

Measure # 6: Client Perception of Coordination Questionnaire (CPCQ)

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Client Perception of Coordination Questionnaire (CPCQ)

The following instrument items were identified by contacting the measure developer. Item content abbreviation is available in the following article: McGuinness C, Sibthorpe B. Development and initial validation of a measure of coordination of health care. *Int J Qual Health Care* 2003; 15(4):309-18.

1. How often did you get the services you thought you needed?
 Never Rarely Sometimes Mostly Always
2. How often did you have to wait too long to obtain a service/appointment?
 Never Rarely Sometimes Mostly Always
3. How often was it difficult to get transport to services?
 Never Rarely Sometimes Mostly Always
4. In the past 3 months, how often did you seem to receive the medicines you thought you needed?
 Never Rarely Sometimes Mostly Always Not Applicable
5. How often did providers seem to be unnecessarily repeating tests or assessments?
 Never Rarely Sometimes Mostly Always Not Applicable
6. How often were results of tests or assessments discussed with you, e.g. blood tests?
 Never Rarely Sometimes Mostly Always Not Applicable
7. In the past 3 months, how often did you feel the care you received was well coordinated?
 Never Rarely Sometimes Mostly Always
8. How often were you happy with the quality of care you received?
 Never Rarely Sometimes Mostly Always
9. How often were you confused about the roles of different service providers?
 Never Rarely Sometimes Mostly Always
10. In the past 3 months, how often have service providers responded appropriately to changes in your needs?
 Never Rarely Sometimes Mostly Always Not Applicable

11. How often did you seem to get conflicting advice from service providers?

- Never Rarely Sometimes Mostly Always

12. In the past 3 months, how often have you felt like complaining about any of your care?

- Never Rarely Sometimes Mostly Always

13. How often did you feel you understood your conditions?

- Not at all Well Fairly Well Very Well

14. How often did you feel you could cope with life?

- Not at all Well Fairly Well Very Well

15. Overall, how satisfied are you with the care you have received in the past 3 months?

- Very Dissatisfied Moderately Dissatisfied Neutral Moderately Satisfied Very Satisfied

Questions **16 to 19** relate to the care you have received from your **General Practitioner** in the past 3 months.

16. How often did you and your GP **agree** about your care needs?

- Never Rarely Sometimes Mostly Always

17. How often did your GP seem to be **communicating** with your other providers?

- Never Rarely Sometimes Mostly Always

18. How often did your GP **involve you** when making decisions about your care?

- Never Rarely Sometimes Mostly Always

19. How often does your GP talk with you about your **future care**?

- Never Rarely Sometimes Mostly Always

20. How important is it to you to **be involved in decisions** with your GP about your care?

- Not at all Important Somewhat Important Very Important

21. Do you currently have a “Case Manager”? (A Case Manager is a type of service provider.)

- Yes. Go to 24
No. Go to next question

22. Is your GP the **only** service provider you have seen in the past three months?

- Yes. Go to 24

No. Go to next question

23. Nominate **one service provider**, other than your GP, whom you have seen in the past three months.

- Specialist
- Nurse
- Home and Community Care
- Social Worker
- Other

Specify: _____

Questions 24 to 28 relate to the care you have received from your case manager or the service provider that you have just nominated, in the past 3 months.

24. How often did you and that service provider agree about your care needs?

- Never Rarely Sometimes Mostly Always

25. How often did that service provider seem to be communicating with your other providers?

- Never Rarely Sometimes Mostly Always

26. How often did that service provider involve you when making decisions about your care?

- Never Rarely Sometimes Mostly Always

27. How often does that service provider talk with you about your future care?

- Never Rarely Sometimes Mostly Always

28. How important is it to you to be involved in decisions with that service provider about your care?

- Not at all Important Somewhat Important Very Important

Questions 29 to 31 relate to carers. By 'carer' we mean someone **you rely on to help with daily life**, but is not paid to do so – i.e., a friend or relative.

29. Who are your carers?

- No carer
- Spouse
- Parent
- Daughter
- Son
- Other relative
- Friend
- Neighbour
- Other

Specify: _____

30. In the past 3 months, how often was your **main carer** involved in making decisions about your care?

- Never Rarely Sometimes Mostly Always

31. In the past 3 months, how often do you think your **main carer** was satisfied with the care you received?

- Never Rarely Sometimes Mostly Always