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Measuring Patient Satisfaction with Urinary Incontinence Treatment

Abstract:

Background: A number of patient satisfaction measures were trialed in a cross-sectional survey of women who had treatment for urinary incontinence (N=187). The psychometric properties of these measures were examined and a short measure for patient satisfaction was developed.

Methods: Participants completed a questionnaire comprising items covering incontinence status, treatment type and three generic patient satisfaction questionnaires: the Client Satisfaction Questionnaire (CSQ-18), the Consultation Satisfaction Questionnaire (Consult SQ), and the Patient Satisfaction Index (PSI).

Donabedian's model postulates that satisfaction is the patient's judgment on the quality of care. The seven dimensions in this model provide the conceptual framework against which the measures were reviewed.

Results: The instruments were examined by their descriptive systems, internal structures and responsiveness. The items from the instruments were examined through iterative Mokken and partial credit IRT analyses against Donabedian's model. Seven items were selected which formed a Short Assessment of Patient Satisfaction (SAPS) scale. Its internal psychometric properties were excellent ($\alpha = 0.86$) and it provided a patient satisfaction perspective that was most consistent with Donabedian's model.

In summary, the internal structures of the instruments suggested that all SAPS items were responsive, but some items on the other measures were insensitive. Also, all measures were shown to be unidimensional. Tests of response bias suggested that this was present in the CSQ-18 and the PSI. Redundancy was observed in the Consult SQ, CSQ-18 and PSI.

Conclusions: This study has provided evidence that patient satisfaction can be assessed validly, reliably and sensitively using the much shorter SAPS instrument. This new short measure of patient satisfaction with treatment will be a useful tool for clinicians and evaluators as the population ages.