

General

Title

"Global Satisfaction" scale of the Treatment Satisfaction Questionnaire for Medication (TSQM): the mean scale score for the "Global Satisfaction" items on the TSQM (version II).

Source(s)

Treatment Satisfaction Questionnaire for Medication (TSQM) (Version II). Quintiles Transnational Corp.; 2006. 3 p.

Measure Domain

Primary Measure Domain

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

The "Global Satisfaction" scale* of the Treatment Satisfaction Questionnaire for Medication (TSQM) is used to assess the overall level of satisfaction or dissatisfaction with medication patients are taking. This composite scale is comprised of two items on the TSQM survey:

How satisfied are you that good things about this medication outweigh the bad things?

Taking all things into account, how satisfied or dissatisfied are you with this medication?

*Note: The validity of this scale is influenced by the degree to which patients can: a) use personal experience to assess the effectiveness of their medication, b) has information on the clinical effectiveness of their medication (e.g., clinician appraisal, lab results etc.) and c) has formulated perceptions/beliefs about its effectiveness. Moreover, the Global Satisfaction scale will be affected by the relative importance that patients place on the (perceived) effectiveness, side effects and convenience of their medication. In order to help assure correct performance of this scale, it is typically administered after the administration of the three specific TSQM scales (Efficacy, Side Effects and Convenience).

Note: The "Global Satisfaction" scale is a component of a composite measure. It cannot be used on its own and must be used with the following scales:

"Effectiveness" scale of the Treatment Satisfaction Questionnaire for Medication (TSQM): the mean scale score for the "Effectiveness" items on the TSQM (version II).

"Side Effects" scale of the Treatment Satisfaction Questionnaire for Medication (TSQM): the mean scale score for the "Side Effects" items on the TSQM (version II).

"Convenience" scale of the Treatment Satisfaction Questionnaire for Medication (TSQM): the mean scale score for the "Convenience" items on the TSQM (version II).

Rationale

Patients' global rating of dissatisfaction with treatment is the strongest predictor of non-adherence and non-persistence with medication use, thereby affecting the clinical effectiveness and efficiency of medical care. Patients who perceive their medication to be ineffective (see the related National Quality Measures Clearinghouse [NQMC] summary, ["Effectiveness" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Effectiveness" items on the TSQM \(version II\)](#)), laden with side effects (see the related NQMC summary, ["Side Effects" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Side Effects" items on the TSQM \(version II\)](#)), very inconvenient (see the related NQMC summary, ["Convenience" scale of the Treatment Satisfaction Questionnaire for Medication \(TSQM\): the mean scale score for the "Convenience" items on the TSQM \(version II\)](#)), or as having more negative than positive characteristics are less likely to fill prescriptions or take their medications as prescribed. This in turn can impact the effectiveness of treatment and may result in service inefficiencies associated with treatment failure.

Treatment Satisfaction Questionnaire for Medication (TSQM) provides a unique opportunity to compare various medications used to treat a particular illness on the three primary dimensions of treatment satisfaction (Effectiveness, Side Effects, Convenience), as well as patients' overall rating of Global Satisfaction based on the relative importance of these primary dimensions to patients. Routine assessment of patients' level of TS-M provides a way for clinicians to screen individuals whose current medication experiences may increase the risk of poor medication adherence and persistence. If collected from many patients, such information could foster a deeper consideration of patients' perspectives when evaluating the merits and drawbacks of various treatment alternatives.

Primary Clinical Component

Medication satisfaction; overall rating

Denominator Description

Patients who completed the "Global Satisfaction" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

Numerator Description

The number of "Extremely Dissatisfied," "Very Dissatisfied," "Dissatisfied," "Somewhat Satisfied," "Satisfied," "Very Satisfied," and "Extremely Satisfied" responses for the "Global Satisfaction" items on the Treatment Satisfaction Questionnaire for Medication (TSQM). From the responses, a scale score is calculated with a higher score indicating greater satisfaction.

Evidence Supporting the Measure

Evidence Supporting the Criterion of Quality

Focus groups

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

Need for the Measure

Unspecified

State of Use of the Measure

State of Use

Current routine use

Current Use

Internal quality improvement

Quality of care research

Application of Measure in its Current Use

Care Setting

Ambulatory Care

Professionals Responsible for Health Care

Nurses

Physician Assistants

Physicians

Psychologists/Non-physician Behavioral Health Clinicians

Lowest Level of Health Care Delivery Addressed

Individual Clinicians

Target Population Age

Age greater than or equal to 18 years

Target Population Gender

Either male or female

Stratification by Vulnerable Populations

Unspecified

Characteristics of the Primary Clinical Component

Incidence/Prevalence

Unspecified

Association with Vulnerable Populations

Unspecified

Burden of Illness

Unspecified

Utilization

Unspecified

Costs

Unspecified

Institute of Medicine (IOM) Healthcare Quality Report Categories

IOM Care Need

Getting Better

Living with Illness

Staying Healthy

IOM Domain

Patient-centeredness

Data Collection for the Measure

Case Finding

Users of care only

Description of Case Finding

Patients who completed the "Global Satisfaction" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

Denominator Sampling Frame

Patients associated with provider

Denominator Inclusions/Exclusions

Inclusions

Patients who completed the "Global Satisfaction" items on the Treatment Satisfaction Questionnaire for Medication (TSQM)

Exclusions

None

Relationship of Denominator to Numerator

All cases in the denominator are equally eligible to appear in the numerator

Denominator (Index) Event

Encounter

Denominator Time Window

Time window is a single point in time

Numerator Inclusions/Exclusions

Inclusions

The number of "Extremely Dissatisfied," "Very Dissatisfied," "Dissatisfied," "Somewhat Satisfied," "Satisfied," "Very Satisfied," and "Extremely Satisfied" responses for the "Global Satisfaction" items on the Treatment Satisfaction Questionnaire for Medication (TSQM). From the responses, a scale score is calculated with a higher score indicating greater satisfaction.

Exclusions

None

Measure Results Under Control of Health Care Professionals, Organizations and/or Policymakers

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

Numerator Time Window

Encounter or point in time

Data Source

Patient survey

Level of Determination of Quality

Not Individual Case

Pre-existing Instrument Used

Unspecified

Computation of the Measure

Scoring

Non-weighted Score/Composite/Scale

Interpretation of Score

Better quality is associated with a higher score

Allowance for Patient Factors

Unspecified

Standard of Comparison

External comparison at a point in time

External comparison of time trends

Internal time comparison

Evaluation of Measure Properties

Extent of Measure Testing

A multi-step exploratory factor analysis (EFA) was employed to investigate the construct validity of the Treatment Satisfaction Questionnaire for Medication (TSQM). The TSQM v. II was tested for model fit against an established theoretical model (the Decisional Balance Model of Treatment Satisfaction) using hierarchical confirmatory factor analysis (HCFA).

Evidence for Reliability/Validity Testing

Atkinson MJ, Kumar R, Cappelleri JC, Hass SL. Hierarchical construct validity of the treatment satisfaction questionnaire for medication (TSQM version II) among outpatient pharmacy consumers. *Value Health*. 2005 Nov-Dec;8 Suppl 1:S9-S24. [PubMed](#)

Atkinson MJ, Sinha A, Hass SL, Colman SS, Kumar RN, Brod M, Rowland CR. Validation of a general measure of treatment satisfaction, the Treatment Satisfaction Questionnaire for Medication (TSQM), using a national panel study of chronic disease. *Health Qual Life Outcomes*. 2004 Feb 26;2:12. [77 references] [PubMed](#)

Bharmal M, Payne K, Atkinson MJ, Desrosiers MP, Morisky DE, Gemmen E. Validation of an abbreviated Treatment Satisfaction Questionnaire for Medication (TSQM-9) among patients on antihypertensive medications. *Health Qual Life Outcomes*. 2009;7:36. [PubMed](#)

Identifying Information

Original Title

Global Satisfaction.

Composite Measure Name

Treatment Satisfaction Questionnaire for Medication (TSQM) Version II

Submitter

Atkinson, Mark J., PhD - Independent Author(s)

Developer

Atkinson, Mark J., PhD; Hass, Steven L., PhD - Independent Author(s)

Funding Source(s)

Pharmacia, Pfizer Inc.

Composition of the Group that Developed the Measure

Atkinson, Mark J, Ph.D.; Hass, Steven L, Ph.D.; Kumar, Ritesh, Ph.D.; Colman, Shoshana, Ph.D.; Sinha, Anusha, M.P.H.; Brod, Meryl, Ph.D.; Roland, Clayton, Ph.D.

Financial Disclosures/Other Potential Conflicts of Interest

Unspecified

Adaptation

Measure was not adapted from another source.

Release Date

2006 Jan

Measure Status

This is the current release of the measure.

Source(s)

Treatment Satisfaction Questionnaire for Medication (TSQM) (Version II). Quintiles Transnational Corp.; 2006. 3 p.

Measure Availability

The individual measure, "Global Satisfaction," is published in "Treatment Satisfaction Questionnaire for Medication (TSQM)." This document is available from the [Quintiles Web site](#) .

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NQMC Status

This NQMC summary was completed by ECRI Institute on September 8, 2009. The information was verified by the measure developer on October 15, 2009.

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