

General

Title

Patients' satisfaction with care: patients' overall rating of their physician.

Source(s)

Camacho FT, Feldman SR, Balkrishnan R, Kong MC, Anderson RT. Validation and reliability of 2 specialty care satisfaction scales. Am J Med Qual. 2009 Jan-Feb;24(1):12-8. [PubMed](#)

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

This measure is used to assess patients' or parents' or caregivers' assessment of the patient's satisfaction with the physician seen at the most recent visit. Patients rate the physician on a scale of "0" to "10," where "0" is the worst possible care and "10" is the best possible care on the following items:

- Attitude: Physician's friendliness and caring attitude
- Examination: Thoroughness of your examination or checkup
- Time spent: Amount of time physician spent with you
- Answers: How well physician answered all your questions
- Instructions: Physician's instructions on how to take care of your illness or health condition
- Includes: Extent that physician includes you in decisions about your care and treatment
- Test results: Getting your test results back in a timely manner
- Follows up: How well your physician follows up on any problems or concerns you have
- Treatment success: Your treatment success

Note: A mean scale score is calculated in which a higher score indicates better quality.

See the National Quality Measures Clearinghouse (NQMC) summary of the related DrScore measure [Patients' satisfaction with care: patients' overall rating of their physician's office](#).

Rationale

Patient satisfaction surveys may help advance the improvement of care in a physician practice by helping physicians pinpoint areas for improvement and by providing the opportunity to benchmark a practice's quality of care. In addition, surveys address a social desire for patient representation in quality assessment in a service-oriented economy. As a result, the past years have seen a steady increase in satisfaction surveys in varying physician settings, a trend that has been aided by the use of convenient and novel computer technology, including the use of online surveys and report automation.

Primary Clinical Component

Primary care; patient satisfaction with physician

Denominator Description

Patients or parents or caregivers of the patient who answered the "Physician Scale" items on the DrScore Survey following the most recent visit with the doctor (see the related "Denominator Inclusions/Exclusions" field)

Numerator Description

Patients' or parents' or caregivers' ratings of the physician on a scale of "0" to "10," where "0" is the worst possible care and "10" is the best possible care

Evidence Supporting the Measure

Evidence Supporting the Criterion of Quality

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

Application of Measure in its Current Use

Care Setting

Physician Group Practices/Clinics

Professionals Responsible for Health Care

Physicians

Lowest Level of Health Care Delivery Addressed

Individual Clinicians

Target Population Age

All ages

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 or parents or caregivers of the patient, who answered the "Physician Scale" items on the DrScore Survey following the most recent visit with the doctor

Denominator Sampling Frame

Patients associated with provider

Denominator Inclusions/Exclusions

Inclusions

Patients or parents or caregivers of the patient who answered the "Physician Scale" items on the DrScore Survey following the most recent visit with the doctor

Note: Patients or parents or caregivers may have been asked by their doctors to rate their performance as part of a patient satisfaction measurement process or patients may have found DrScore.com on their own.

Exclusions

Patients or parents or caregivers of the patient who do not understand the English language or do not have access to a computer and internet to complete an online survey

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

Patients' or parents' or caregivers' ratings of the physician on a scale of "0" to "10," where "0" is the worst possible care and "10" is the best possible care

Exclusions

Unspecified

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

Internal time comparison

Evaluation of Measure Properties

Extent of Measure Testing

Evidence is provided for the validity and reliability of the instrument used in an online patient satisfaction survey based on a patient survey designed for on-site administration. The criterion validity of the instruments was examined by correlating them to important and well-known markers such as the Consumer Assessment of Health Plans Study (CAHPS) global item of physician care, as well as by evaluating their internal consistency and construct validity by performance of a confirmatory factor analysis (CFA) based on the results of an earlier version of the on-site instrument.

The measurement model satisfied the criteria for good model fit, and all standardized factor loadings were found to be high. Furthermore, both scales correlated strongly with global satisfaction and properly discriminated among patient-reported areas for improvement. As a consequence, it is believed that these scales are reliable and have appropriate convergent validity. In particular, the physician scale was found to possess very high reliability based on the CFA and Cronbach α and seemed to best discriminate items that corresponded to its domain such as specialist rating, minutes spent with the specialist, and patient-suggested improvement in care.

Evidence for Reliability/Validity Testing

Camacho FT, Feldman SR, Balkrishnan R, Kong MC, Anderson RT. Validation and reliability of 2 specialty care satisfaction scales. *Am J Med Qual.* 2009 Jan-Feb;24(1):12-8. [PubMed](#)

Identifying Information

Original Title

Physician scale.

Measure Collection Name

DrScore Survey

Submitter

Anderson, Roger T., PhD, Medical Quality Enhancement Corporation - None

Developer

Anderson, Roger T., PhD, Medical Quality Enhancement Corporation - None

Funding Source(s)

Unspecified

Composition of the Group that Developed the Measure

Unspecified

Financial Disclosures/Other Potential Conflicts of Interest

Unspecified

Adaptation

Measure was not adapted from another source.

Release Date

2005 Jan

Measure Status

This is the current release of the measure.

Source(s)

Camacho FT, Feldman SR, Balkrishnan R, Kong MC, Anderson RT. Validation and reliability of 2 specialty care satisfaction scales. Am J Med Qual. 2009 Jan-Feb;24(1):12-8. [PubMed](#)

Measure Availability

The individual measure, "Physician Scale," is published in the article, "Validation and Reliability of 2 Specialty Care Satisfaction Scales." This article is available in the American Journal of Medical Quality from the [Sage Journals Online Web site](#) . Please also refer to the [DrScore Web site](#) .

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NQMC Status

This NQMC summary was completed by ECRI Institute on January 7, 2010. The information was verified by the measure developer on February 27, 2010.

Copyright Statement

This NQMC summary is based on the original measure, which is subject to the measure developer's copyright restrictions.

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