EORTC Satisfaction With Care Module

Scoring Procedure for the EORTC IN-PATSAT32

[Ref, Brédart et al, EJC, 41 (2005) 2120-2131]

The international field-testing study of the EORTC cancer in-patient satisfaction with care measure (EORTC IN-PATSAT32) has confirmed the hypothetical structure of the questionnaire. This questionnaire should thus be scored as follows:

1) Content of the questionnaire

*Multi-item scales*

- **Doctors**
  Interpersonal skills (items 4-6)
  Technical skills (items 1-3)
  Information provision (items 7-9)
  Availability (items 10, 11)
- **Nurses**
  Interpersonal skills (items 15-17)
  Technical skills (items 12-14)
  Information provision (items 18-20)
  Availability (items 21, 22)
- **Other hospital personnel**
  Kindness and helpfulness, and information giving (24-26)
- **Waiting time** (performing medical tests/treatment, receiving medical tests results) (items 27, 28)
- **Access** (items 29, 30)

*Single item scale*

- Exchange of information (item 23)
- Comfort/cleanness (item 31)
- General satisfaction (item 32)

2) Format of the questionnaire

Period of reference: Refer to interactions with health care providers and services in the oncology hospital during hospital stay

How would you rate? Poor (1)/Fair (2)/Good (3)/Very Good (4)/Excellent (5)

Number of items: 32

3) Scoring procedure

All multi-item or single item scales are all constructed in a similar manner: (1) the raw scores for the individual items within a scale are first summed, and then, for the multi-item scales, divided by the number of items in the scale; and (2) these scale scores are then linearly transformed such that all scales range from 0 to 100, with a higher scale score representing a higher level of satisfaction with care.