# IT-6.2.b: Visit-Specific Satisfaction Instrument (VSQ-9)

| **Tool Title** | **IT-6.2.b Visit-Specific Satisfaction Instrument** |
| --- | --- |
| **Description** | The VSQ-9 is a 9 item survey that measures patient satisfaction with access to primary care, with the direct interaction with the physician, and with the visit overall on a scale ranging from 1 (poor) to 5 (excellent). The VSQ-9 focuses specifically on satisfaction with a visit to a physician or other health care provider |
| **Setting** | Ambulatory |
| **NQF Number** | *None* |
| **Measure Steward or Survey Developer** | RAND Corporation |
| **Link to measure specifications** | <http://www.rand.org/health/surveys_tools/vsq9.html> |
| **Link to survey** | <http://www.rand.org/content/dam/rand/www/external/health/surveys_tools/vsq9/vsq9.pdf> |
| **Measure type** | Standalone |
| **Performance and Achievement Type** | Pay for Performance (P4P) – Improvement Over Self (IOS)   |  |  |  | | --- | --- | --- | |  | DY4 | DY5 | | Achievement Level Calculation | Baseline + 5% \*(performance gap)  =  Baseline + 5% \*(100% – Baseline rate) | Baseline + 10% \*(performance gap)  =  Baseline + 10% \*(100% – Baseline rate) | |
| **Administration overview** | **Administration:** The VSQ-9 is typically administered in written form and has been administered retrospectively by phone.  **Administration Time:**  **Language:** English  **Cost:** Free for non-commercial purposes |
| **Scoring** | To score the VSQ-9, the responses from each individual should be transformed linearly to a 0 to 100 scale, with 100 corresponding to "excellent" and 0 corresponding to "poor."  Poor Fair Good Very Good Excellent  0 25 50 75 100  Responses to the 9 VSQ-9 items should then be averaged together to create a VSQ-9 **"overall score"** for each person.  For DSRIP reporting purposes, surveys with missing responses should be included if more than half of the items have responses (at least 5 of 9 responses). The "overall score" should be the average of the completed responses. |
| **Measure Steward contact** | [RAND\_Health@rand.org](mailto:RAND_Health@rand.org) |
| **DSRIP-specific modifications to Measure Steward’s specification** | Defining procedure for partially completed survey items as stated in the "scoring" section of this document. |
| **Numerator Description** | Sum of all the "overall score" of all VSQ-9 surveys completed during the measurement period. |
| **Numerator Inclusions** | *The survey developer does not identify specific numerator inclusions beyond what is described in the numerator description.* |
| **Numerator Exclusions** | *The survey developer does not identify specific numerator inclusions beyond what is described in the numerator description.* |
| **Denominator Description** | The total number VSQ-9 surveys completed during the measurement period. |
| **Denominator Inclusions** | *The survey developer does not identify specific denominator inclusions beyond what is described in the denominator description.* |
| **Denominator Exclusions** | *The survey developer does not identify specific denominator exclusions beyond what is described in the denominator description.* |
| **Denominator Size** | Providers must report a minimum of 30 cases per measure during a 12-month measurement period (15 cases for a 6-month measurement period)   * For a measurement period (either 6 or 12-months) where the denominator size is less than or equal to 75, providers must report on all cases. No sampling is allowed. * For a measurement period (either 6 or 12-months) where the denominator size is less than or equal to 380 but greater than 75, providers must report on a random sample of not less than 76 cases. * For a measurement period (either 6 or 12-months) where the denominator size is greater than 380, providers must report on a random sample of cases that is not less than 20% of all cases; however, providers may cap the total sample size at 300 cases. |
| **Allowable Denominator Sub-sets** | All denominator subsets are permissible for this outcome |
| **Considerations for providers** | While CAHPS is often used to measure the quality of care received from a health plan,[22](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1492522/#b22) the VSQ-9 provides a measurement specifically of a patient's perception of the quality of a single office visit with a physician or other provider.  Unlike CAHPS, the VSQ-9 offers no standard method to adjust scores for patient mix or survey delivery mode, making comparison across providers difficult.  Providers should for follow survey administration, sampling, and scoring guidelines, unless a DSRIP specific modification has been noted. Surveys are validated in their entirety and providers should plan on using as specified by the survey developer. |
| **Data Source** | Survey report |