

INSTRUMENT TITLE: Work Relationships Scale (WRS)	
Authors (date)	Finley et al (2013, unpublished)
Purpose	To assess the relationship between clinical team member relationships on quality of care in primary care clinics.
Instrument Characteristics	
Type of instrument	Survey
Total number of items	15
Setting	Health Care: Outpatient - Primary Care
Target respondent	Health Care Administrators, LPNs, NPs, Physicians, RNs
Degree of adaptation needed for primary care	No adaptation required
Mediator Constructs (# of items)	Specific items
Cognitive Domain	
Sense-making (n=2)	10, 12
Continuous learning (n=6)	1, 2, 3, 6, 10, 13
Shared explicit goals and accountability (n=1)	12
Evolving mental models of roles (n=0)	
Affective/Relational Domain	
Trust (n=1)	4
Respectful interaction (n=4)	1, 8, 13, 14
Heedful inter-relating (n=1)	5
Commitment (n=0)	
Behavioral Domain	
Communication (n=4)	4, 6, 7, 9
Adaptable to context and needs, improvisation (n=1)	2
Conflict resolution (n=2)	9, 11
Leadership Domain	
Leadership (n=1)	15
Psychometrics, Development and Testing	
Reliability	Internal consistency: Cronbach's $\alpha = 0.95$. Inter-item correlations range 0.29 to 0.80.
Validity	Face validity tested in pilot project. Construct validity: Spearman rank-order correlation coefficient and congruence of instrument results with qualitative results.
Factor analysis	Yes - principal component analysis

INSTRUMENT TITLE: Work Relationships Scale (WRS)**Other development and testing methods**

Items generated from literature and related studies; administered survey; observation; semi-structured interviews; Rasch analysis.

Abstracts and Citation**Instrument citation**

Finley EP, et al. Relationship quality and patient-assessed quality of care in VA primary care clinics: development and validation of the Work Relationships Scale. 2013. Unpublished manuscript.

PubMed abstract or instrument link

N/A

Link to articles citing instrument

N/A