

Suggested revisions to the SAPS, October 2008¹

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Following presentation of the Patient Satisfaction workshop at the 2008 ISOQOL Conference (Montevideo), several enquiries were received regarding use of the SAPS (Hawthorne, Sansoni et al. 2006).

Although numerous favourable comments by workshop participants were made on the SAPS, one point of issue lay in the use of the term 'happy' in two of the items (#1 and #7). The comments suggested that happiness was not congruent with health outcomes, and that this might be an Australian colloquialism that could be changed.

A subsequent meeting was held with Dr Leonard (Leo) Roorda, from The Netherlands, concerning both use of the SAPS in The Netherlands and possible revisions to it. This memo reports the outcomes of this meeting, including suggested changes to the SAPS and to the Incontinence Dissemination project protocol.

The new version of the SAPS, incorporating all the suggested changes can be found in Appendix 1. The original SAPS can be found in Appendix 2.

Section A: Modifications to the SAPS

1. Difficulties with the term 'happy' in items #1 and #7.
 - Replacement of the term 'happy' with 'satisfaction' in both items #1 and #7; thus:
 - #1: How **satisfied** are you with the effect of your {treatment/care}?

Very satisfied	0
Satisfied	1
Neither satisfied nor dissatisfied	2
Dissatisfied	3
Very dissatisfied	4
 - #7 Are you **satisfied** with the care you received in the {hospital/clinic}?

Very satisfied	0
Satisfied	1
Neither satisfied nor dissatisfied	2
Dissatisfied	3
Very dissatisfied	4
2. Item #2 was felt to be ambiguous, in that it asked about "the results of your treatment" – a phrase which could mean either the expected results of treatment (based on the clinician's prior experiences and professional knowledge) or the actual results of treatment.
 - In its original form this item was concerned with explanations given regarding the actual results of treatment. This item was derived from the GUTSS, where the original item probed "Satisfaction with doctor's explanations about results of the operation" which fell on the factor

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assessing satisfaction with the treatment received (Hawthorne and Harmer 2000). So, although in the SAPS this item represents information provided to the patient, it is concerned more with information on the effect of treatment rather than information about treatment options.

3. Throughout the SAPS, the use of {text} brackets is used to denote text that should be changed to suit individual research studies. For example, in item #3
 - *The {doctor/other health professional} was very careful to check everything when examining you* can be changed to:
 - The **nurse** was very careful to check everything when examining you.
 - Where several health professionals are involved in providing health care, an assessment score on each can be obtained using the following procedures. These procedures may be used with items #2, #3, #5 and #6.
 - a. For each health professional prepare a separate item, e.g.
 - i. The **nurse** was very careful to check everything when examining you.
 - ii. The **doctor** was very careful to check everything when examining you.
 - iii. The **specialist cardiologist** was very careful to check everything when examining you.
 - b. When scoring these multiple items, obtain a rounded-up mean summed score across these items (in the above example this would be the rounded up mean of the three items; thus (Q3 score = RDN(SUM(i, ii, iii)))). This mean score should then be used in the SAPS general scoring system as the score for this item.
4. The intent of item #4 is to assess patient involvement in shared decision-making. This item may need to be supplemented with a non-SAPS question to assess the number of treatments the patient was receiving.
 - If a patient received several treatments and satisfaction with shared decision-making for each treatment is sought, then the procedure outlined under point 3 can be followed.
5. Item #6 has a negative item stem.
 - This could be changed so that the negative phrase is expressed positively:
 - The time you had with the {doctor/other health professional} **was too short**.
6. The scoring of the SAPS is unaffected by any of the changes above. The two steps in scoring the SAPS are:
 - 6.1. Reverse the scores for #1, #3, #5, #7.
 - 6.2. Sum all scores. The score range is from 0 (extremely dissatisfied) to 28 (extremely satisfied).

Section B: Recommended procedures and collaboration

- B.1. The suggested changes above should be empirically tested in the Incontinence Dissemination project through inclusion in the questionnaire both the original SAPS items and those with textual changes as presented in Appendix 2.
- B.2. For translation into other languages:
 - A standard translation procedure is to be followed, based on those described by the IQOLA Project (Bullinger, Alonso et al. 1998) or the WHOQOL Group (Szabo, Orley et al. 1997).
 - The sample size in the new language should be ≥ 200 cases which is sufficient for Rasch analysis verification of successful translation.

- A copy of the translated SAPS must be provided to the original instrument developers with an unrestricted licence so that the new translation may be made available to any other researchers wishing to use the SAPS in the new language. In return, the Australian instrument developers will provide acknowledgement of the translators in the usual academic way.
- B.3 It is proposed that a collaborative study of the SAPS be undertaken between the Australian instrument developers and Dutch instrument users, represented on each side by A/Prof Hawthorne and Dr Roorda.

C. References

- HAWTHORNE G, SANSONI J, HAYES L, MAROSSZEKY N & SANSONI E. (2006). Measuring Patient Satisfaction with Incontinence Treatment. Melbourne: Department of Psychiatry, The University of Melbourne, and the Centre for Health Service Development, University of Wollongong for the Commonwealth Department of Health and Ageing. 114pp.
- HAWTHORNE G & HARMER C. (2000). GUTSS: The Genito-Urinary Treatment Satisfaction Scale Study. Melbourne: Centre for Health Program Evaluation. Working Paper 117. 50pp.
- BULLINGER M, ALONSO J, APOLONE G, LEPLÈGE A, SULLIVAN M, WOOD DAUPHINEE S, GANDEK B, WAGNER A, AARONSON N, BECH P, FUKUHARA S, KAASA S & WARE JE, JR. (1998). Translating health status questionnaires and evaluating their quality: the IQOLA Project approach. International Quality of Life Assessment. *Journal of Clinical Epidemiology*. 51 (11): 913-23.
- SZABO S, ORLEY J, SAXENA S & WHOQOL GROUP. (1997). An approach to response scale development for cross-cultural questionnaires. *European Psychologist*. 2 (3): 270-276.

Appendix 1: Suggested Revised SAPS 2008²

Instructions: After reading each question, circle the answer that best describes your situation. We know that sometimes answers may not describe you exactly, so please pick the answer that *most closely describes you*.

When you have finished, please check that you have answered all questions.

-
- Q1. How **satisfied** are you with the effect of your {treatment/care}?
- Very **satisfied** 0
 - Satisfied** 1
 - Neither **satisfied** nor **dissatisfied** 2
 - Dissatisfied** 3
 - Very **dissatisfied** 4
- Q2. How satisfied are you with the explanations the {doctor/other health professional} has given you about the results of your {treatment/care}?
- Very dissatisfied 0
 - Dissatisfied 1
 - Neither satisfied nor dissatisfied 2
 - Satisfied 3
 - Very satisfied 4
- Q3. The {doctor/other health professional} was very careful to check everything when examining you.
- Strongly agree 0
 - Agree 1
 - Not sure 2
 - Disagree 3
 - Strongly disagree 4
- Q4. How satisfied were you with the choices you had in decisions affecting your health care?
- Very dissatisfied 0
 - Dissatisfied 1
 - Neither satisfied nor dissatisfied 2
 - Satisfied 3
 - Very satisfied 4
- Q5. How much of the time did you feel respected by the {doctor/other health professional}?
- All of the time 0
 - Most of the time 1
 - About half the time 2
 - Some of the time 3
 - None of the time 4

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Q6. The time you had with the {doctor/other health professional} **was too short**.
Strongly agree..... 0
Agree 1
Not sure 2
Disagree..... 3
Strongly disagree..... 4

Q7. Are you **satisfied** with the care you received in the {hospital/clinic}?
Very **satisfied** 0
Satisfied 1
Neither **satisfied** nor **dissatisfied**..... 2
Dissatisfied..... 3
Very **dissatisfied**..... 4

Appendix 2: Original SAPS³

Instructions: After reading each question, circle the answer that best describes your situation. We know that sometimes answers may not describe you exactly, so please pick the answer that *most closely describes you*.

When you have finished, please check that you have answered all questions.

-
- Q1. How happy are you with the effect of your {treatment/care}?
- Very happy 0
 - Happy..... 1
 - Neither happy nor unhappy. 2
 - Unhappy..... 3
 - Very unhappy..... 4
- Q2. How satisfied are you with the explanations the {doctor/other health professional} has given you about the results of your {treatment/care}?
- Very dissatisfied..... 0
 - Dissatisfied..... 1
 - Neither satisfied nor dissatisfied. 2
 - Satisfied. 3
 - Very satisfied 4
- Q3. The {doctor/other health professional} was very careful to check everything when examining you.
- Strongly agree..... 0
 - Agree 1
 - Not sure 2
 - Disagree..... 3
 - Strongly disagree..... 4
- Q4. How satisfied were you with the choices you had in decisions affecting your health care?
- Very dissatisfied..... 0
 - Dissatisfied..... 1
 - Neither satisfied nor dissatisfied. 2
 - Satisfied. 3
 - Very satisfied. 4
- Q5. How much of the time did you feel respected by the {doctor/other health professional}?
- All of the time 0
 - Most of the time 1
 - About half the time 2
 - Some of the time..... 3
 - None of the time..... 4

³

A full copy of the original SAPS outlining its development and properties can be found in HAWTHORNE G, SANSONI J, HAYES L, MAROSSZEKY N & SANSONI E. (2006). Measuring Patient Satisfaction with Incontinence Treatment. Melbourne: Department of Psychiatry, The University of Melbourne, and the Centre for Health Service Development, University of Wollongong for the Commonwealth Department of Health and Ageing.

Q6. The time you had with the {doctor/other health professional} was not long enough.

- Strongly agree..... 0
- Agree 1
- Not sure 2
- Disagree..... 3
- Strongly disagree 4

Q7. Are you happy with the care you received in the {hospital/clinic}?

- Very happy..... 0
- Happy..... 1
- Neither happy nor unhappy. 2
- Unhappy..... 3
- Very unhappy..... 4