

Measure #33. Primary Care Satisfaction Survey for Women (PCSSW)

CARE COORDINATION MEASURES MAPPING TABLE

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
CARE COORDINATION ACTIVITIES			
Establish accountability or negotiate responsibility			
Communicate	□		
<i>Interpersonal communication</i>	■		
<i>Information transfer</i>	■		
Facilitate transitions			
<i>Across settings</i>			
<i>As coordination needs change</i>			
Assess needs and goals	□		
Create a proactive plan of care			
Monitor, follow up, and respond to change	□		
Support self-management goals	□		
Link to community resources	□		
Align resources with patient and population needs			
BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION			
Teamwork focused on coordination			
Health care home			
Care management			
Medication management			
Health IT-enabled coordination			

Legend:

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

Primary Care Satisfaction Survey for Women (PCSSW)

Purpose: To assess patient (female) satisfaction with primary care.

Format/Data Source: 29-item, self-administered or telephone-conducted survey, both before and after a primary care visit. Two categories were established: (1) items pertaining to a specific visit and (2) items pertaining to overall health care at the site during the past 12 months. Responses were based on a 5-point Likert scale (excellent-to-poor range) and summed for a total score.

Date: Measure published in 2004.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:**
 - *Between health care professional(s) and patient/family:* 11i, 11k
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* 11h, 11j, 11o
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 12h, 12i
 - *Participants not specified:* 11m
- **Assess needs and goals:** 11o, 12d
- **Monitor, follow up, and respond to change:** 11e
- **Support self-management goals:** 12a, 12c
- **Link to community resources:** 12e

Development and Testing: A focus group determined women's expectations and preferences in primary care, which assisted in the formation of survey items. Additional cognitive testing led to item revision. Each scale within the PCCSW had high internal consistency reliability with Cronbach's alpha coefficient of 0.96. Convergent validity was supported by correlations with the MOS Visit Satisfaction Scale and CAHPS. Discriminant validity and predictive validity were demonstrated through regression analysis.¹

Link to Outcomes or Health System Characteristics: None described in the sources identified.

Logic Model/Conceptual Framework: None described in the sources identified.

Country: United States

Past or Validated Applications*:

- **Patient Age:** Adults
- **Patient Condition:** General Population/Not Condition Specific
- **Setting:** Primary Care Facility

*Based on the sources listed below and input from the measure developer.

Notes:

- All instrument items are located in Table 2 of the source article.¹
- This instrument contains 29 items; 13 were mapped.

Sources:

1. Scholle SH, Weisman CS, Anderson RT, et al. The development and validation of the Primary Care Satisfaction Survey for Women. *Womens Health Issues* 2004;14:35-50.
2. Scholle SH, Weisman CS, Anderson R, et al. Women's satisfaction with primary care: A new measurement effort from the PHS National Centers of Excellence in Women's Health. *Womens Health Issues* 2000;10(1):1-9.
3. Anderson, RT, Weisman CS, Camacho F, et al. Women's satisfaction with their on-going primary health care services: A consideration of visit-specific and period assessments. *Health Serv Res* 2007;42(2):663-81.