# IT-6.2.d: Patient Satisfaction Questionnaire (PSQ-18, PSQ-III)

| **Tool Title** | **IT-6.2.d Patient Satisfaction Questionnaire** |
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| **Description** | The PSQ-III is a 50-item survey that includes 7 subdomains:  *PSQ-III subdomains:*   * **IT-6.2.d.i:** PSQ-III General Satisfaction * **IT-6.2.d.ii:** PSQ-III Technical Quality * **IT-6.2.d.iii:** PSQ-III Interpersonal Aspects * **IT-6.2.d.iv:** PSQ-III Communication * **IT-6.2.d.v:** PSQ-III Financial Aspects * **IT-6.2.d.vi:** PSQ-III Time spent with doctors * **IT-6.2.d.vii:** PSQ-III Access, Availability, & Convenience   The PSQ-18 is a shorter 18-item form of the PSQ-III that retains many characteristics of its full-length counterpart and taps the same 7 subdomains. May be appropriate for use in situations where the need for brevity precludes administration of the full-length PSQ-III.  *PSQ-18 subdomains:*   * **IT-6.2.d.viii:** PSQ-18 General Satisfaction * **IT-6.2.d.xi:** PSQ-18 Technical Quality * **IT-6.2.d.x:** PSQ-18 Interpersonal Aspects * **IT-6.2.d.xi:** PSQ-18 Communication * **IT-6.2.d.xii:** PSQ-18 Financial Aspects * **IT-6.2.d.xiii:** PSQ-18 Time spent with doctors * **IT-6.2.d.xiv:** PSQ-18 Access, Availability, & Convenience |
| **Setting** | Ambulatory |
| **NQF Number** | *none* |
| **Measure Steward or Survey Developer** | RAND Corporation |
| **Survey Specifications** | <http://www.rand.org/health/surveys_tools/psq.html> |
| **Link to survey** | PSQ-III: <http://www.rand.org/content/dam/rand/www/external/health/surveys_tools/psq/psq3_survey.pdf>  PSQ-18:  <http://www.rand.org/content/dam/rand/www/external/health/surveys_tools/psq/psq18_survey.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** | PSQ-III's contains 50 items and the PSQ-18 contains 18 items. Each survey item is constructed as a statement of opinion. Each item is accompanied by five response categories (strongly agree, agree, uncertain, disagree, strongly disagree).  **Administration:** Self-Administered paper survey  **Administration Time:** The PSQ-18 takes approximately 3-4 minutes to complete.  **Language:** English  **Cost:** Free |
| **Scoring** | **PSQ-III:**  Item scoring rules depend on whether the item represents a favorable or unfavorable opinion about medical care. Some items are worded so that agreement reflects satisfaction with medical care, whereas other items are worded so that agreement reflects dissatisfaction with medical care. All items should be scored so that high scores reflect satisfaction with medical care.  Conversion tables are provided in the scoring instructions, linked below. The highest satisfaction with medical care receives a score of 5, and the lowest satisfaction with medical care receives a score of 1.  After item scoring, items within the same subscale should be averaged together to create an individual "**subscale score**" (see Table 2). The number of items in each subscale is outlined below:   |  |  |  | | --- | --- | --- | | Subscale | **PSQ-III** | **PSQ-18** | | General Satisfaction | 6 items | 2 items | | Technical Quality | 10 items | 4 items | | Interpersonal Aspects | 7 items | 2 items | | Communication | 5 items | 2 items | | Financial Aspects | 8 items | 2 items | | Time Spent with Doctor | 2 items | 2 items | | Convenience | 12 items | 4 items |   Items left blank by respondents (missing data) should be ignored when calculating scale scores. In other words, scale scores represent the average for all items in the scale that were answered.  Guidance for scoring the PSQ-III:  <http://www.rand.org/content/dam/rand/www/external/health/surveys_tools/psq/psq3_scoring.pdf>  Guidance for scoring the PSQ-18:  <http://www.rand.org/content/dam/rand/www/external/health/surveys_tools/psq/psq18_scoring.pdf> |
| **Contacts** | RAND\_Health@rand.org |
| **DSRIP-specific modifications to Measure Steward’s specification** | For DSRIP reporting purposes, exclusions for surveys with no response in the subscale selected for reporting. |
| **Numerator Description** | The sum of the selected "**subscale score**" from all PSQ-III or PSQ-18 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** | For DSRIP reporting purposes, exclude any survey that provides no response for any item in the subscale selected for reporting. |
| **Denominator Description** | The total number of PSQ-III or PSQ-18 surveys completed during the measurement period. |
| **Denominator Inclusions** | *The survey developer does not identify specific denominator inclusions beyond what is described in the numerator description.* |
| **Denominator Exclusions** | For DSRIP reporting purposes, exclude any survey that provides no response for any item in the subscale selected for reporting. |
| **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 |
| **Additional Considerations for Providers** | 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 |