussions or decisions, and the augmented list will be included in future revisions of this manual.

Administration: General

1. In cases where the patient does not understand your instructions, can you tell them again in different words? Since you can’t actually repeat most of the prompts, if they didn’t understand you the first time does that mean they can’t really get it anymore? Or are we allowed to clarify in our own words?

If a participant does not understand or asks you to repeat the question, you are able to repeat it once. If they ask for further clarification, ask them to do what they think is best or give it their best attempt. For example, if someone can’t read the stories, you can take the book from them and read them the story. If someone says they never wrote a check, ask them to fill it out as best as they can. If someone has trouble with the hospital reminder letter, you can read it aloud if necessary. If someone has trouble counting money, you can say, “Please show me $6.73" twice, then state, “Please show me or give me what you think is correct." Same goes for the reading of the bus maps: ask them to give you their best guess or what they think is correct. When you ask them to repeat 596-6996, you ask them to dial it after you have stopped. If they forgot or ask to repeat it, you can only repeat it once. I would recommend not changing any of the instructions. Just repeat them once if necessary.

Scoring: General

1. If a person changes their previous answer shortly after the tester has already gone on to the next question, does it count?

Self correction is allowed, no need to penalize them if they self-correct.

Scoring: Financial Skills Module

1. If the patient indicates that she is finished counting out change, but as the tester is counting the patient realizes she has done it incorrectly and changes to the correct amount, is she still awarded the point?

Self correction is allowed.

2. If, when prompted for a telephone number that is given both in letters and numbers, the patient says both the letters and the numbers in a string, e.g. “1-800-411-FGEC-3432," do they get the point?

If both the letters and numbers are correct, you can give credit. If they are supposed to be using a telephone, make sure they dial it correctly.
Scoring: Communication Skills Module

1. *Do patients get a point if they don’t pick up the receiver when dialing the emergency and information numbers?*
   No.

2. *If they fail to lift the receiver, may we re-prompt them?*
   No. This is why you should have a phone prop that needs to have the receiver lifted in order to dial the phone number. Otherwise, they will just dial the numbers and not pick up the receiver. If you have a Radio Shack Retail Store, check with them; they carry inexpensive phones.

3. *For the appointment-rescheduling task, must all dates be completely stated (i.e., day, date, and year)? For example, what if a person correctly and fully states the date and time of the existing appointment (“Monday, December 3, 2008 at 8am”) but asks to have it rescheduled for “the next day at 8am” or “at the same time”?*
   As long as the first date is stated completely (as written in the appointment-confirmation letter), then “next day” and “at the same time” are acceptable designations for the date and time of the requested rescheduling.
APPENDIX E

UPSA-Brief Raw Scoring Form
## UCSD Performance-Based Skills Assessment (UPSA-Brief) Raw Scoring Form
(to be used in conjunction with the Summary Scoring Form, Appendix F, to calculate the UPSA-Brief Total Score)

<table>
<thead>
<tr>
<th>Module and Task Detail</th>
<th>Score:</th>
<th>Remarks:</th>
</tr>
</thead>
</table>

### 1A. FINANCIAL SKILLS:
**Counting & making change**

Correct = 1 point  
Incorrect = 0 points

<table>
<thead>
<tr>
<th>Value</th>
<th>Score</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.02 (in coins)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>$6.73</td>
<td></td>
<td></td>
</tr>
<tr>
<td>$12.17</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Correct = 2 points  
Incorrect = 0 points

<table>
<thead>
<tr>
<th>Change from $10.00</th>
<th>Score</th>
<th>Remarks</th>
</tr>
</thead>
</table>

### 1B. FINANCIAL SKILLS:
**Writing a Check**

Correct = 1 point  
Incorrect = 0 points

<table>
<thead>
<tr>
<th>Field</th>
<th>Score</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay to the Order Of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Written amount</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Numeric amount</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account #</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Module &amp; Task Detail</td>
<td>Score:</td>
<td>Remarks:</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>2. COMMUNICATION</td>
<td>Correct = 1 point</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Incorrect = 0 points</td>
<td></td>
</tr>
<tr>
<td>Dial emergency #</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dial information #</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriate inquiry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dial # from memory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dial # from letter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reschedule appointment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medication list</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fast for blood draw</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**UPSA-Brief SUMMARY SCORING**

In order that each module be weighted equally in the final score of the UPSA-Brief, raw scores are first converted into a subscale score as follows (illustrated below with sample data): First, total points awarded for each subscale are divided by the total number of points possible. The resulting "percent correct" figure is then multiplied by 50, and the result is rounded to the nearest integer (e.g., 3.1 is rounded to 3, while 3.5 or above is rounded to 4). An UPSA-Brief Total Score (range = 0–100) is then obtained by summing the subscale scores in column 6. A blank summary scoring worksheet is provided on the next page.

### UPSA-Brief “Sample” Summary Scoring Worksheet

<table>
<thead>
<tr>
<th>Domain</th>
<th>Raw Score</th>
<th>÷ Pts. Possible</th>
<th>% Correct</th>
<th>x 50</th>
<th>Subscale Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>5</td>
<td>11</td>
<td>.45</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td>4</td>
<td>9</td>
<td>.44</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>

**UPSA-1 Total Score**  
(Range = 0–100) 45
# UPSA-Brief Summary Scoring Worksheet

<table>
<thead>
<tr>
<th>Domain</th>
<th>Raw Score</th>
<th>÷ Pts. Possible</th>
<th>% Correct</th>
<th>× 50</th>
<th>Subscale Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>_____</td>
<td>÷ 11</td>
<td>= _______</td>
<td>× 50</td>
<td>= _______</td>
</tr>
<tr>
<td>Communication</td>
<td>_____</td>
<td>÷ 9</td>
<td>= _______</td>
<td>× 50</td>
<td>= _______</td>
</tr>
</tbody>
</table>

**UPSA-1 Total Score**  
(Range = 0–100) _________