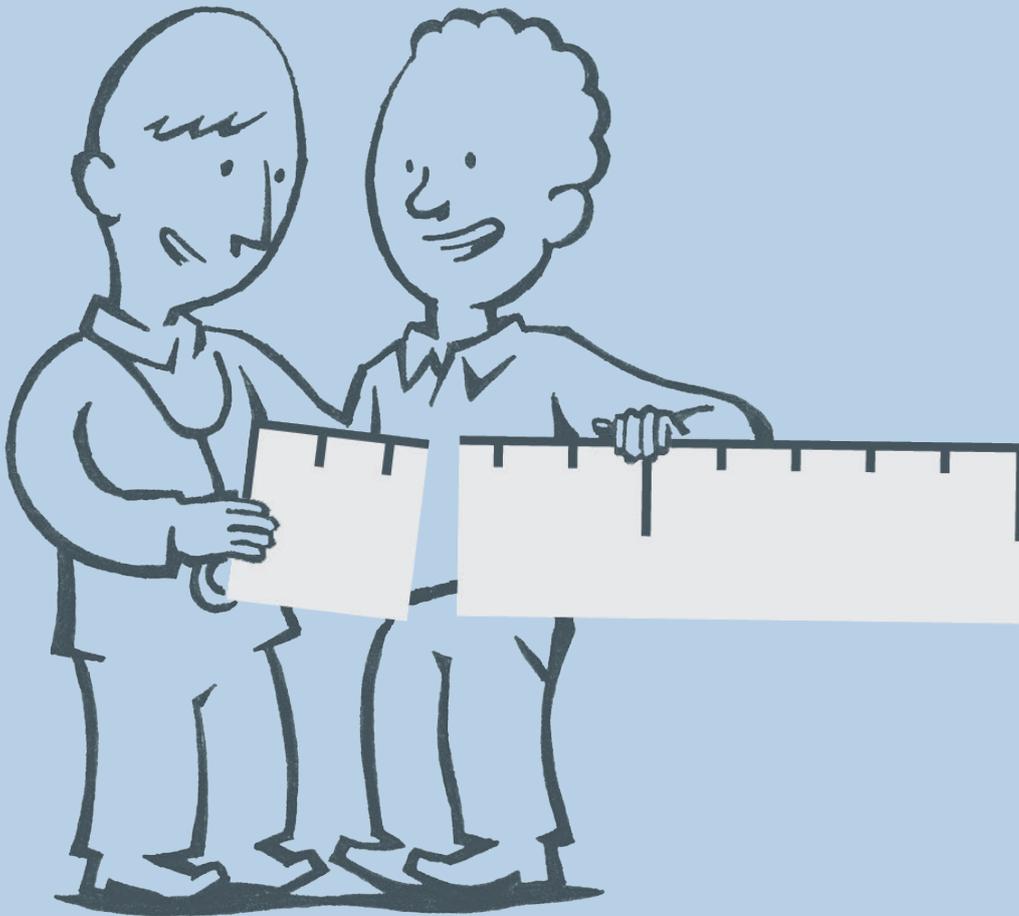


# Helping measure person-centred care

A review of evidence about commonly used approaches  
and tools used to help measure person-centred care



**Evidence review**

March 2014

This research was commissioned and funded by the Health Foundation to help identify where and how improvements in healthcare quality can be made.

This research was managed by:

Darshan Patel, Research Manager

[darshan.patel@health.org.uk](mailto:darshan.patel@health.org.uk)

020 7257 8000

## **Author**

Dr Debra de Silva,

The Evidence Centre

[debra@evidencecentre.com](mailto:debra@evidencecentre.com)

A spreadsheet listing 160 of the most commonly researched measurement tools accompanies this review. Download the spreadsheet from:

[www.health.org.uk/helpingmeasurepcc](http://www.health.org.uk/helpingmeasurepcc)

---

# Contents

---

<b>Key points</b>	<b>2</b>
<b>Part 1: Overarching themes</b>	<b>4</b>
Chapter 1: Setting the scene	5
Chapter 2: Measuring person-centred care	11
Chapter 3: Thinking about the future	22
<b>Part 2: Examples of measuring person-centred care</b>	<b>27</b>
Chapter 4: Measurement approaches	28
Chapter 5: Measurement tools	34
<b>Appendix and references</b>	<b>40</b>
Appendix 1: Methodological approach	41
References	44

---

---

# Key points

**This rapid review signposts to research about commonly used approaches and tools to help measure person-centred care. It aims to showcase the many tools available for those working in policy and practice.**

---

## What is person-centred care?

A person-centred health system is one that supports people to make informed decisions about, and to successfully manage, their own health and care, able to make informed decisions and choose when to invite others to act on their behalf. This requires healthcare services to work in partnership to deliver care responsive to people's individual abilities, preferences, lifestyles and goals.

Many strategies have been tested to help people be more central to their care. Robust measurement is needed to understand the extent to which care is person-centred and to help differentiate worthwhile initiatives. This rapid review summarises themes from more than 23,000 studies about measuring person-centred care or its components. Specific examples from 921 studies are included. To source the material, two reviewers independently searched five bibliographic databases and screened more than 200,000 studies.

## What is measured?

There is no universally agreed definition of person-centred care in the empirical literature. Approaches to measuring person-centred care attempt to measure either the holistic concept or specific subcomponents such as communication or shared decision making (see Table 1).

Studies of person-centred care tend to focus on one of four main issues:

- examining how patients or professionals define the components of person-centred care (definitions)
- examining the type of care that patients want or professionals' attitudes and values (preferences)
- examining the extent to which care feels person-centred (experiences)
- examining what happens as a result of person-centred care (outcomes).

## How is it measured?

The three most commonly researched ways to measure person-centred care are:

- surveys and interviews with people using health services
- surveys of clinicians
- observation of clinical encounters.

A wide variety of unnamed surveys have been developed to measure specific initiatives. There are also an increasing number of named and validated tools for measuring person-centred care holistically as well as its specific components. The most commonly reported tools for measuring person-centred care are the Individualised Care Scale, the Measure of Processes of Care and the Person-centred Care Assessment Tool.

To date, the largest proportion of studies about person-centred care have been conducted in a hospital context, but an increasing amount of research is exploring person-centred care in primary care and community services. Nursing homes have also taken part in research.

Published research tends to have been undertaken by academic researchers, often working in partnership with health service teams as part of improvement initiatives or one-off research projects. Less has been published about how clinical teams or health organisations routinely measure person-centred care as part of clinical practice.

## Implications for the future

The key messages from this review are as follows.

- A large number of tools are available to measure person-centred care, but there is no agreement about which tools are most worthwhile.
- There is no 'silver bullet' or best measure that covers all aspects of person-centred care.

- It is a priority to understand what ‘person-centred’ means. Until we know what we want to achieve, it is difficult to know the most appropriate way to measure it.
- Combining a range of methods and tools is likely to provide the most robust measure of person-centred care. Patient surveys could be used routinely in practice, with results as part of quality scorecards alongside indicators of safety and cost. Surveys alone do not provide the full picture about person-centred care so these could be coupled with interviews with patients and clinicians or observation of clinical encounters, perhaps annually.
- Local testing is needed to examine the usefulness of tools in the UK. Although many tools have been widely written about, this does not mean they are of good quality or useful for the UK context – but there is a good foundation to begin from.

**Table 1: Examples of approaches used to measure person-centred care and its components**

Concept	Commonly researched measurement approaches	Most commonly researched structured tools
<b>1. Holistic concept of person-centred care</b>		
<b>Person-centred care / patient-centred care / individualised care / family-centred care</b>	<ul style="list-style-type: none"> <li>• Surveys with professionals</li> <li>• Surveys with patients</li> <li>• Interviews with patients</li> <li>• Interviews with professionals</li> <li>• Focus groups</li> <li>• Observation</li> <li>• Interviews with family</li> <li>• Review of patient notes</li> </ul>	<ul style="list-style-type: none"> <li>• Individualised Care Scale (ICS)</li> <li>• Measure of Processes of Care (MOPC)</li> <li>• Person-centred Care Assessment Tool (P-CAT)</li> <li>• Person-centred Climate Questionnaire (PCCQ)</li> </ul>
<b>2. Examples of subcomponents of person-centred care</b>		
<b>Patient satisfaction / experience of care</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Interviews with patients</li> <li>• Focus groups</li> <li>• Surveys with family</li> <li>• Interviews with family</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer Assessment of Healthcare Providers and Systems Hospital Survey (CAHPS)</li> <li>• Patient Assessment of Chronic Illness Care (PACIC)</li> </ul>
<b>Patient engagement / activation</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Patient Activation Measure (PAM)</li> </ul>
<b>Empathy / compassion / dignity</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> <li>• Simulations / observation</li> <li>• Interviews</li> </ul>	<ul style="list-style-type: none"> <li>• Jefferson Scale of Physician Empathy (JSPE)</li> <li>• Consultation and Relational Empathy Scale (CARE)</li> </ul>
<b>3. Examples of behaviours supporting person-centred care</b>		
<b>Person-centred communication</b>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Wide range of tools, including the Doctors’ Interpersonal Communication survey; no single tool most commonly researched</li> </ul>
<b>Extent to which professionals support self-management</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Wide range of tools, including the Resources and Support for Chronic Illness Self-management Scale; no single tool most commonly researched</li> </ul>
<b>Shared decision making</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> <li>• Observation</li> </ul>	<ul style="list-style-type: none"> <li>• Decisional Conflict Scale (DCS)</li> <li>• OPTION scale</li> </ul>

**Note:** The subcomponents of person-centred care are examples only. Many more components have been identified in the empirical literature.

A spreadsheet listing 160 of the most commonly researched measurement tools is available for download at [www.health.org.uk/helpingmeasurepcc](http://www.health.org.uk/helpingmeasurepcc). This allows users to search according to the type of tool, who it targets and the main contexts it has been tested in. Hyperlinks to the abstracts of examples of research using each tool are also provided.

---

# Part 1: Overarching themes

**Part 1 summarises broad themes in the literature and is designed for those who want to gain a quick overview of important ideas and frequently used tools.**

---

## Chapter 1:

# Setting the scene

**Person-centred, individualised, personalised, patient-centred, family-centred, patient-centric and many other terms have been used to signal a change in how health services engage with people. This review summarises research about measuring the extent to which care is person-centred.**

---

### Scope and objectives of the review

This review aims to help those interested in measuring person-centred care by signposting to published research about commonly used approaches and tools.

The review is organised into two parts. Part 1 summarises broad themes in the literature and is designed for those who want to gain a quick overview of important ideas and frequently used tools. Part 2 provides examples of empirical studies about these approaches and tools and is designed for those who want to delve into more depth about different methods.

A spreadsheet listing 160 of the most commonly researched measurement tools is available for download at [www.health.org.uk/helpingmeasurepcc](http://www.health.org.uk/helpingmeasurepcc). This allows users to search according to the type of tool, who it targets and the main contexts it has been tested in. Hyperlinks to the abstracts of examples of research using each tool are also provided.

Three key questions guided the review:

- How is person-centred care being measured in healthcare (for example, is it measured through observation, routine datasets, validated survey tools and so on)?
- What types of measures are used (for instance, process measures or outcome measures)?
- Why and by whom is measurement taking place (for example, is it in the context of academic research, in a clinical setting for assessment, for quality improvement purposes and so on, and what types of organisations are doing it)?

In addition to briefly summarising trends in how, what and why person-centred care is measured, the review also examined which measures of person-centred care are often being used alongside one another; which other aspects of healthcare are being measured alongside

measures of person-centred care; any limitations of the current measures for person-centred care; and any lessons for developing and implementing future measures of person-centred care.

The term ‘person-centred’ is used throughout the review for consistency, even though individual studies may have used other terms.

### Studies included in this review

The review summarises themes from more than 23,000 studies about measuring person-centred care or its components. Specific examples from 921 studies are included. To source the material, two reviewers independently searched five bibliographic databases and screened more than 200,000 studies. The search process, inclusion criteria and things to bear in mind when reading the review are included in Appendix 1.

In total, 503 studies focused on person-centred care as a broad holistic concept (55%) and 418 examined ways to measure specific components of person-centred care, such as shared decision making or communication (45%).

Of the studies included as examples, 12% were from the UK, 26% were from other parts of Europe, 47% were from North America and 14% were from elsewhere, predominantly Australia and Asia (see Table 2 overleaf).

Most studies were non-experimental research designs, such as cross-sectional or before-and-after surveys (59%) and interviews/focus groups (15%). A small number used observation (6%), multi-method case studies (5%) or other approaches (8%) (see Table 3 overleaf). In addition, 72 systematic reviews on related topics were included (8%).<sup>1-72</sup>

In order to make the review as readable and relevant as possible, when summarising commonly used tools the reviewers selected the top six most frequently recurring subcomponents of person-centred care to focus on, in addition to holistic measures. The six components were: experience of care; dignity and compassion; patient activation and engagement; person-centred communication; shared decision making; and supporting self-management. These components are prevalent in the policy literature, as well as in the empirical literature. It is important to note though that this selection process means that not all research about how subcomponents of person-centred care are measured is summarised.

## What is person-centred care?

Person-centred care is a philosophy that sees patients as equal partners in planning, developing and assessing care to make sure it is most appropriate for their needs. This involves patients and their families being at the heart of all decisions. Services are reorientated to be user-focused, to promote control, independence and autonomy for the patient and the carers and family, to provide choice and be based on a collaborative team philosophy. It takes service users' needs and views into account and builds relationships with family members.<sup>73</sup>

Key components of person-centred care include compassion, dignity and respect. These may be demonstrated via shared decision making, supporting self-management and proactive communication. Person-centred care can occur on an individual basis, whereby patients engage clinicians in decisions about their health and care, or a collective group basis whereby the public are involved in decisions about the design and delivery of services.

Person-centred care is not about simply giving patients whatever they want, nor about merely providing information. It is about considering patients' preferences, values, family situations, social circumstances and lifestyles; seeing people as individuals and then working together to develop appropriate solutions.<sup>74-76</sup> In other words, person-centred care is about co-production rather than consumerism.

## Why is this important?

### Policy context

Over the last decade there has been an increasing focus on supporting people to be more involved in their care and in tailoring services around the needs of individuals.<sup>77,78</sup>

UK health services are facing significant challenges, with a population increasing in size and age, people living longer with multiple conditions and severe financial constraints in the health system.<sup>79,80</sup> It is recognised that person-centred care can help to improve outcomes and reduce the burden on health services,<sup>81-83</sup> so policy papers and legislation emphasise strengthening the voice of patients<sup>84-87</sup> and moving away from a paternalistic model where clinicians 'do things to' people in favour of greater interaction.<sup>88-90</sup>

Engaging people in their health and care is now recognised as a key component of developing healthcare of the highest quality.<sup>91-94</sup> The US Institute of Medicine's definition of quality in healthcare, which is widely used throughout the world, includes person-centred care as one of the six pillars for high quality care.<sup>95</sup> Care that is respectful, compassionate and responsive to individuals is prioritised as a key indicator of quality and an essential component to strive for when improving healthcare systems.

**Table 2: Characteristics of included studies**

	Person-centred care	Components of person-centred care	Total no.
UK	55	60	115
Europe	157	80	237
North America	211	223	434
Other	80	55	135
<b>Total no.</b>	<b>503</b>	<b>418</b>	<b>921</b>

**Table 3: Study designs of included research**

	Person-centred care	Components of person-centred care	Total no.
Reviews	40	32	72
Tools/surveys	271	268	539
Interviews/focus groups	97	45	142
Observing	11	42	53
Case study	37	7	44
Other	47	24	71
<b>Total no.</b>	<b>503</b>	<b>418</b>	<b>921</b>

---

The Institute of Medicine prioritises six dimensions of patient-centredness as crucial to providing quality healthcare. These are: 1) being respectful to patients' values, preferences, and expressed needs; 2) being coordinated and integrated; 3) providing information, communication and education; 4) ensuring physical comfort; 5) providing emotional support and relieving fear and anxiety; and 6) involving family and friends.<sup>96</sup>

Traditionally health services were structured so as to provide care to the majority. People were expected to fit in with routines and practices that service providers felt were most appropriate. Thus decisions about the type and quantity of services offered and how they were provided may have been made based on operational, feasibility, resource and other provider-centred issues.<sup>97</sup> In contrast, in order to be person-centred, services must be more flexible to meet people's needs in a manner that is best for them. This involves working in partnership with patients and their families to identify the best way to provide their care.

Person-centred approaches to care are not particularly novel. Such concepts have been discussed in fields such as social care, mental health services, learning disabilities and services for people with dementia for about a quarter of a century.<sup>98-102</sup> What is more novel is that this philosophy is now central to UK health policy and is built into National Service Frameworks, monitoring requirements and legislation in all four countries of the UK.

For instance, the NHS constitution in England has person-centred care as one of its seven core principles:

*'The NHS aspires to put patients at the heart of everything it does. It should support individuals to promote and manage their own health. NHS services must reflect, and should be coordinated around and tailored to, the needs and preferences of patients, their families and their carers. Patients, with their families and carers, where appropriate, will be involved in and consulted on all decisions about their care and treatment. The NHS will actively encourage feedback from the public, patients and staff, welcome it and use it to improve its services.'*<sup>103</sup>

Much progress has been made. In the UK, the 'personalisation agenda' emphasises autonomy, dignity and privacy as demonstrated by the focus on single sex hospital wards, promoting more empathy in end-of-life care and supporting personal budgets for health and social care. These trends are evident in other parts of the world too.<sup>104</sup> Other initiatives include self-management education programmes, patient decision aids and ways to measure patient experience in real time, among many others.<sup>105-107</sup>

Much remains to be done to promote a truly person-centred health system – and to measure the extent to which this is happening. In order to understand which strategies are most effective and the extent to which care is person-centred, robust measurement approaches are needed.

## Potential to improve healthcare quality

Another reason why it is important to be able to measure person-centred care is its potential to improve healthcare systems' processes and outcomes. The possible benefits of person-centred care have been espoused in policy and research throughout the Western world.<sup>108,109</sup> For example, a systematic review examined the efficacy of person-centred care in 11 randomised controlled trials or quasi-experimental studies. Person-centred care interventions were found to lead to improvements in 8 out of 11 studies (73%).<sup>110</sup>

Another systematic review of 30 randomised trials found that most person-centred care interventions for people with long-term conditions included attempts to educate patients or prompt them about how to manage a health consultation. Other common interventions involved training professionals to deliver empowering care. There were some promising findings in terms of patient satisfaction and perceived quality of care.<sup>111</sup>

Another review of studies investigating the relationship between measures of patient-centred consulting and outcomes in primary care found links between person-centred doctor behaviour and selected patient health outcomes.<sup>112</sup>

A systematic review of 43 randomised trials assessed the effects of interventions targeting healthcare professionals to promote person-centred care in clinical consultations. Training interventions generally had positive effects on consultation processes such as clarifying patients' concerns and beliefs; communicating about treatment options; levels of empathy; and patients' perception of providers' attentiveness to them and their concerns.<sup>113</sup>

Another systematic review included seven studies of job satisfaction for professionals delivering person-centred care in nursing homes. Person-centred care had some positive effects on general job satisfaction, job demands, emotional exhaustion and personal accomplishment among professionals.<sup>114</sup>

These reviews suggest the potential for positive outcomes from person-centred care. However a recurring theme is an emphasis on the relatively low quality of the evidence base, and the equivocal nature of evidence relating to the benefits of person-centred care.<sup>115</sup> It is difficult to make generalisable statements from a field that is so diverse and means different things to different people. This reinforces the importance of robust and repeated measures of person-centred care, so that health services can better understand the benefits of this approach and the extent to which it is being implemented.

## Unpacking the term ‘person-centred care’

There was no universally accepted definition of person-centred care in the empirical literature.

*‘Person-centredness is recognised as a multidimensional concept. The complexity of the concept contributes to the challenge of articulating its shared meaning and describing how it can be applied in practice.’<sup>116</sup>*

Although this review did not aim to provide a definitive description of person-centred care, trends in how the term is used in the empirical literature are reported here for completeness.

Where definitions or principles were provided in empirical studies, these tended to have been developed by academics, health professionals or policy makers. An important finding is that patients have generally not been involved in defining what person-centred healthcare means.

## Terminology

There are some variations in the terminology used in various parts of the world or in different disciplines. These differences are important because they may impact on what is included within specific measures of person-centred care.

Many studies using the term ‘person-centred care’ focused on care for older people, those with dementia, those using mental health services or those nearing the end of life.<sup>117–135</sup> The holistic term<sup>136</sup> person-centred care may be slightly more common in literature from the UK and other parts of Europe<sup>137,138</sup> compared to North America.<sup>139–141</sup>

The term ‘patient-centred care’ was more commonly used than person-centred care, and tended to cover a much wider range of disease areas (rather than predominantly older people and mental healthcare).<sup>142,143</sup> This term has been commonly used in North America, as well as in the UK and Europe.<sup>144–147</sup> However the definitions vary widely.

For instance, in the US the term ‘patient-centred’ is often associated with the ‘patient-centred medical home’ model. This is similar to the UK approach in that primary care is responsible for prevention and continuity of care for a defined population of patients, while acting as a gatekeeper to secondary care.<sup>148–168</sup>

The term ‘family-centred’ was most commonly used with regard to children’s services,<sup>169–193</sup> and has also been used in older people’s services.<sup>194–196</sup>

‘Individualised’ or ‘humanised’ care was often used in nursing, but has also begun to be used in other fields, particularly in the US.<sup>197–204</sup>

The terms ‘patient centric’ and ‘user centred’ tended to be found in studies relating to technology development.<sup>205</sup>

The notion of ‘client-centred practice’ or ‘whole person care’ was sometimes used in social care, mental health and allied professions.<sup>206,207</sup>

Many of these terms were used interchangeably or to represent very similar principles. However, the terms were often used with the assumption that readers know what they mean, rather than providing a definition.

## Components of person-centred care

Regardless of the exact terminology used, some research saw ‘person-centred care’ as a broad concept with many different components. Terms such as ‘person-centred’, ‘patient-centred’, ‘family-centred’, ‘individualised’ and ‘personalised’ were used. The concept may include many different subcomponents, but often these were not defined precisely.<sup>208</sup>

---

The second type of relevant research focuses on specific subcomponents or activities within person-centred care. This included shared decision making, supporting self-management, patient activation and person-centred communication, among many others.

The subcomponents of person-centred care included in broad definitions or studied separately could be broken down into two broad categories for analytic purposes: specific activities or behaviours (such as supporting self-management) and broader concepts such as dignity and empathy, which may be displayed through specific behaviours but are also more intangible.<sup>209–212</sup>

For example, a review identified 60 studies about the core elements of person-centred care in the health policy, medical and nursing literature. There were few common definitions across the literature, but three core themes emerged: patient participation and involvement; the relationship between the patient and the healthcare professional; and the context where care is delivered. Different professional groups tended to emphasise varying elements within these themes, which may influence how the concept is measured.<sup>213</sup>

Another systematic review of 32 articles explored the dimensions of person-centred primary care for people with long-term conditions. Six main components emerged: starting from the patient's situation; legitimising the illness experience; acknowledging the patient's expertise; offering realistic hope; developing an ongoing partnership; and providing advocacy for the patient to help negotiate the healthcare system. This is a more task-focused conceptualisation and reinforces that the definition of person-centred care varies widely.<sup>214</sup> This is important because the way person-centred care is defined may influence how it is measured.

There were many other similar studies and reviews seeking to define the concept of person-centred care.<sup>215–232</sup>

The principles of person-centred care that recurred in the empirical literature included:<sup>233–246</sup>

- getting to know the patient as a person and recognising their individuality and specificity
- taking a holistic approach to assessing needs and providing care (which may include families and recognising social and environmental factors as part of a bio-psychosocial perspective)
- seeing the patient as an expert about their own health and care

- recognising autonomy and thus sharing power and responsibility, including enablement and activation in decisions about care
- ensuring that services are accessible, flexible to individual needs and easy to navigate
- coordination of services into an integrated pathway that views the whole experience of care from the patient's point of view and strives for continuity
- ensuring that the physical, cultural and psychosocial environment of health services is conducive to person-centred care
- having supportive staff who are well trained in communication and engagement and strive to put patients at the centre of their care.

Partnership and mutual respect were key to most conceptualisations of person-centred care.<sup>247–254</sup>

*'The overriding message is that person-centred care is about a collaborative and respectful partnership between the service provider and user. The service provider respects the contribution the service user can make to their own health, such as their values, goals, past experience, and knowledge of their own health needs, and the service user respects the contribution the service provider can make, including their professional expertise and knowledge, information about the options available to the service user, and their values and experience.'*<sup>255</sup>

*'Patient- and family-centred care is premised on the belief that patients, families, and healthcare providers who are empowered and engaged throughout the healthcare system are integral components, with each vital to the delivery of quality and safe care.'*<sup>256</sup>

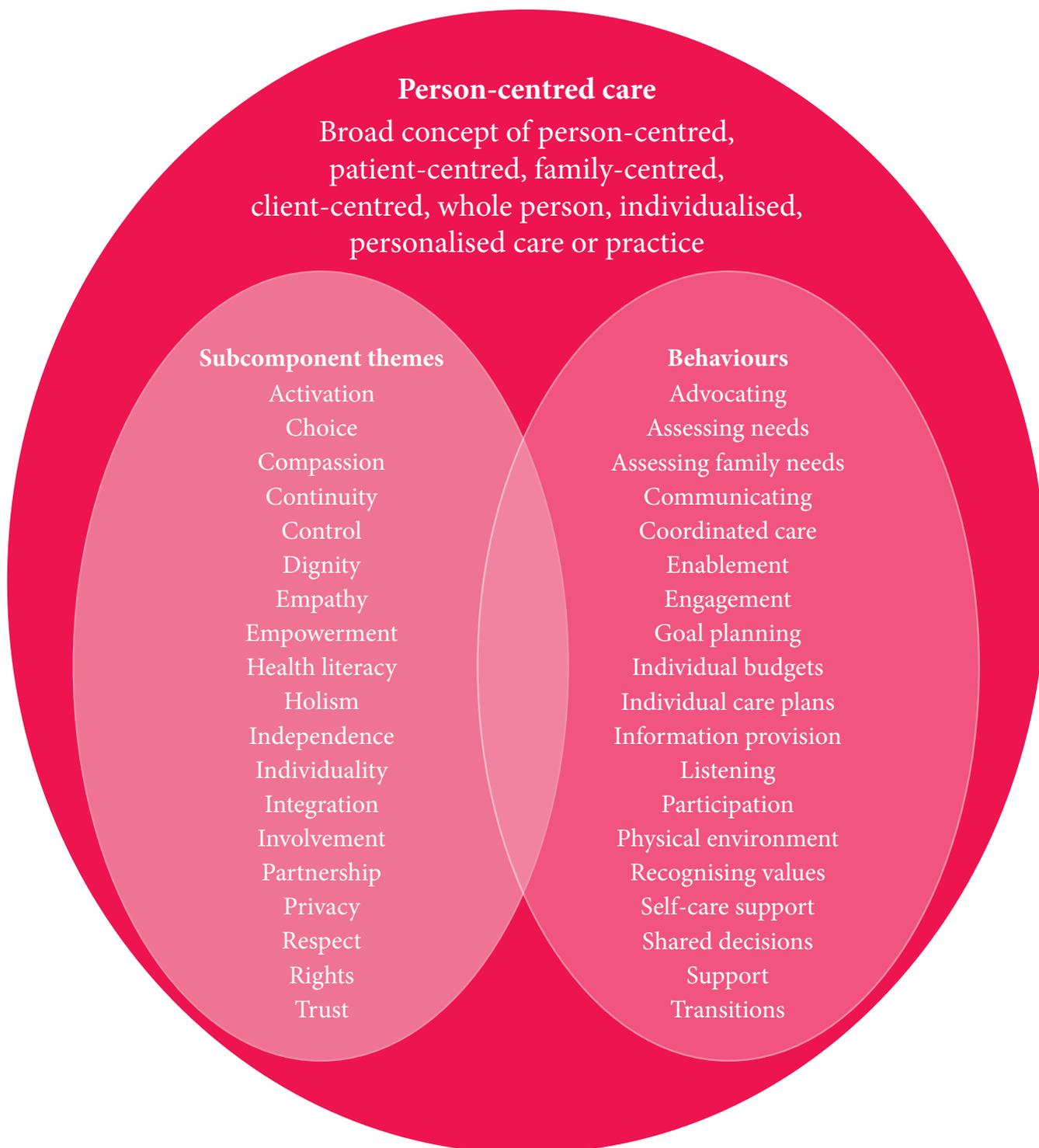
Despite these commonalities, there remained differences in opinion about whether person-centred care encompassed everything that a health system does to improve the patient's experience of care (such as providing safe and effective treatment), or whether

it focused primarily on practices that are designed to directly involve the patient and their family in their own healthcare.<sup>257</sup>

There were also some gaps in the definitions used, with words such as ‘empowerment’ and ‘enablement’ being used frequently in policy and descriptive articles, but not so commonly in the empirical literature seeking to measure person-centred care.

To conclude this chapter, Figure 1 provides a visual representation of how the overarching definitions and specific concepts and subcomponents of person-centred care may fit together. This breakdown emerged based on key themes extracted from the empirical literature, illustrating the holistic concept made up of subcategories including intangible components and specific behaviours.

**Figure 1: Examples of person-centred care concepts in the empirical literature**



---

## Chapter 2:

# Measuring person-centred care

This chapter summarises who measures person-centred care; why, where, when and what is measured; and how.

---

### Who measures person-centred care?

There are thousands of studies measuring person-centred care so it is not surprising that the rationale, timing and researcher type vary considerably within studies. However, it is possible to draw out some broad trends. This chapter summarises key themes emerging from the evidence in more than 23,000 studies.

In practice, many groups may be interested in measuring person-centred care, including patient groups, clinicians, managers, service planners, commissioners, quality assessors, regulators, policy makers and researchers. However, not all of these groups publish their findings. The published empirical literature was most commonly undertaken by academic teams from universities and other learning institutions. This was not solely theoretical in nature, and was often conducted in partnership with health services teams, perhaps in the context of learning how to improve services. However, much less has been published about how person-centred care is measured by those working day-to-day in clinical practice.

### Why is person-centred care measured?

The reason why person-centred care is being measured is important as this may influence the type of measurement approaches and tools used.

There were many different reasons that person-centred care is measured, but the three most common were:

- to assess the quality of service provision
- to measure the benefits of a specific improvement initiative
- to gauge whether people's needs and preferences are being addressed.

Little research about measuring person-centred care focused on assessing the impact of interventions at a population level in order to allocate resources or gaining insight into the relationships between processes. Most studies focused on assessing the impact of interventions at an individual level in order to tailor care more appropriately.

### Where is person-centred care measured?

About two thirds of published research about measuring person-centred care to date has taken place in a hospital context, although more recently there has been a trend towards exploration of this concept in primary and community care. Nursing homes and other specialist care centres have also received some attention.

Part 2 describes examples of individual studies undertaken in different contexts.

### What is measured?

The review found that studies sought to measure four main features of person-centred care. These were:

- **definitions:** examining how patients or professionals defined the components of person-centred care<sup>258–263</sup>
- **preferences:** examining the type of care the patients wanted or the attitudes and values of health professionals<sup>264–278</sup>
- **experiences:** examining the extent to which care was person-centred (such as examining patient views about care they have received)<sup>279–293</sup>
- **outcomes:** examining the impact of person-centred care (for example, implementing an initiative to improve person-centred communication and assessing the effects of this on patient experience).<sup>294–318</sup>

Studies may measure either the broad holistic concept of person-centred care or specific subcomponents. Examples are described in the ‘commonly used measures’ section on the following pages.

Much of the published empirical literature focused on processes or experiences, such as the extent to which self-management or shared decision making was supported, the level of communication and involvement of patients within a specific encounter, or overall patient or professional perceptions of person-centred care.<sup>319–330</sup>

The outcomes resulting from person-centred care were less commonly measured than processes, although more recently studies have begun to explore this.<sup>331–345</sup> The movement towards patient-reported outcomes measures (PROMs) could be seen to be part of this, however this approach tends to use system-centric outcome measures, rather than those that may be of most importance to patients and families. A systematic review found that there are no psychometrically rigorous PROMs developed with cancer patients that capture all dimensions of person-centred care.<sup>346</sup>

Throughout the empirical literature, the outcomes of person-centred care tended to be measured using data about satisfaction, quality of life, functional status or health service use. In other words, person-centred care was sometimes seen as a mechanism by which other outcomes may be achieved and those outcomes were measured using other sources, not person-centred care tools.

## When is person-centred care measured?

The four aspects of definitions, preferences, experiences and outcomes of person-centred care map broadly onto a care pathway or continuum (see Figure 2). For instance, studies looking at definitions of person-centred care tended to take place before an episode of care was provided, whereas studies focusing on experiences of care occurred during or after the care episode. It is acknowledged that the care pathway is not linear or episodic, especially for people with ongoing care needs such as those with long-term conditions. The point being made is that different measures of person-centred care are conducted at varying points in a person’s care continuum.

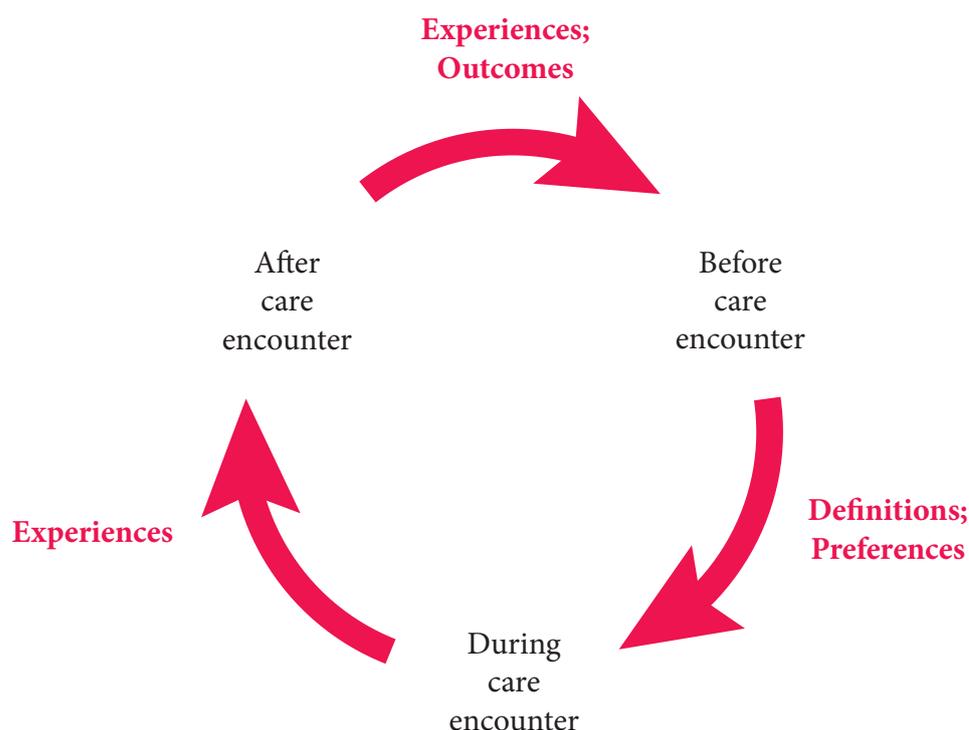
## How is person-centred care measured?

### Common research approaches

The main research methods that studies have used to measure person-centred care included the following, in order of frequency.

- Asking clinicians about the extent to which care is person-centred.<sup>347–349</sup> This usually took the form of surveys, often in paper form (most of which were unnamed bespoke surveys designed for particular programmes).

**Figure 2: When different aspects of person-centred care are measured**



- Asking patients (and to a lesser extent families) about the extent to which care is person-centred.<sup>350–352</sup> Surveys completed by patients were the second most common measurement method, usually in paper form (including validated surveys and bespoke surveys designed for particular programmes). Surveys were used for examining ‘person-centred care’ at a broad level as well as specific components and activities such as shared decision making. They can take a variety of formats including short postcards, paper forms, online forms and survey kiosks. Interviews and focus groups with patients, family members and professionals were less commonly used but still evident.
- Observing clinical encounters, either with real patients or simulated patients in person or via recording, or asking clinicians for feedback about what they would do in hypothetical situations.<sup>353–358</sup> This approach was particularly common for measuring communication or shared decision making.
- Examining patient records or other routinely collected data for evidence of person-centred care (and sometimes comparing with other data or observations).<sup>359</sup>

As outlined previously in Figure 1, for analytical purposes the concept of person-centred care can be divided into three main spheres: the broad holistic concept of person-centred care, specific behaviours related to person-centred care and less tangible subcomponents. Table 4 overleaf lists the research methods used most commonly in published studies to measure each of these three spheres.

Part 2 provides more detail about the measurement approaches most commonly used, including examples of studies using each of these approaches.

## Commonly used measures

Surveys and structured (observation) tools were the most widely reported research method overall, but the specific tools used vary in both scope and content. There were a multitude of unnamed surveys, designed bespoke for use within a specific project or research study. Named tools that have been validated in some way were also increasingly used.

Table 5 on pages 15–19 lists examples of named validated surveys and structured scales that have been used to measure the broad concept of person-centred care and some of its components. This provides a flavour of the large number of tools available, rather than aiming to be an exhaustive list.

The table first lists 1) tools used to measure the holistic concept of person-centred care. It then provides examples of tools used to measure some of the components of person-centred care divided into: 2) concepts such as patient experience, activation and empathy; and 3) behaviours that might support person-centred care such as self-management support, shared decision making and person-centred communication.

Only tools used to measure the holistic concept of person-centred care or the six subcomponents selected for illustrative purposes for this review are included. The six subcomponents of patient experience, dignity, activation, self-management support, shared decision making and communication were selected because these are the most commonly recurring subthemes, and these concepts are also prevalent in government policy throughout all four countries of the UK.

Part 2 contains examples of how the most frequently used tools have been applied in research.

It is important to emphasise that just because a tool is mentioned here does not mean that it is being recommended. The aim is to illustrate the wide range of named and validated tools reported in the published empirical literature.

**Table 4: Examples of research methods used to measure person-centred care**

Concept	Common research methods, in order of frequency
<b>1. Holistic concept of person-centred care</b>	
<b>Person-centred care / patient-centred care / individualised care / family-centred care</b>	<ul style="list-style-type: none"> <li>• Surveys with professionals</li> <li>• Surveys with patients</li> <li>• Interviews with patients</li> <li>• Interviews with professionals</li> <li>• Focus groups</li> <li>• Observation</li> <li>• Interviews with family</li> <li>• Review of patient notes</li> </ul>
<b>2. Selected subcomponents of person-centred care</b>	
<b>Patient satisfaction / experience of care</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Interviews with patients</li> <li>• Focus groups</li> <li>• Surveys with family</li> <li>• Interviews with family</li> </ul>
<b>Patient engagement / involvement / activation</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>
<b>Empathy / compassion / dignity</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> <li>• Simulations / observation</li> <li>• Interviews</li> </ul>
<b>3. Behaviours supporting person-centred care</b>	
<b>Person-centred communication</b>	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>
<b>Extent to which professionals support self-management</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>
<b>Extent to which professionals support shared decision making</b>	<ul style="list-style-type: none"> <li>• Surveys with patients</li> <li>• Surveys with professionals</li> </ul>

**Note:** Only selected examples of the subcomponents listed in Figure 1 are included here, for illustrative purposes.

**Table 5: Selected examples of validated tools used to measure person-centred care**

Concept	Definition	Examples of named tools
<b>1. Holistic concept of person-centred care</b>		
<p><b>Person-centred care / patient-centred care / individualised care</b></p>	<p>Person-centred care aims to ensure a person is an equal partner in their healthcare. Each of the tools measuring person-centred care as a holistic concept defines the term in a slightly different way, but recurring themes include respect and holism, power and empowerment, personalisation, choice and autonomy, empathy and compassion.</p>	<p><b>For patients</b></p> <ul style="list-style-type: none"> <li>• Client-Centred Care Questionnaire (CCCCQ)<sup>360-362</sup></li> <li>• Client Generated Index<sup>363</sup></li> <li>• Components of Primary Care Index<sup>364-371</sup></li> <li>• Consumer Quality Index (CQ-index)<sup>372-386</sup></li> <li>• ENDOCARE questionnaire (ECQ) (endometriosis)<sup>387,388</sup></li> <li>• Family-Centred Care Scale<sup>389</sup></li> <li>• Individual Care Instrument (ICI)<sup>390</sup></li> <li>• Individualised Care Scale (ICS-patient version)<sup>391-403</sup></li> <li>• Measure of Processes of Care (MPOC)<sup>404-412</sup></li> <li>• Patient-centred Inpatient Scale (P-CIS)<sup>413</sup></li> <li>• Patient-centred Outcomes Questionnaire<sup>414-419</sup></li> <li>• Patient-centredness Questionnaire (PCQ-fertility)<sup>420-425</sup></li> <li>• Patient Perception of Patient-Centredness (PPPC)<sup>426</sup></li> <li>• Personal Identity Threat Survey<sup>427</sup></li> <li>• Person-centred Climate Questionnaire (PCCQ-patient version)<sup>428</sup></li> <li>• Primary Care Assessment Survey (PACS)<sup>429-436</sup></li> <li>• Primary Care Assessment Tool (P-CAT)<sup>437-446</sup></li> <li>• Youth Friendly Health Services Questionnaire (YFHS-WHO+)<sup>447</sup></li> </ul> <p><b>For professionals</b></p> <ul style="list-style-type: none"> <li>• Artefact of Culture Change Tool<sup>448</sup></li> <li>• Barriers to Providing Family-Centred Care<sup>449</sup></li> <li>• Benchmarking Person-centred Care<sup>450</sup></li> <li>• CARES observational tool<sup>451</sup></li> <li>• Davis Observation Code<sup>452,453</sup></li> <li>• Dementia Care Mapping (specific codes)<sup>454-457</sup></li> <li>• Family-Centred Care Questionnaire<sup>458</sup></li> <li>• Family-Centred Care Self-Assessment Inventory<sup>459</sup></li> <li>• Individualised Care Scale (ICS)<sup>460-472</sup></li> <li>• Individualised Care Inventory<sup>473</sup></li> <li>• Measure of Processes of Care for Service Providers<sup>474-476</sup></li> <li>• Patient-centred Care Scale<sup>477</sup></li> <li>• Patient-Family-Centred Care Survey<sup>478</sup></li> <li>• Person-centred Care Assessment Tool (P-CAT)<sup>479-485</sup></li> <li>• Person-centred care of older people with cognitive impairment in acute care scale (POPAC)<sup>486,487</sup></li> <li>• Person-centred Climate Questionnaire (PCCQ-staff version)<sup>488-496</sup></li> <li>• Person-centred Health Care for Older Adults Survey<sup>497</sup></li> <li>• Person-centred staff survey<sup>498</sup></li> <li>• Personhood in Dementia Questionnaire<sup>499</sup></li> <li>• Personhood Questionnaire<sup>500</sup></li> <li>• Professional Practice Environment Questionnaire<sup>501</sup></li> <li>• Role Category Questionnaire</li> <li>• Tasks of Medicine Scale<sup>502</sup></li> <li>• Tool for Understanding Residents' Needs as Individual Persons (TURNIP)<sup>503</sup></li> </ul>

Concept	Definition	Examples of named tools
<b>2. Selected subcomponents of person-centred care</b>		
<b>Patient satisfaction / experience of care</b>	Patient experience relates to how patients perceive healthcare services and activities, including satisfaction with the care received. Many of the tools ask patients to report on what happened / their experiences or ask them to rate the extent to which they were satisfied with care. Some tools also examine perceived continuity of care.	<p><b>Primary / community care</b></p> <ul style="list-style-type: none"> <li>• Ambulatory Care Experiences Survey<sup>504</sup></li> <li>• Consultation Satisfaction Questionnaire (CSQ)<sup>505</sup></li> <li>• Consumer Assessment of Healthcare Providers and Systems (CAHPS)<sup>506-511</sup></li> <li>• General Practice Assessment Survey (GPAS / GPAQ)<sup>512,513</sup></li> <li>• General Practice Patient Survey - England<sup>514-516</sup></li> <li>• Improving Practice Questionnaire (IPQ)<sup>517</sup></li> <li>• Medical Interview Satisfaction Scale (MISS-21)<sup>518</sup></li> <li>• National Research Corporation Picker Paediatric Inpatient Survey (NRC Picker)<sup>519</sup></li> <li>• Partners for Change Outcome Management System (PCOMS)<sup>520</sup></li> <li>• Patient Experience Questionnaire (PEQ)<sup>521</sup></li> <li>• Patient Satisfaction Questionnaire (PSQ)<sup>522</sup></li> <li>• Survey of Healthcare Experiences of Patients (SHEP)<sup>523</sup></li> <li>• Tucker Culturally Sensitive Health Care Clinic Environment Inventory - Patient Form<sup>524</sup></li> <li>• Other primary and community care surveys<sup>525-549</sup></li> </ul> <p><b>Hospital care</b></p> <ul style="list-style-type: none"> <li>• American Board of Internal Medicine (ABIM-10)<sup>550</sup></li> <li>• Baker and Taylor Measurement Scale<sup>551</sup></li> <li>• Client Satisfaction Survey<sup>552</sup></li> <li>• Consumer Assessment of Healthcare Providers and Systems Hospital Survey (CAHPS Hospital)<sup>553-559</sup></li> <li>• Euro Health Consumer Index<sup>560</sup></li> <li>• Global Rating Scale<sup>561</sup></li> <li>• Hong Kong Inpatient Experience Questionnaire<sup>562</sup></li> <li>• Inpatient Consumer Survey (ICS)<sup>563</sup></li> <li>• Inpatient Experience Survey<sup>564</sup></li> <li>• Irish National Perception of Quality of Care Survey<sup>565</sup></li> <li>• Newcastle Satisfaction with Nursing Scale<sup>566,567</sup></li> <li>• NHS National Adult Inpatient Survey<sup>568,569</sup></li> <li>• Parents' Perceptions of Continuity Scale<sup>570</sup></li> <li>• Patient's Assessment of Quality Scale<sup>571</sup></li> <li>• Patient Evaluation of Emotional Care during Hospitalisation (PEECH)<sup>572</sup></li> <li>• Patient Measure of Safety (PMOS)<sup>573</sup></li> <li>• Patient Satisfaction Scale<sup>574,575</sup></li> <li>• Picker Patient Experience Questionnaire (PPE-15)<sup>576,577</sup></li> <li>• Quality from the Patient's Perspective Questionnaire (QPP)<sup>578</sup></li> <li>• Quality of Discharge Teaching Scale (QDTS)<sup>579</sup></li> <li>• Questionnaire for satisfaction of hospitalised (QSH) patients<sup>580</sup></li> <li>• UK General Medical Council Patient Questionnaire<sup>581</sup></li> <li>• Views on Inpatient Care (VOICE)<sup>582</sup></li> <li>• Other hospital surveys<sup>583-611</sup></li> </ul>

Concept	Definition	Examples of named tools
<b>2. Selected subcomponents of person-centred care (continued)</b>		
		<p><b>Specific services and conditions</b></p> <ul style="list-style-type: none"> <li>Cardiovascular population scale<sup>612</sup></li> <li>Patient Assessment of Chronic Illness Care (PACIC)<sup>613–620</sup></li> <li>Anticoagulant services,<sup>621</sup> children's services,<sup>622</sup> chiropractic care,<sup>623</sup> dentistry,<sup>624–626</sup> genetic counselling,<sup>627</sup> long-term care,<sup>628</sup> major injury care,<sup>629</sup> mental health,<sup>630–634</sup> nursing,<sup>635–638</sup> obesity,<sup>639</sup> occupational health,<sup>640,641</sup> out of hours,<sup>642,643</sup> outpatient services,<sup>644</sup> pain management,<sup>645,646</sup> pharmacy,<sup>647–656</sup> physical therapy,<sup>657–664</sup> prison health services,<sup>665</sup> radiotherapy,<sup>666</sup> rheumatology,<sup>667,668</sup> screening and tests,<sup>669–672</sup> sexual health,<sup>673–675</sup> substance abuse services,<sup>676</sup> surgery,<sup>677–689</sup> telecare,<sup>690,691</sup> transgender services,<sup>692</sup> women's services and maternity,<sup>693–696</sup> and specific conditions<sup>697–730</sup></li> <li>Other broad experience and 'quality' measures<sup>731–736</sup></li> <li>Other surveys about continuity of care<sup>737–743</sup></li> </ul> <p><b>Carers</b></p> <ul style="list-style-type: none"> <li>Caregiver Evaluation of Quality of End-of-Life Care (CEQUEL)<sup>744</sup></li> <li>Carer Experience Scale<sup>745</sup></li> <li>Carer Hospital Satisfaction Questionnaire (Carer HospSat)<sup>746</sup></li> <li>Stroke Carer Experience Questionnaire (SCEQ)<sup>747</sup></li> <li>Other surveys for carers of people with specific conditions<sup>748,749</sup></li> </ul>
<b>Patient engagement / involvement / activation</b>	Patient engagement relates to the extent to which people feel part of the care process, such as the level of active participation. A number of tools in this category measure staff perceptions of the extent to which care empowers patients.	<ul style="list-style-type: none"> <li>Clinician Support for Patient Activation Measure (CS-PAM)<sup>750</sup></li> <li>Consultation Quality Index (CQI / CQI-2)<sup>751</sup></li> <li>Family Empowerment Scale<sup>752</sup></li> <li>Organisational Values Questionnaire (for staff)<sup>753–755</sup></li> <li>Patient Activation Measure (PAM)<sup>756–782</sup></li> <li>Patient Activation Measure for Customer Quality<sup>783</sup></li> <li>Patient Empowerment Scale<sup>784,785</sup></li> <li>Patient Enablement Instrument<sup>786</sup></li> <li>Patient Participation in Rehabilitation Questionnaire<sup>787</sup></li> <li>Patient Participation Scale<sup>788</sup></li> <li>Shared Care Instrument<sup>789,790</sup></li> </ul>
<b>Empathy / compassion / dignity</b>	Dignity involves ensuring people know they are worthy of respect. Tools often focus on the extent to which professionals exhibit empathy or compassion, which is the capacity to recognise and respond to the emotions and feelings of others.	<ul style="list-style-type: none"> <li>Caring Behaviours Inventory<sup>791</sup></li> <li>Caring Behaviour Measurement<sup>792</sup></li> <li>Compassion Scale<sup>793</sup></li> <li>Consultation and Relational Empathy Scale (CARE)<sup>794–799</sup></li> <li>Elderly Resident-Perceived Caring Scale (EPCS)<sup>800</sup></li> <li>Emotional Intimacy Scale<sup>801</sup></li> <li>Empathy Quotient (EQ)<sup>802,803</sup></li> <li>Hogan Empathy Scale<sup>804</sup></li> <li>Interpersonal Reactivity Index (IRI)<sup>805,806</sup></li> <li>Jefferson Scale of (Physician) Empathy (JSE)<sup>807–821</sup></li> <li>Patient Dignity Inventory (PDI)<sup>822–825</sup></li> <li>Toronto Empathy Questionnaire<sup>826</sup></li> </ul>

Concept	Definition	Examples of named tools
<b>3. Behaviours supporting person-centred care</b>		
<b>Person-centred communication</b>	<p>Tools measuring person-centred communication explore the extent to which patients are active and involved in discussions; whether professionals encourage patients and families to express their needs, preferences and concerns; whether professionals monopolise the conversation and the extent to which patients feel engaged and valued. Tools are available to assess both patient and staff views of person-centred communication and associated behaviours.</p>	<p><b>For patients</b></p> <ul style="list-style-type: none"> <li>• Communication Assessment Tool (CAT)<sup>827,828</sup></li> <li>• Components of Primary Care Index (CPCI)<sup>829</sup></li> <li>• Consultation Satisfaction Questionnaire<sup>830</sup></li> <li>• Dialogue - consultation satisfaction questionnaire<sup>831</sup></li> <li>• Doctors' Interpersonal Skills Questionnaire (DISQ)<sup>832-834</sup></li> <li>• Emotional Tone Rating Scale<sup>835</sup></li> <li>• EUROPEP<sup>836,837</sup></li> <li>• Health Care Communication Questionnaire (HCCQ)<sup>838</sup></li> <li>• Health Information Wants Questionnaire<sup>839</sup></li> <li>• Interpersonal Processes of Care Survey<sup>840,841</sup></li> <li>• Medical Expenditure Panel Survey (MEPS)<sup>842</sup></li> <li>• Paediatric Asthma Control and Communication Instrument (PACCI)<sup>843</sup></li> <li>• Patient Approach and Views toward Healthcare Communication Scale (PAV-COM)<sup>844</sup></li> <li>• Patient-Doctor Interaction Scale (PDIS)<sup>845</sup></li> <li>• Patient Feedback on Consultation Skills (PFC)<sup>846,847</sup></li> <li>• Patient-Health Care Provider Communication Scale (PHCPCS)<sup>848</sup></li> <li>• Physician-Patient Communication Behaviours Scale<sup>849</sup></li> <li>• Primary Care Assessment Survey (PCAS)<sup>850</sup></li> <li>• Perceived Involvement in Care Scale<sup>851,852</sup></li> <li>• Quality of End-of-life Communication Scale<sup>853</sup></li> <li>• QUOTE-questionnaires (Quality Of care Through the patients' Eyes)<sup>854</sup></li> </ul> <p><b>For professionals</b></p> <ul style="list-style-type: none"> <li>• 4 Habits Coding Scheme<sup>855</sup></li> <li>• Affective Communication Questionnaire (ACQ)<sup>856</sup></li> <li>• Communication Skills Attitude Scale (CSAS)<sup>857</sup></li> <li>• Communicator Styles Measure (CSM)<sup>858</sup></li> <li>• Effective Listening and Interactive Communication Scale (ELICS)<sup>859</sup></li> <li>• Explicit Professional Oral Communication (EPOC)<sup>860</sup></li> <li>• Interpersonal Communication Assessment Scale (ICAS)<sup>861</sup></li> <li>• MAAS History-taking and Advice Checklist GP (MAAS-GP)<sup>862</sup></li> <li>• Measure of Patient-Centred Communication (MPCC)<sup>863,864</sup></li> <li>• Medical Communications Behaviour System<sup>865</sup></li> <li>• Nurse Quality of Communication with Patient Questionnaire (NQCPQ)<sup>866</sup></li> <li>• Nursing Activities for Communication With Families<sup>867</sup></li> <li>• Patient-Practitioner Orientation Scale (for staff)<sup>868-873</sup></li> <li>• Person-Centred Communication Coding System (PCCCS)<sup>874</sup></li> <li>• Role Category Questionnaire (RCQ)<sup>875</sup></li> <li>• Roter Interaction Analysis System – for rating consultations (RIAS)<sup>876,877</sup></li> <li>• Siminoff Communication Content and Affect Programme (SCCAP)<sup>878</sup></li> <li>• Work Observation Method by Activity Timing (WOMBAT)<sup>879</sup></li> </ul>

Concept	Definition	Examples of named tools
<b>3. Behaviours supporting person-centred care (continued)</b>		
<b>Supporting self-management</b>	Self-management is about the decisions and behaviours that patients undertake to care for themselves. Some tools measure self-management itself but are not included here. Tools measuring self-management support are the focus. This is the encouragement that professionals provide to help patients understand their central role in managing their condition and making decisions.	<ul style="list-style-type: none"> <li>• Assessment Chronic Illness Care (ACIC)<sup>880,881</sup></li> <li>• Assessment of Primary Care Resources and Supports for Chronic Disease Self-Management (PCRS)<sup>882</sup></li> <li>• Practices in Self-management Support<sup>883</sup></li> <li>• Resources and Support for Chronic Illness Self-management Scale<sup>884,885</sup></li> </ul>
<b>Supporting shared decision making</b>	Shared decision-making involves patients and professionals communicating about potential care options, and professionals supporting patients to consider the possible consequences of options and the evidence available before arriving at informed preferences.	<ul style="list-style-type: none"> <li>• CollaboRATE<sup>886</sup></li> <li>• Control Preferences Scale<sup>887,888</sup></li> <li>• Decision-making Involvement Scale<sup>889</sup></li> <li>• Decision Self-Efficacy Scale<sup>890</sup></li> <li>• Decisional Balance for Patient Choice in Substance Abuse Treatment<sup>891</sup></li> <li>• Decisional Conflict Scale<sup>892-901</sup></li> <li>• Informed Decision Making tool<sup>902,903</sup></li> <li>• OPTION (single and paired versions)<sup>904-909</sup></li> <li>• Physician Trust in the Patient<sup>910</sup></li> <li>• Shared Decision Making - Meeting its concept's Assumptions (SDM(MASS))<sup>911</sup></li> <li>• Shared Decision Making Questionnaire<sup>912,913</sup></li> <li>• Shared Decision-Making Inventory<sup>914</sup></li> <li>• SURE scale<sup>915,916</sup></li> <li>• Other scales<sup>917-919</sup></li> </ul>

**Note:** The list above provides examples of the most commonly mentioned validated tools in the empirical literature, but does not aim to be comprehensive. Only the illustrative subcomponents selected for more detailed review are included.

Visit [www.health.org.uk/helpingmeasurepcc](http://www.health.org.uk/helpingmeasurepcc) to download a searchable spreadsheet listing the most commonly researched measurement tools.

Table 5 lists more than 200 survey tools for measuring person-centred care. The following sections briefly highlight the most frequently written about tools for measuring person-centred care as a holistic concept and the most frequently used tools for measuring specific subcomponents.

### Common surveys about the holistic concept of person-centred care

The most commonly cited validated surveys for measuring the broad concept of person-centred care holistically in the empirical literature were the:

- Individualised Care Scale
- Measure of Processes of Care
- Person-centred Care Assessment Tool
- Person-centred Climate Questionnaire.

The Individualised Care Scale focuses on health professionals' ability to respond to patients' individual needs in hospital. It is available as a version for patients and as a version for professionals (usually nurses). It has been applied in both Europe and the US and found to be valid and reliable.

The Measure of Processes of Care tool is usually completed by family members of children using rehabilitation or hospital services. There is also a version for professionals. It has been used around the world in countries such as Australia, North America and South Africa.

The Person-centred Care Assessment Tool is targeted at professionals. It was developed as a self-reporting assessment scale for nurses. It has been tested in hospitals and residential units for older people in Europe and other parts of the world and found to be valid and reliable.<sup>920</sup> It has 13 items, though has been adapted and added to in some studies.

The Person-centred Climate Questionnaire is available as a version for patients and as a version for professionals. It has been tested predominantly in Scandinavia and Australia and found to be valid and reliable for exploring the extent to which hospital and long-term residential care for older people is person-centred.

Part 2 provides examples of studies using each of these validated surveys.

A wide range of other survey tools are available, as listed in Table 5. Although the four above are most commonly used in published research about the holistic concept of person-centred care, this does not mean they are of

better quality or more appropriate or applicable for the NHS. Few studies have compared the merits of different measures and reviews have acknowledged the limited quality of some of the tools available.<sup>921</sup>

### Common surveys of components of person-centred care

Structured tools were also available to measure specific subcomponents of person-centred care. For instance, the Consumer Assessment of Healthcare Providers and Systems surveys and the Patient Assessment of Chronic Illness Care tool were popular for measuring patient experience, particularly in the US.

- With regards to **patient engagement and activation**, the Patient Activation Measure was most commonly written about. The Patient-Practitioner Orientation Scale and the Organisational Values Questionnaire were two other commonly used tools. These seek feedback about the extent to which professionals believe the care they provide empowers patients.
- For measuring **empathy and compassion**, the two most commonly used tools were the Jefferson Scale of Physician Empathy and the Consultation and Relational Empathy Scale.
- Studies have used a wide range of structured observation checklists and survey tools to measure **person-centred communication** and there is not one tool that stands out as being most commonly used. The Doctors' Interpersonal Skills Questionnaire was one example, and many other examples are listed in Table 5.
- There were three main generic validated scales for measuring the extent to which professionals **support self-management**: the Resources and Support for Chronic Illness Self-management Scale; Assessment of Primary Care Resources and Supports for Chronic Disease Self-Management; and Practices in Self-management Support. There were also many tools measuring the extent to which patients self-manage but these were outside the scope of the review.
- For **shared decision making**, the two most commonly mentioned tools were the Decisional Conflict Scale and the OPTION scale. Many other tools are also available, again as listed in Table 5.

Examples of studies using each of these commonly mentioned tools are given in Part 2, which provides more of a flavour of how the tools have been applied in practice.

There are more than 200 named and validated tools available, but there is insufficient evidence to recommend one survey tool over another, largely because comparisons

---

are rare. Furthermore, the choice of survey tool depends on the context (hospital, primary care, nursing home or rehabilitation); whether patients, staff or both are the target; the preferred length or number of survey items; and whether the focus is on the broad concept of person-centred care or a narrower subcomponent.

## Measures reported alongside person-centred care

A number of different measures of person-centred care were often used alongside one another. It is difficult to generalise about measures that were commonly used together because this varied widely according to the scope of the study.

Studies focused on the broad concept of person-centred care often used bespoke tools that included a range of components such as communication style, perceived involvement in consultations and satisfaction with care. Some studies also measured the degree of self-management support or shared decision making, although these were more likely to be measured in research focusing particularly on these concepts alone.

Many measurement approaches for person-centred care were generic, and able to be used across care settings for people with a range of conditions. Other tools were targeted towards a certain care setting (such as hospitals or nursing homes) or tailored towards the needs of a particular patient group. For example, a systematic review identified three stroke-specific patient-centred care outcome measures: the Subjective Index of Physical and Social Outcomes, the Stroke Impact Scale and the Communication Outcome after Stroke scale. These scales all included similar themes, namely meaningfulness and relevance, quality and communication.<sup>922</sup>

Another review examined instruments for measuring person- and family-centred children's healthcare. Valid and reliable instruments for measuring patient/family experience of care that are often used together in this context included the Consumer Assessment of Healthcare Providers and Systems tools (CAHPS), Promoting Healthy Development Survey (PHDS), Young Adult Health Care Survey (YAHCS), and the National Research Corporation Picker Paediatric Inpatient Survey (NRC Picker). All of these tools are largely US based.<sup>923</sup>

Other aspects of healthcare were also commonly measured alongside person-centred care. Again it is difficult to generalise about the types of measures used together because the metrics included varied widely depending on the focus of the individual study.

It was common for person-centred care to be one of a number of measures within studies which also examined health service usage, quality of life and patient and staff experience/satisfaction with care.<sup>924,925</sup>

For instance, university researchers in the UK examined whether a 'whole systems' approach to self-management improved outcomes. Nineteen hospitals took part in a randomised trial. Consultants from intervention sites received training in person-centred care, provided their patients with a self-help guidebook and encouraged patients to prepare a self-management plan. Surveys and in-depth qualitative interviews were used to measure patients' and consultants' experiences and routinely collected data was used to explore service use. In addition to person-centred care, the outcomes measured included rates of outpatient consultation, quality of life, acceptability to patients, health service resource use and cost-effectiveness.<sup>926</sup>

Another example comes from the US where university researchers explored the relationship between patient activation, health literacy and health outcomes. Almost 700 patients completed structured scales including the Patient Activation Measure (PAM), the Test of Functional Health Literacy in Adults (TOFHLA), the SF-36 physical health subscale and Patient Reported Outcomes Measurement Information Service (PROMIS) subscales. There was a small relationship between health literacy and patient activation, and both health literacy and activation were correlated with health outcomes.<sup>927</sup> This is one example of the complex mix of surveys and tools used within research and illustrates the difficulty of drawing conclusions about tools commonly used together.

These few examples serve to highlight that a broad range of tools may be used together, and that it is difficult to isolate one or two tools that are most commonly applied.

Sometimes a single measure of person-centred care was used, such as interviews or a survey tool, and then this data is combined with other information about processes or patient outcomes.

Structured survey and observational tools have been listed in some detail in this chapter because they are commonly used to measure person-centred care. However, this does not mean that these tools should be prioritised over other possible approaches. As outlined in the next chapter, there are limitations with survey approaches, so these tools may be best viewed as one of a suite of approaches to understand and measure person-centred care.

---

## Chapter 3:

# Thinking about the future

**Prioritising person-centred care requires a clear commitment to implementation and measurement. This chapter examines things to consider when applying the research evidence in practice.**

---

There are many positive and useful examples of how studies have used interviews, observation, surveys and routinely collected data to measure person-centred care (as described in more detail in Part 2). In providing examples of available research, it is clear that there are also some issues to bear in mind. This chapter describes things to consider when applying the evidence in practice and planning how best to improve current measures of person-centred care. The aim is to highlight issues that those measuring person-centred care at the frontline or in system steward roles may need to consider when selecting the most appropriate approach for local contexts.

## Improving the usefulness of evidence for practice

### Defining person-centred care

A number of things could be done to enhance the definition and measurement of person-centred care in practice. For example, person-centred care was defined quite broadly and potentially differently in various countries, contexts and care environments – and this has implications for how the concept is measured.

A decade ago the King's Fund interviewed representatives from health organisations, regulatory bodies, educational institutions, patient and user groups, consumer organisations, Royal Colleges and other professional bodies to explore how person-centred care was understood by stakeholders in the UK. It was reported that person-centred care covered a range of activities, from patient involvement in individual care through to public involvement in health policy decisions.

It was suggested that government policy had made person-centred care a priority, but did not clarify exactly what this term meant. This resulted in health professionals, educators, managers and patient representatives all developing different understandings to reflect their own backgrounds and roles.<sup>928</sup> These findings are perhaps equally valid today, and supported by more recent research outlining the difficulties defining person-centred care and the multitude of perspectives about this issue.<sup>929,930</sup>

It is therefore not surprising that many studies did not clearly define the concept of person-centred care, or used varying definitions. This means that studies were not comparing 'like with like.'

*'Despite its popularity, this concept has often been criticised for lacking a unified definition and operationalised measurement... Patient-centredness is a multifaceted construct with no single theory that can sufficiently define the whole concept.'*<sup>931</sup>

Teams may need to carefully consider how to define person-centred care so that it is meaningful and practical.

Some commentators have suggested that the model of person-centred care in official government policies is somewhat rhetorical<sup>932</sup> and equates to a 'consumer-based' model rather than a psychosocial approach. In this view, 'official' versions of person-centred care focus predominantly on offering service users more choice and promoting independence rather than emphasising partnership and a compassionate, respectful model of care. For example, an analysis of minimum standards for residential care for older people in Ireland found that a consumer-driven model of person-centred care

---

was pre-eminent. Residential healthcare was portrayed as a hotel-like service with residents as discerning consumers. Yet, this philosophy may be unsuitable for severely unwell people and older people with limited capacity to make key choices for themselves.<sup>933</sup>

There are many examples of where person-centred care terminology has been used as a ‘buzzword’<sup>934,935</sup> and there is perhaps a need to more fully define the concept to assist with robust measurement. Yet this is more easily said than done. The concept of person-centred care is very broad and has many subcomponents, which means that the tools used also vary widely.

### **Involving patients and carers**

In examining approaches to measure person-centred care, some tensions emerge between an ‘ideal’ approach and what is happening in practice.

An important tension is the extent to which patients are involved in developing approaches and tools and the extent to which the tools measure concepts of importance to patients.

The concept of person-centred care puts patients at the heart of their health and care, yet few approaches to measuring person-centred care have been driven by patients or built on aspects identified by patients as being most crucial.<sup>936</sup> It could be argued that in refining measurement approaches or selecting tools for future improvement initiatives, patients and families need to be placed first in terms of what is measured. At present system measures may be prioritised. For example, improvement initiatives may focus on measuring outcomes such as reducing emergency department visits, but a more person-centred approach to measurement may need to identify whether this outcome is important to patients – or whether issues such as access, continuity and empathy are of higher priority. In other words, if care is to be person-centred, then the primary measures of healthcare quality used might also usefully be person-centred.

When designing a measurement system, it is important that teams take time to consider the principles and outcomes that it is essential to achieve. If patients are to be placed at the heart of health systems, then it may be necessary to understand patient priorities and preferences, and to design measurement systems to ensure these priorities are being met.

But this is not solely about prioritising patient preferences. Some studies of person-centred care focus on preferences, yet researchers from the UK found

this might be problematic because patients reported changing their preferences, and the reasons underlying these preferences, over time. People generally prioritised the things they were currently doing and perhaps overlooked other options or the potential way things could be.<sup>937</sup>

Thus rather than relying on simplistic or readily available measures, it may be important to define what the system is fundamentally trying to achieve before focusing on how to measure it.

### **Things to consider when selecting measurement approaches**

Research methods for measuring person-centred care can be categorised according to the depth of information they provide and the extent to which they collect information that may be generalisable to a wider population. For instance, while interviews and focus groups can provide in-depth information, this may be less generalisable for making decisions about wider populations or service changes. On the other hand, surveys provide information that may be generalised more easily to wider groups, but the type of data collected is usually at surface level.

Referring back to the four aspects of person-centred care (definitions, preferences, experiences and outcomes), studies interested in definitions tended to be more likely to use qualitative methods such as interviews and focus groups, where more detailed information and probing is possible. Research about preferences and experiences used either qualitative or quantitative methods, or combinations of both. Studies of outcomes tended to use more structured survey tools.

There are potential issues with all of these methods. For instance, patient and professional reports of the quality and quantity of person-centred care and its components have been found to differ from those of independent observers.<sup>938</sup> Observation may be intrusive and labour intensive, whereas reviewing patient records cannot accurately ascertain whether care was truly person-centred retrospectively.

To increase the reliability of measures, structured tools have been developed<sup>939</sup> and an increasing number of teams have begun using more than one method to triangulate data about person-centred care.

It is not possible to make a definitive recommendation about the most effective research method, but the method used may impact on the findings. For instance, a team in the US examined whether the mechanism

---

for distributing surveys influenced the results. Over a 17-month period, all families of babies discharged from the neonatal intensive care unit at one hospital were surveyed after discharge with two parallel surveys, one posted and one by telephone. The response rate was 94% by telephone and 29% by post. Three out of the five questions yielded significantly different answers in posted and telephone responses.<sup>940</sup>

Elsewhere in the US, a randomised trial compared patient satisfaction results gained from a survey that was either handed out in primary care or posted. Surveys that were handed out at the practice yielded higher satisfaction scores than posted surveys. The response rate was higher with handed out surveys than with mailed surveys, but handed out surveys were returned with more questions left unanswered and fewer written comments.<sup>941</sup> Thus health service teams may need to weigh up the number of responses gained versus the quality of the feedback when selecting an appropriate method.

Health services selecting an approach to measure person-centred care may also need to weigh up the importance of depth versus generalisability, or to combine approaches to gain a mixture of both. Other important trade-offs include the cost to various parties, the time incurred by different parties, the extent to which methods can be implemented as part of routine practice or require specific targeted data collection and whether specialist personnel are needed.

## Selecting appropriate tools

Another issue to bear in mind is that many of the existing surveys and structured tools focus on one-off measures of interventions or episodes of care. With an increasing number of people living with long-term conditions, it may be important to consider how measurement can examine processes and care over time.

There are also tensions between the use of individual measures versus measures of wider population outcomes. Similarly, some measures are designed for improvement purposes whereas others focus on outcomes. There is no right or wrong way to measure person-centred care and it is not possible to define what makes a good measure until there is some clarity about what teams are trying to achieve. The important point is that this issue is more complex than simply attempting to choose a single tool or measurement approach.

Context and purpose need to be considered when designing and implementing measurement strategies. It is important that tools are used in the clinical context

and level of the system that they were designed for. For instance, simple evaluation or improvement tools are not designed for use by policy makers and high level population tools are not usually designed to drive improvement.

## Knowing the pitfalls of surveys

In the empirical literature there has been a focus on survey instruments. Observation has been used to a limited extent in studies of communication and consultation styles, but there is little triangulation of data gained via surveys from patients, surveys from professionals, observation and routinely collected datasets.

Although surveys are commonly used to measure person-centred care and patient experience, it is important to bear in mind potential issues with this approach. For example, a qualitative interview study in 10 general practices in England investigated how 37 professionals perceived and used patient feedback from a national survey. Although some professionals reported making changes to their practice in response to the survey data, many expressed doubts about the credibility of the results. There were particular concerns about practical aspects of the survey such as the response rate and representativeness of the sample. Professionals also felt that the survey provided insufficient detail to facilitate change and failed to address some important issues.<sup>942</sup>

This reinforces that although professionals generally have positive attitudes towards patient feedback, survey data may not always be seen as the most appropriate or objective way to collect this. This may be a barrier to using patient-reported data to implement changes to practice.

Another issue with surveys is that they may not capture differences according to demographics or socioeconomic characteristics, and they may be more likely to be completed by patients or staff who are well educated, find it easy to express their thoughts in writing and have specific age and ethnic traits.<sup>943</sup>

Furthermore, the content of validated surveys may not cover some important aspects of person-centred care. University researchers from Canada assessed the extent to which validated instruments for assessing primary care included attributes that were important from a patient perspective. A team identified 24 person-centred attributes and explored the extent to which 13 validated tools included these components. Accessibility, relational continuity, interpersonal

communication, management continuity, respectfulness and technical quality of clinical care were widely covered in the tools. However, advocacy, management of clinical information, comprehensiveness of services, cultural sensitivity, family-centred care, whole-person care and equity were poorly covered. The researchers concluded that validated instruments to evaluate care quality from the patient perspective omit many important attributes.<sup>944</sup>

It is well known that the measurement approach chosen may affect the outcome in research generally, and this also holds true for measures of person-centred care. University researchers from the UK compared the relative value of surveys versus detailed patient narratives for exploring patient experiences and identifying priorities for change. Thirteen patients described their experiences of care using narrative interviews and 82 took part in a postal survey. The datasets were analysed separately and then compared to determine whether similar priorities for improvement were identified. Each method prioritised slightly different areas. The priorities identified by the narrative interviews often related to ‘relational’ aspects of patient experience whereas those identified within the survey typically related to more ‘functional’ aspects and were not always sufficiently detailed to identify specific improvement actions. The researchers concluded that surveys may be useful as a screening tool to identify potential problems in person-centred care, but do not provide sufficient detail about what needs to be done to improve services. It was recommended that surveys be used as preliminary tools, with better use of open-ended comments, followed by in-depth qualitative interviews and analysis to capture the multifaceted nature of patient experience.<sup>945</sup>

## Recognising the need for triangulation

The empirical evidence suggests that there is no single ‘silver bullet’ for measuring person-centred care. There is not an agreed or standardised mechanism for measurement.

Many measures of the components of person-centred care are available. Individual tools may focus on a narrow range of issues, such as activation, communication or self-management support, whereas the concept of person-centred care includes all of these variables. This may mean that more than one tool is needed, requiring careful selection and triangulation of measures.<sup>946</sup>

## Learning points

To conclude Part 1, the review suggests the following learning points about measuring person-centred care in practice.

- Before considering how to measure person-centred care, teams may want to invest time in defining this term and its components fully. Having a clear definition would help health service teams know what they are aiming for, and would make measurement easier.
- There is already a wealth of tools available, so an important next step may be to test their feasibility and usefulness in a UK context. This would help develop a suite of tools that could be recommended for measuring person-centred care and its components in a standardised and comparable manner. This review has not assessed the quality of the tools, only listed their existence. An important next step may be to assess the quality and applicability of some of the most common tools.
- There is no agreement about the most effective measures to use. It is likely that different tools may be more appropriate for some contexts or some subcomponents of person-centred care. Combining a range of methods and tools is likely to provide the most robust measure of person-centred care. The concept of person-centred care is complex and multifaceted so measurement strategies need to reflect this. Rather than promoting one or two tools, it may be worthwhile considering how approaches to triangulating information from patients, professionals and routinely collected data could be built into a balanced scorecard and how these measures could be promoted so they are routinely used alongside measures of patient safety and efficiency.
- There is no ‘silver bullet’ or best measure that covers all aspects of person-centred care, but the evidence suggests 10 ‘top tips’ to consider when selecting approaches for use locally (see Box 1 overleaf).

Person-centred care is fundamental to transforming health services. In order to assess the extent to which care is person-centred, robust measurement approaches are needed. While there is much left to do to better understand how to measure person-centred care, a great deal of work has already been undertaken and there is a solid foundation upon which to build. Many research methods and structured tools have been widely used, which means that health service teams, researchers and policy makers have a wealth of existing material to draw on when planning how to measure person-centred care locally.

---

### **Box 1: Things to consider when selecting a measurement approach**

1. Develop a clear local definition of person-centred care to help shape what needs to be measured.
2. Think about why it is important for you to measure person-centred care and how the information will be used because this will shape the measurement approach chosen.
3. Think about how approaches can be combined to provide both depth and generalisability. This may include both qualitative and more quantitative material.
4. Consider whether it is important to ask everyone using services or only a sample to provide feedback. The most appropriate sample will depend on why the information is being collected.
5. Consider the best time to collect feedback. Sometimes it is helpful to collect feedback immediately after using services, when experiences are fresh in people's minds. At other times it may be more helpful to allow some time to pass so people can reflect back. Using a combination of immediate and follow-up feedback could be worthwhile.
6. It is important to allocate enough time and resources to plan, implement, analyse and use measures of person-centred care. Pilot testing is sometimes overlooked or only done on a small scale but allocating enough time at the outset to plan and test methods is worthwhile, particularly if these will be used for many years to monitor change over time.
7. In order to make positive change, appropriate infrastructure is needed at an organisational level to analyse and use information about person-centred care.
8. Consider how the end result needs to be presented for various audiences as this may shape how data is collected.
9. Make sure patients, carers, managers and clinicians are all comfortable with why data is being collected and how it will be used.
10. Person-centred care measures are one component of a broader framework of measurement so all the approaches need to work well together, without excessive burden for patients or staff.

---

# Part 2: Examples of measuring person-centred care

Part 2 provides examples of studies measuring person-centred healthcare to give a flavour of the evidence available.

---

## Chapter 4:

# Measurement approaches

This chapter signposts to studies about collecting feedback from patients, clinicians, observation and record review.

---

Part 1 provided an overview of the broad themes in literature about measuring person-centred care. Part 2 summarises the findings of some of the individual studies from which these themes were drawn. The aim is to signpost readers to empirical evidence.

## Collecting feedback from patients and families

### Surveys

The most commonly researched measure of person-centred care involved structured surveys of clinicians and patients.

Examples of the variety of named and validated surveys are provided in the next chapter, but this section provides brief examples of how patient surveys have been used to measure person-centred care or its components in general terms.

### Measuring person-centred care holistically

Surveys were the most commonly used approach to measure person-centred care from the patient's perspective, either during routine practice or, more commonly, as part of one-off studies.<sup>947-957</sup>

For example, university researchers in Australia tested whether a survey tool developed in the UK could be transferred to other populations. The survey included 20 scales and space to provide additional open-ended comments. Patients discharged from a sub-acute setting over a six-month period were sent a postal survey and a prepaid envelope. The response rate was 54%. The tool was found to be useful and suggested several areas for improvement.<sup>958</sup>

Other university researchers from Australia used a touch screen computer to survey 344 people with cancer about their perceptions of person-centred care. Participants were drawn from four hospitals and asked to comment on eight domains of person-centred care, including information and communication, emotional and spiritual support, management of physical symptoms and involving friends and family.<sup>959</sup>

University researchers in the US assessed the feasibility of using an electronic survey embedded on a mobile device to assess person-centred care provided to older people by hospital nurses. The electronic format was found to be feasible for administering a validated tool. It took older people about 30 minutes to complete.<sup>960</sup>

There were a multitude of other examples of using surveys, either validated named tools or bespoke surveys, to measure person-centred care – though the exact content of the tools varied widely.<sup>961-963</sup> These studies illustrate that surveys can be undertaken using a variety of different administration methods and at various stages in the patient journey, including before, during and after receiving care.

### Measuring subcomponents of person-centred care

There were an even greater number of examples of using surveys to measure specific components of person-centred care from the patient's perspective.<sup>964-973</sup>

The term 'patient experience' was often used simultaneously or interchangeably when referring to person-centred care, or seen as an important component of this broader concept. There were numerous examples of surveying people about their experiences of care and how they communicate with health professionals.<sup>974-977</sup>

---

In the published literature, surveys about specific components of person-centred care were common in both hospital and primary care contexts. One of the most frequent survey administration methods involved handing out surveys during or immediately after service use. This has been found to work well to gain people's immediate impressions of the care they received. There are many other ways to collect survey information including postal<sup>978,979</sup> and online surveys.<sup>980-983</sup>

There were few studies comparing the reliability and validity of different survey administration methods. However, a study in Scotland comparing online versus postal approaches for collecting patient-reported experience measures (PREMs) found that almost twice as many people completed the postal version. There were differences in the type of people who chose to complete each type of survey. The online group were younger, in better health and seemed less satisfied with the quality of clinical services. Those completing the postal survey had less negative feedback.<sup>984</sup> On the other hand, a study comparing online versus paper completion of a cancer care survey found similar response rates and patient satisfaction levels.<sup>985</sup>

As well as longer surveys, some studies tested simple methods for generating immediate feedback from people about their care. This often took the form of feedback postcards or comment cards.<sup>986,987</sup> For example, in Sweden a hospital tested using a 'tell us' card to help patients report on quality and safety. Patients were asked to write what was most important for them on the cards during the day or just before discharge. This approach asked patients to provide immediate regular feedback about issues relating to their care. The aim was more active participation in an ongoing manner. In wards using the cards, patients were more likely to think they were involved in decisions about their nursing and medical care.<sup>988</sup>

Another approach to gaining 'real-time' survey feedback involved using kiosks or electronic devices at the point of care.<sup>989</sup> For example, a primary care clinic in the US used electronic touch screen kiosks to obtain patient feedback after their consultation.<sup>990</sup> This is similar to the 'friends and family' survey kiosks being set up in UK hospitals.

Some organisations have tried using devices such as hand-held bedside equipment, tablets, text messages, mobile apps or other novel approaches to collate patient feedback, but there have been few empirical studies outlining the relative pros and cons of these approaches.<sup>991</sup>

Another novel approach involves using the internet to report on healthcare.<sup>992-998</sup> A review of 21 German and English language doctor rating websites examined the core domains of patient experience and satisfaction. The rating sites included only a small number of domains compared to structured surveys and theoretical frameworks about patient experience, which is one component of person-centred care. The sites tended to ask patients to comment on professional competence and doctor-patient relationships, but there was less exploration of dimensions such as communication skills and information provision, especially on English language websites.<sup>999</sup>

## Interviews

### Measuring person-centred care holistically

Interviews have been used to measure person-centred care and its components among patients and family members.<sup>1000-1009</sup> This usually occurred on a one-off basis, rather than as part of routine service evaluation.<sup>1010-1018</sup>

For example, university researchers from the UK undertook in-depth interviews with 29 older people with potential mental health problems admitted to acute hospitals and their families to assess the extent to which care was person-centred. Interviews were supplemented with 72 hours' worth of ward observations.<sup>1019</sup>

Other university researchers from the UK used semi-structured interviews with 17 people with chronic back pain over a one-year period to measure how they defined and experienced person-centred care.<sup>1020</sup>

In Sweden, university researchers used a novel approach to assess person-centred care for preschool children with long-term conditions. Skype was used to conduct and record conversations between the child and an online programme facilitator. The conversations were then analysed for patterns related to person-centred care. The children were reportedly able to talk freely about their feelings.<sup>1021</sup>

In Australia, a rehabilitation centre used focus groups to collect feedback from 13 recent patients and 11 family members. During the focus groups, two researchers facilitated discussion on any topic that participants considered important to the experience of inpatient rehabilitation. Participants were encouraged to describe their care, needs and preferences. Discussions were audiotaped and transcribed verbatim and field notes

---

were recorded by hand. Data were analysed and collated into themes. This helped to understand care experiences from the point of view of patients and family members and the data were used to make improvements.<sup>1022</sup>

A small number of studies have examined person-centred care from the point of view of family members or informal carers. Structured surveys have been used, but so too have interviews. For instance, researchers from a nursing school in the US interviewed 16 family members of people with dementia living in nursing homes. Five areas of person-centred care considered important by family members were: providing basic care; ensuring safety and security; creating a sense of belonging and attachment; fostering self-esteem and self-efficacy; and coming to terms with the experience.<sup>1023</sup>

### Measuring subcomponents of person-centred care

Researchers have also used interviews to measure some of the components of person-centred care such as patient experience or communication.<sup>1024–1026</sup> Again, these studies tended to be undertaken by academic researchers on a one-off basis.<sup>1027–1031</sup>

Sometimes interviews were used to understand how care could be made more person-centred by focusing on what patients wanted, rather than the care they previously experienced. For instance, university researchers from Iran interviewed patients, family carers and health professionals about the challenges faced by people living with complicated diabetes, chronic heart failure or chronic obstructive pulmonary disease. Patients reported a range of concerns about the quality of encounters with health professionals, including: the need for improved communication and information delivery; wanting reduced waiting times to see professionals; help with self-care; greater recognition among professionals about the need for holistic and continuing care; and including patients and carers in the decision-making process.<sup>1032</sup>

There are numerous other examples. The important point is that interviews are a commonly used technique for collecting patient and family feedback, and tend to be undertaken by university researchers as part of specific projects rather than by health professionals during routine care.

## Feedback from clinicians

### Surveys

#### Measuring person-centred care holistically

Another common method for measuring person-centred care involves surveying professionals. There were many examples of surveying clinicians and other staff and most of these survey tools were unnamed and not widely validated.<sup>1033–1036</sup>

One example is a survey of 392 staff at long-term care facilities in Canada. University researchers surveyed staff after they received training in person-centred and ‘relationship-based’ care to explore the extent to which they were able to transform their practice.<sup>1037</sup>

Medical school researchers from the US compared three short surveys measuring nurses’ perspectives of family-centred end-of-life care in intensive care units. Data from 141 critical care nurses were analysed. Person-centred nursing activities fell into two main domains: generic person-centred care and culture-related communication/support. All three surveys were found to work well to provide a consistent, valid picture of nurses’ perspectives about family-centred critical care.<sup>1038</sup>

#### Measuring subcomponents of person-centred care

Other staff surveys have examined specific components of person-centred care, such as shared decision making, supporting self-management and communication.<sup>1039–1043</sup> For example, a collaboration between university researchers, community groups and a homecare company in the US developed a 10-item instrument to screen 554 home health aides about the extent to which they provided person-centred care. There was a link between workers’ ability to provide person-centred care and their ability to describe others in complex ways (their person-perception skills).<sup>1044</sup>

A key component of person-centred care is the ability of professionals to communicate effectively. Many surveys measure professionals’ perceptions of relationships or communication. For example, applied university researchers from Canada used staff surveys as part of a quasi-experimental study of improving person-centred communication for people recovering after a stroke. The intervention involved developing an individualised patient communication care plan, a one-day workshop for nursing staff about communication and behavioural

---

management strategies and a staff support system. Nurses were surveyed about their attitudes and behaviours, and about their perceptions of any improvements in person-centred communication.<sup>1045</sup>

## Interviews

Interviews with clinicians have been used to measure person-centred care and its components.<sup>1046–1053</sup>

### Measuring person-centred care holistically

Often interviews of professionals were undertaken by academic researchers on a one-off basis.<sup>1054–1057</sup>

For instance, university researchers in Sweden used interviews to explore professionals' perspectives about person-centred mental health care.<sup>1058</sup>

Another study compared the perspectives of nursing students and lecturers from universities in Scotland and the Netherlands regarding person-centred care. Data were collected using face-to-face structured interviews. All participants agreed that person-centred care should be incorporated into pre-registration nursing education.<sup>1059</sup>

In Ireland, university researchers used semi-structured interviews to examine eight psychiatric nurses' perceptions of the extent to which care for people who self-harm is person-centred.<sup>1060</sup>

There were many other examples of using interviews to collect information about how staff perceive the concept of person-centred care, the extent to which they believe the care provided is person-centred or barriers to implementation.<sup>1061–1064</sup>

### Measuring subcomponents of person-centred care

Staff interviews have been used to collect information about specific components of person-centred care.<sup>1065–1068</sup>

For instance, in Malaysia, researchers examined patient engagement in shared decision making. Researchers, opinion leaders and representatives from government organisations and patient support groups were interviewed to assess the extent to which patient involvement was incorporated into the medical curriculum, healthcare policies and legislation.<sup>1069</sup>

There were also examples of using staff interviews to measure empathy<sup>1070</sup> and perceptions about communication.<sup>1071–1074</sup> In the US, university researchers interviewed seven nurse managers to identify the communication skills needed for cancer

nurses to provide person-centred care. The study suggested that nurses need more training about how to communicate with doctors, patients and family members.<sup>1075</sup>

Elsewhere in the US, university researchers interviewed 15 doctors about the questions and phrases they use to get to know their patients. Key phrases were grouped into six themes: 1) appreciation of the patient's concerns; 2) personal relationships; 3) hobbies and pleasurable activities; 4) open-ended questions to learn about the patient; 5) work; and 6) the patient's perspective on the patient–doctor relationship.<sup>1076</sup>

## Observing interactions

A less frequently used approach for measuring person-centred care involves observing encounters between patients and clinicians. This method tended to be used to measure specific components of person-centred care such as communication or shared decision making rather than the broader concept as a whole.

### Measuring person-centred care holistically

There were a relatively small number of studies measuring person-centred care using observation.<sup>1077–1080</sup> These tended to be research conducted on a one-off basis, rather than routinely measuring person-centred care over time.<sup>1081</sup>

For instance, university researchers in the US examined how person-centred care was defined, shaped and practised by staff members within a long-term care setting for people with dementia. Ethnographic data were collected over an eight-month period using 400 hours of participant observation and interviews with 20 people with dementia and 25 staff members.<sup>1082</sup>

Other researchers from a hospital in Australia used observation and qualitative interviews to explore interactions between patients and nurses during medication activities. Sixteen patients and 11 nurses participated. The study explored, on a one-off basis, the extent to which person-centred care was provided. Themes examined included the provision of individualised care, patient participation and barriers to providing person-centred care. While nurses perceived that they were conducting medication activities in a person-centred way, some nurse–patient interactions were centred on routines rather than individualised patient assessment and management.<sup>1083</sup>

---

Structured tools were sometimes used to support observation. For instance, university researchers from the UK assessed the reliability and validity of three observation-based measures of person-centredness in GP consultations. Each tool was applied to the same sample of 55 videotaped GP consultations. The tools had varying levels of inter-rater reliability and validity was relatively low. The researchers concluded that it is important to be cautious when choosing measurement instruments because of differences in how the concept of person-centredness is defined and operationalised.<sup>1084</sup>

Another example is a UK hospital that used ‘dementia care mapping’ as an audit tool in 12 inpatient and day units. This involved mapping the care processes for five patients per unit per day for a four-day period. Routinely collected information as well as observation and discussions were used as part of the audit. The researchers suggested that this approach provided an idea of the quality of care and helped to identify where improvement was necessary. Scores within the tool provided clear signposts to the level of person-centred care and highlighted where staff development may be warranted. This was thought to help identify the overall culture of care and the extent to which each unit adopted a person-centred approach.<sup>1085</sup>

### Measuring subcomponents of person-centred care

Observation, including audio or video recording, was most common in studies focused on person-centred communication, interactions and shared decision making.<sup>1086–1095</sup>

For example, university researchers from the UK suggested that recognising patient cues and concerns is an important part of person-centred care. Five hundred and twenty eight primary care consultations between patients and either nurse prescribers, pharmacist prescribers or GPs were recorded and analysed for the number of cues and concerns raised and the type of response. This measurement approach helped to identify that, while there was no difference in the number of cues or concerns per consultation type, pharmacist prescribers were most likely to respond positively, followed by nurses then GPs.<sup>1096</sup>

Observation was often combined with other methods to support the measurement of person-centred care.<sup>1097–1102</sup> For instance, in Denmark a research institute assessed involvement in patient safety using observations from four hospital wards and interviews with 25 people with cancer, 11 hospital doctors, 10 nurses, four general practitioners and two private practising gynaecologists.

The observations and interviews found that patient safety was not a topic of attention for patients or generally present in communication between patients and health professionals. Professionals and patients expressed willingness to engage, but there was no systematic engagement process.<sup>1103</sup>

In the US, a medical centre assessed the extent to which doctors were providing ‘contextualising care’ or person-centred decision making. Selected patients carried concealed audio recorders during consultations. Recordings and medical records were reviewed to assess whether contextual factors, such as an inability to pay for a medication or competing priorities, might undermine an otherwise appropriate care plan. The team developed a coding process to achieve high inter-rater agreement.<sup>1104</sup>

There was some evidence that observation may capture information that people would not remember if surveyed or interviewed. University researchers from the US compared assessing pharmacist communication with patients via either surveys or observation. One pharmacist and 12 patients filling prescriptions were recruited from each of 30 community pharmacies. Each patient–pharmacist interaction was observed and patients were asked to complete a survey when exiting the pharmacy. The survey and the observation tool both included items about pharmacist information provision and questioning behaviours. Both methods had good agreement regarding information provision behaviours, but this was less true for question asking. Surveys were not as good at capturing non-specific questioning behaviours and things that patients did not regard as a serious question.<sup>1105</sup>

As well as watching real clinical encounters, observation also focused on simulated consultations and role plays.<sup>1106–1112</sup> For instance, university researchers from England used simulated patients to assess the communication skills of community pharmacists. Forty pharmacies were visited by ‘mystery shoppers’/simulated patients. Interactions were scored using pre-set criteria. Overall the communication skills of pharmacists were rated highly, although some pharmacists used jargon when explaining complex interactions.<sup>1113</sup>

---

## Analysing routine data

The least common approach to measuring person-centred care involved looking at patient records or other routinely collected data. This tended to be done in studies exploring the follow-on outcomes of person-centred care, rather than the care process itself. This approach was often undertaken as one component of a study using multiple methods.<sup>1114,1115</sup>

The majority of studies using routinely collected data as a measure of person-centred care aimed to assess the impact of a particular intervention. This included interventions seeking to improve person-centred care as well as the outcomes of interventions that were themselves defined as person-centred.

For instance, one US hospital described how new emergency department systems were set up to optimise person-centred care. Rather than having one senior nurse responsible for all emergency department staff, six patient care managers were added, leading to more distributed leadership. The stated goal was to engage staff in an effort to provide person-centred care. Outcomes were measured using patient and staff satisfaction survey scores and routinely collected data such as walk out rates.<sup>1116</sup> This demonstrates that the measures of person-centred care may not be 'direct' and may instead assume that improving certain outcomes (such as access or staff engagement) also lead to greater person-centredness.

This chapter has described examples of studies about different research approaches for measuring person-centred care. Thousands of other examples are available, but the aim is to provide illustrations of the types of material available rather than to summarise every study.

---

## Chapter 5:

# Measurement tools

This chapter provides examples of studies about structured tools for measuring person-centred care, particularly survey tools.

---

A large number of survey tools were available to measure the broad concept of person-centred care. In reviewing available tools, any empirical literature about ‘person-centred care’ or similes was eligible for assessment, whether or not the study explicitly focused on measurement. The tools used for measurement were then extracted. Table 5 of this review (see pages 15–19) lists the named tools that were identified as most frequently used. In this chapter a small number of examples are described in a little more detail.

### The holistic concept of person-centred care

The four most commonly mentioned survey tools in the research about holistic person-centred care were the:

- Individualised Care Scale (patient and professional versions)
- Measure of Processes of Care (patient and professional versions)
- Person-centred Care Assessment Tool (professional version)
- Person-centred Climate Questionnaire (patient and professional versions).

The **Individualised Care Scale (ICS)** focuses on health professionals’ ability to respond to patients’ individual needs in hospital. It comprises a tool for patients and a separate version for professionals (most commonly nurses). It has been found to be valid and reliable in populations in Europe and North America. For example, 1,126 patients from 27 orthopaedic and trauma inpatient units at 14 hospitals spread across Finland, Greece, Sweden, the UK and the US tested the tool and translated versions. Psychometric evaluation found that the tool was sensitive and easy to use.<sup>1117</sup>

The tool has also been used to measure the level of individualised care provided from nurses’ point of view. For example, in Finland 544 nurses from three acute hospitals, two psychiatric hospitals and four health centres tested the tool. The survey was found to have good content validity, be easy to administer and able to be completed quickly.<sup>1118</sup> Most published research about this tool has been undertaken by one research team.

The **Measure of Processes of Care (MPOC)** tool focuses on the extent to which care is ‘family centred.’ A longer 56-item and a shorter 20-item version are available.<sup>1119</sup> It is usually completed by family members of child patients, often children with disabilities or long-term conditions. There is also a version for professionals. It has been used most widely in rehabilitation and long-term care or specialist care facilities and has been tested in many parts of the world.<sup>1120</sup>

For example, university researchers from Australia used the tool to understand families’ experiences of early childhood intervention services. The tool was used alongside other surveys, including the Family Empowerment Scale, the Family Support Scale and the Parenting Daily Hassles Scale. There were strong relationships between families’ ratings of family-centred care and feelings of empowerment.<sup>1121</sup>

The **Person-centred Care Assessment Tool (P-CAT)** was developed as a self-reporting assessment scale for nurses. It has been tested in hospitals and in residential units for older people and found to be valid and reliable.<sup>1122</sup> It focuses on measuring the extent to which professionals working in long-term older person’s care rate their settings to be person-centred. The survey is a 13-item tool generated from research literature and interviews with professionals, experts in the field, people with dementia and family members.<sup>1123</sup>

---

It has been adapted and added to in some studies and has been tested in both developed and developing countries. It covers the broad areas of individualised care, organisational support and environmental accessibility.<sup>1124</sup>

The **Person-centred Climate Questionnaire (PCCQ)** is available as a version for patients and as a version for professionals. It has been found to be valid and reliable for exploring the extent to which hospital and long-term residential care for older people is person-centred and has been tested predominantly in Scandinavia and Australia. Most studies about this tool have been undertaken by the same large research team.

For instance, university researchers evaluated the psychometric properties of the staff version among 52 Australian hospital professionals. The 14-item questionnaire had high reliability but validity was found to require further evaluation. The researchers concluded that using this tool makes it possible to study associations between person-centredness and different organisational systems, environments, staff characteristics and health and managerial styles.<sup>1125</sup>

In Sweden, university researchers tested the patient version of the tool with 544 hospital patients. The 17-item tool covered three broad factors (safety, 'everydayness' and hospitality). The tool has been found to be valid and reliable for assessing the extent to which the climate of hospital environments is person-centred. It reportedly helps to provide descriptions and comparisons of environments, explore the relationships between person-centredness and outcomes and measure the results of improvement interventions.<sup>1126</sup>

In addition to these commonly used survey tools for measuring person-centred care, a structured observational tool reported in the literature is the 16-item CARES scale. This has been used in hospitals and nursing homes and found to be a valid and reliable measure of whether person-centred care is being delivered by staff. It has predominantly been used to assess care for older people and people with dementia and is reportedly brief and easy to use.<sup>1127</sup>

## Patient experience

Although person-centred care is not solely about ensuring people have a good experience of care, in the published literature the term 'patient experience' is sometimes used interchangeably with person-centred care. Much research that describes itself as focusing on person-centred care actually explores patient experience.<sup>1128</sup>

An evidence scan published by the Health Foundation in 2013 identified 328 empirical studies about measuring patient experience.<sup>1129</sup> The findings of all of these studies are not replicated here, but readers are referred to that publication for further detail.

The most common surveys measuring the patient experience component of person-centred care in the empirical literature are the Consumer Assessment of Healthcare Providers and Systems Survey and the Patient Assessment of Chronic Illness Care tool. These are both used predominantly in the US.

The **Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS)** is available in a version to measure primary care and a version to measure hospital care. Both seek feedback from patients.

The CAHPS tool is often used to measure the success of service improvement initiatives. For instance, a learning collaborative with eight medical groups in the US asked samples of patients to complete a survey before, after and continuously over a 12-month project. Teams were encouraged to set goals for improvement using baseline survey data. The tool helped the teams set goals focused on patient feedback. Team leaders said that receiving frequent survey reports was a powerful stimulus for improvement, but it took time and support to engage clinicians in behaviour change.<sup>1130</sup>

The **Patient Assessment of Chronic Illness Care (PACIC)** tool also focuses on collecting feedback from patients. A version is available for collecting feedback from staff and organisations too (Assessment of Chronic Illness Care). These tools explore the extent to which services provide supportive care for people with long-term conditions, based broadly on components of the 'Chronic Care Model'. PACIC measures aspects such as patient activation; delivery system design and decision support; goal setting and tailoring; problem-solving and contextual counselling; follow-up and coordination.

Longer and shorter versions of the tool are available, and both have been extensively tested. For example, university researchers from the US tested a shorter 11-item survey with 890 people with diabetes.<sup>1131</sup>

Hospital researchers from the US examined the relationship between PACIC scores and self-management behaviours, patient ratings of their healthcare and self-reported quality of life. Data from 4,108 people with diabetes, chronic pain, heart failure, asthma or coronary artery disease were analysed. PACIC survey scores were significantly associated with all

---

measures, meaning that the survey tool may be useful for predicting patient behaviours and outcomes, as well as commenting on the quality of care.<sup>1132</sup>

Most studies using this tool are US based but it has been tested in the UK. For instance, people with long-term conditions from 38 general practices completed the tool as part of a longitudinal study. While the survey was generally found to be valid, there were higher rates of missing data using this tool compared to other tools used in the study.<sup>1133</sup>

In England, the **General Practice Patient Survey** measures patient experience of care.<sup>1134,1135</sup> Studies suggest that although there are associations between clinical quality and measures of patient experience, the two domains are distinct and need separate measures.<sup>1136</sup>

Table 5 in Part 1 lists many other validated surveys that have been used to measure patient experience, and several thousand other bespoke or non-validated tools have also been written about.

## Empowerment

In terms of patient engagement, empowerment and involvement, the most commonly reported survey tool in the empirical literature is the **Patient Activation Measure (PAM)**. This is a 13-item tool that has been used extensively in North America, the UK and other parts of Europe. It has been translated into a number of different languages and found to be valid and reliable for measuring the extent of patient activation in primary care and hospital care.<sup>1137</sup> PAM may help to identify variations in patient self-management knowledge, skills and confidence and these have been linked to differences in health behaviour and outcomes.

Shorter versions have also been used, particularly when measuring the impact on patient activation of a specific improvement initiative. For example, a randomised controlled trial at a US hospital analysed data from 695 patients who completed an adapted, eight-item version of the Patient Activation Measure. Total scores were categorised, using standardised methods, into one of four levels of activation, ranging from highest to lowest. This allowed the researchers to assess whether more highly activated patients had a greater rate of readmissions or service use following discharge.<sup>1138</sup>

The **Patient–Practitioner Orientation Scale**<sup>1139–1143</sup> and the **Organisational Values Questionnaire** were two other commonly used tools.<sup>1144,1145</sup> These seek feedback from professionals about the perceived level of patient

interaction and engagement or the extent to which professionals believe the care they provide empowers patients.

For example, academic researchers from Malaysia compared doctors' attitudes toward person-centredness in four different medical settings. Face-to-face interviews used the Patient–Practitioner Orientation Scale. Oncologists were found to have the highest level of person-centeredness, followed by obstetricians and gynaecologists and primary care doctors, with surgeons being the least likely to support patient activation.<sup>1146</sup>

In Sweden, university researchers used the Organisational Values Questionnaire to examine the impact of organisational culture on patient uncertainty in five hospital wards during the implementation of a person-centred care initiative. One hundred and seventeen nurses completed the survey and data were compared with patient surveys. The study found that a culture of stability is most effective for promoting person-centred care and improvement.<sup>1147</sup>

## Empathy

Empathy, compassion and supporting dignity are emerging as important components of person-centred care.<sup>1148–1150</sup> The review examined studies that specifically investigated ways to measure these concepts. The two most commonly reported tools in this regard were the Jefferson Scale of Physician Empathy and the Consultation and Relational Empathy scale.

The 20-item **Jefferson Scale of Physician Empathy (JSPE)** has been widely used, particularly in the US. It has been tested with both fully qualified and student doctors and nurses. For instance, 853 medical students in the UK completed the tool. It was found to be valid and reliable for measuring empathy.<sup>1151</sup>

Cultural backgrounds may influence empathy, but the JSPE has been found to work in many contexts. For instance, university researchers in Iran examined the psychometric properties of a translated version of the tool among 181 medical students. There were three key factors measured: compassionate care; perspective taking; and the ability to walk in the patient's shoes. The tool was able to assess any differences in empathy according to gender and years of experience.<sup>1152</sup>

The **Consultation and Relational Empathy (CARE)** scale was designed in the UK and has been validated in a range of other countries.<sup>1153,1154</sup> This 10-item scale is used predominantly in primary care consultations.<sup>1155</sup> For example, three quarters of the 3,044 patients

---

attending 26 primary care practices in Scotland who completed the tool thought the CARE measure was very relevant to their consultation, particularly older patients, people with long-standing illness or disability and patients with significant emotional distress. The researchers suggested that a sample size of 50 patients would be sufficient to estimate an average CARE score for an individual GP.<sup>1156</sup>

There are many other tools available. For example, a systematic review identified 20 different empathy measures used in nursing research. There were inconsistencies between tools, which the reviewers attributed to the inherent complexity of measuring empathy and the need to evaluate the rigour of the measures more thoroughly.<sup>1157,1158</sup>

Another systematic review examined the reliability and validity of surveys assessing empathy in medical students and doctors. Thirty-six different instruments were identified. Only eight of these tools demonstrated evidence of reliability, internal consistency and validity. Six of these were self-rated measures, one was a patient-rated measure and one was an observer-rated measure.<sup>1159</sup>

## Communication

There are many thousands of studies about communication styles and interactions between patients and health professionals.<sup>1160-1162</sup> The review only examined studies that specifically investigated ways to measure person-centred communication.

Such studies have used a wide range of structured observation checklists and survey tools, and there is not one tool that stands out as being most commonly used to measure person-centred communication.

Table 5 in Part 1 of the review lists the many named tools used, and this section provides a small number of examples. For instance, the **Doctors' Interpersonal Skills Questionnaire (DISQ)** has been used in primary care to assess the communication and interaction skills of general practitioners.<sup>1163</sup> Another example is the **Health Care Communication Questionnaire (HCCQ)**, a self-administered 13-item measure that has been found to have good psychometric properties when used by hospital outpatients. It covers the aspects of problem solving, respect, lack of hostility and non-verbal immediacy.<sup>1164</sup> On the other hand, the **Communication Skills Attitude Scale** seeks to measure communication behaviours from the point of view of professionals. It was developed in England and has been applied in other countries, most extensively with medical students.<sup>1165</sup>

University researchers from Canada examined the extent to which interpersonal communication is captured in validated survey tools that evaluate primary care from the patient's perspective. Interpersonal communication was defined as the professional's ability to elicit and understand patient concerns, to explain healthcare issues and to engage in shared decision making if desired. Components of the following tools were assessed amongst 645 primary care patients: the Primary Care Assessment Survey (PCAS); the Components of Primary Care Index (CPCI); EUROPEP I; and the Interpersonal Processes of Care Survey. The tools were found to measure communication relatively well, though shared decision making was poorly represented.<sup>1166</sup>

While it is not possible to state the most commonly used survey tools for measuring person-centred communication, it is possible to draw out common themes in the types of content included. A systematic review of measures of person-centred communication developed an inventory of domains used in tools. The measurement domains could be organised into six categories: exchanging information; fostering healing relationships; recognising and responding to emotions; managing uncertainty; making decisions; and enabling self-management.<sup>1167</sup>

## Self-management

Supporting self-management is an important aspect of viewing the individual as being at the centre of their own health and care.<sup>1168-1172</sup> This involves encouraging people to see themselves as part of the care team, with responsibility for keeping themselves as well as possible and managing their conditions.<sup>1173</sup> This is a large topic and many thousands of studies have examined ways to support self-management.<sup>1174</sup> The review only examined studies that specifically investigated ways to measure self-management support (not tools measuring the extent of self-management itself).

While many tools have been used to gauge the extent to which patients feel professionals are supporting self-management, it was not possible to identify one or two most common tools. Table 5 in Part 1 lists the many named tools used.

Examples include the Effective Consumer Scale (EC-17), Practices in Self-management Support<sup>1175</sup> and Resources and Support for Chronic Illness Self-management Scale.<sup>1176,1177</sup> These assess the extent to which either patients or professionals feel that professionals are working in partnership to provide information and support for self-management.

The **Practices in Self-management Support** scale was developed in the UK to measure clinicians' self-reported use of self-management support practices in consultations for people with long-term conditions. The tool has three subscales: clinical self-management support, person-centredness and organisational self-management support. All have been found to have good internal reliability.<sup>1178</sup>

The **Resources and Support for Chronic Illness Self-management Scale** was developed in the US and includes items about the range of clinical, non-clinical, social and community sources of support available to patients. A study testing the survey with 957 people with diabetes found a good response rate (68%) and validity.<sup>1179</sup>

A number of tools also measured the extent to which patients are self-managing. For example, the 12-item **Partners in Health** survey was developed in Australia to assess the self-management knowledge and behaviours of people with long-term conditions. A test with 294 patients with a range of co-morbid conditions found good internal consistency and validity.<sup>1180</sup>

Interestingly, many of these tools have been developed by applied research centres rather than university departments. Most are still in the initial development and testing stages.

## Shared decision making

A great deal has been written about shared decision making, which involves encouraging people to be actively involved in decisions about their health and care.<sup>1181-1188</sup> The review only examined studies which specifically investigated ways to measure shared decision making. The two most commonly mentioned tools were the OPTION scale and the Decisional Conflict Scale.

The **Observing Patient Involvement in Decision Making scale (OPTION)** observes and rates 12 behaviours on a scale of 0% to 100%, whereby high scores signal greater shared decision making.<sup>1189-1191</sup>

An example of using this tool comes from Peru, where university researchers assessed the extent to which doctors sought to involve patients in decision making by filming all 58 consultations occurring on one day at two different facilities. Two raters independently used a structured scoring system (the 12-item OPTION scale) to quantify the extent to which doctors attempted to involve patients in decision making. The study

concluded that doctors barely sought to involve patients in decision making and that there was no difference between public and private practice.<sup>1192</sup>

Shorter and adapted versions of the tool are available. For instance, a dyadic version of the instrument has been developed so both clinicians and patients can complete the tool after a consultation.<sup>1193,1194</sup> The tool has also been translated into many languages, including Chinese, Dutch, French, German, Italian and Spanish.<sup>1195,1196</sup>

The OPTION instrument was developed in Wales. University researchers compared this with the Informed Decision Making tool developed in the US. One hundred and twenty-three consultations from six primary care practices in the UK were audiotaped and experts in the use of the two tools rated the recordings. Both instruments performed differently and predicted different 'best' and 'worst' doctors. The researchers concluded that these measures can be useful in identifying shared decision making skills which may be problematic or difficult to integrate into practice and can be used to track changes over time. However they cautioned that this might lead to placing undue value on the aspects of shared decision making that are most easily measured.<sup>1197</sup>

Another tool is the Shared Decision Making Questionnaire, which has been tested mainly in Europe.<sup>1198,1199</sup>

There are many other structured tools available for measuring shared decision making. In fact, a systematic review published in 2011 identified eight scales for measuring shared decision making that have undergone detailed psychometric testing, eleven new psychometrically tested instruments and nine unpublished tools. Since this time, other tools have been developed. The reported reliability of most scales was good, but they differed in the extent to which they had been validated. Most of the newer tools measured shared decision making processes using a dyadic approach, assessing both the patient's and the clinician's perspective.<sup>1200</sup>

Other reviews have identified between 11 and 18 tools and scales designed to measure shared decision making. Most focus on patients' preferences for information and participation and patients' views about decisional conflict, self-efficacy and the decision making process.<sup>1201,1202</sup>

---

Other tools to measure communication preferences and the extent of shared decision making have been validated in a number of countries.<sup>1203–1205</sup> These include scales and checklists developed for people with certain conditions such as cancer<sup>1206–1210</sup> and specific demographic traits,<sup>1211</sup> as well as more generic tools designed to measure shared decision making in any healthcare context.<sup>1212–1217</sup>

Decisional conflict occurs when people feel that they do not know what to do, what their options are or where to look for help. In other words, decisional conflict involves personal uncertainty about which option to choose. It can be a measure of shared decision making and involvement because with good quality interactions and care people will feel less decisional conflict. A number of tools have been used to measure this concept.

For instance, a four-item SURE screening test has been used to understand decisional conflict. This covers the extent to which people feel sure of themselves; the extent to which they understand information; risk-benefit ratios; and encouragement. The tool has been validated in large samples, primarily in North America.<sup>1218,1219</sup>

The **Decisional Conflict Scale** is another, longer example. This 16-item tool has been validated in both Western and Eastern countries.<sup>1220,1221</sup> It has also been used to illustrate differences between the perceptions of patients and clinicians following clinical encounters.<sup>1222</sup> This self-administered questionnaire was originally designed to assess decisional conflict in patients but has since been adapted for and tested among health professionals, because decisional conflict as seen by doctors, nurses and other healthcare professionals may be useful in evaluating the quality of shared decision making.

However, it may not be most appropriate to assess the perspectives of the patient and the health professional separately so the scale has been revised to collect information from pairs of patients and professionals.<sup>1223</sup>

Assessment instruments have also been developed to measure regrets about healthcare decision making but a systematic review of 32 articles about the development, validation and implementation of measures of decision regret found that tools are somewhat simplistic and fail to capture decision making concepts robustly.<sup>1224</sup>

## Conclusion

To conclude, Part 2 of this review has summarised common approaches and tools used to measure person-centred care in published empirical literature. It signposts to the range of material available but does not purport to be a practical manual or step-by-step guide to measuring person-centred care. Nor does it contain information about the advantages and limitations of different research techniques more generally.

The overarching message is that no one research method or survey tool is inherently better than another, and that there is a wide range of existing measures for healthcare teams and researchers to try.

---

# Appendix and references

---

## Appendix 1:

# Methodological approach

This appendix outlines the approach used to identify studies for inclusion in the review.

---

### Inclusion criteria

This rapid review focused on readily available empirical research published in the UK and internationally. It was completed over an eight-week period.

To be eligible for inclusion in the review, material had to:

- be empirical research of any methodological design
- be published in a print or online journal between 1 January 2000 and 31 October 2013
- include information about person-centred care or one of its components
- be published in English.

There were no geographic restrictions, but the review excluded opinion pieces, grey literature and sources that did not contain empirical research. A number of organisations may have released manuscripts about person-centred care that were not eligible for inclusion because they were published as grey literature rather than a journal article.

### Search strategy

The Health Foundation was interested in how **any** aspects of person-centred care have been measured so this required a broad set of search terms. Combinations of the following terms and similes were used: person-centred care; patient-centred care; individualised care; person-centred climate scale; personalised care; family-centred care; patient centric; user centred; whole person care; person-focused care; measure; measurement; assessing; survey; instrument; tool; collaborative care; personalised care plans; care planning; health literacy; self-efficacy; self-management; self-care; self-help; self-treatment; self-monitoring; home monitoring; self-medication; support; social support; peer support; mutual support; long-term conditions; chronic care; coping skills; quality of life; behaviour change;

telemedicine; telecare; shared decision making; patient-provider communication; communication; patient empowerment; involvement; patient activation; decision aids; family conferences; decisions; patient-held records; dignity; respect; compassion; friends and family; patient activation measure.

Both UK and US English spelling were used in all searches.

Two reviewers independently searched five bibliographic databases comprising Medline/PubMed; Web of Knowledge; Science Direct; the Cochrane Library; and Google Scholar.

### Selection

Two reviewers independently identified more than 200,000 articles about person-centred care or its components from the database searches. Based on titles and abstracts, these reviewers identified 23,746 of the most relevant studies for full-text review. Overarching themes from all of these studies are summarised in Part 1.

Reasons for articles not being selected for full-text appraisal included not being empirical research (68%) and not incorporating specific information about the measurement of person-centred care or its components (32%).

The review was undertaken using both broad and refined search techniques. The abstracts were screened of all studies mentioning the general concept of person-centred care, patient-centred care, whole-person care, user-centred care, patient-centric care, family-centred care and similar. In other words, the focus was not solely on studies about the measurement of these concepts, but any empirical research that included these terms. This allowed information about the tools used to measure person-centred care to be drawn out, even when the studies were not specifically about measurement issues.

---

A more defined search was used to explore how any subcomponents of person-centred care have been measured. Thus studies about components such as self-management, shared decision making, compassion, dignity and so on were screened only if they focused on the measurement of these concepts. This kept the review very much focused on the issue of ‘how to measure’ subcomponents of person-centred care.

Two reviewers independently read all of the material and categorised articles as being relevant, potentially relevant or not relevant for inclusion as an example in the review. A ‘benefit of the doubt’ approach was used such that articles of borderline relevance were retained for further screening. Discrepancies were resolved via consensus and reference to a third reviewer if required.

No formal quality appraisal process was used because the review did not seek to exclude studies based on methodological design or quality. Systematic reviews, randomised trials and large observational studies were prioritised. Where such studies were not available, other research was included.

## Synthesis

All 23,746 full-text studies were drawn on when considering themes throughout the literature. A total of 921 studies were selected to provide specific examples (see Figure 3 opposite).

Broad findings were extracted using a template. The studies were heterogeneous in terms of their focus, definitions, research design, size and geographic context. Quantitative synthesis was not appropriate and a narrative synthesis was undertaken, grouping the literature according to the type of measurement approach used.

All of the evidence was sourced and compiled systematically, but the review is not a systematic review and does not seek to summarise every study about measuring person-centred care. Instead the aim is to provide examples and draw out overarching themes about the approaches and tools most commonly mentioned in empirical literature.

## Interpreting the findings

When interpreting the findings of this review it is important to bear in mind several caveats.

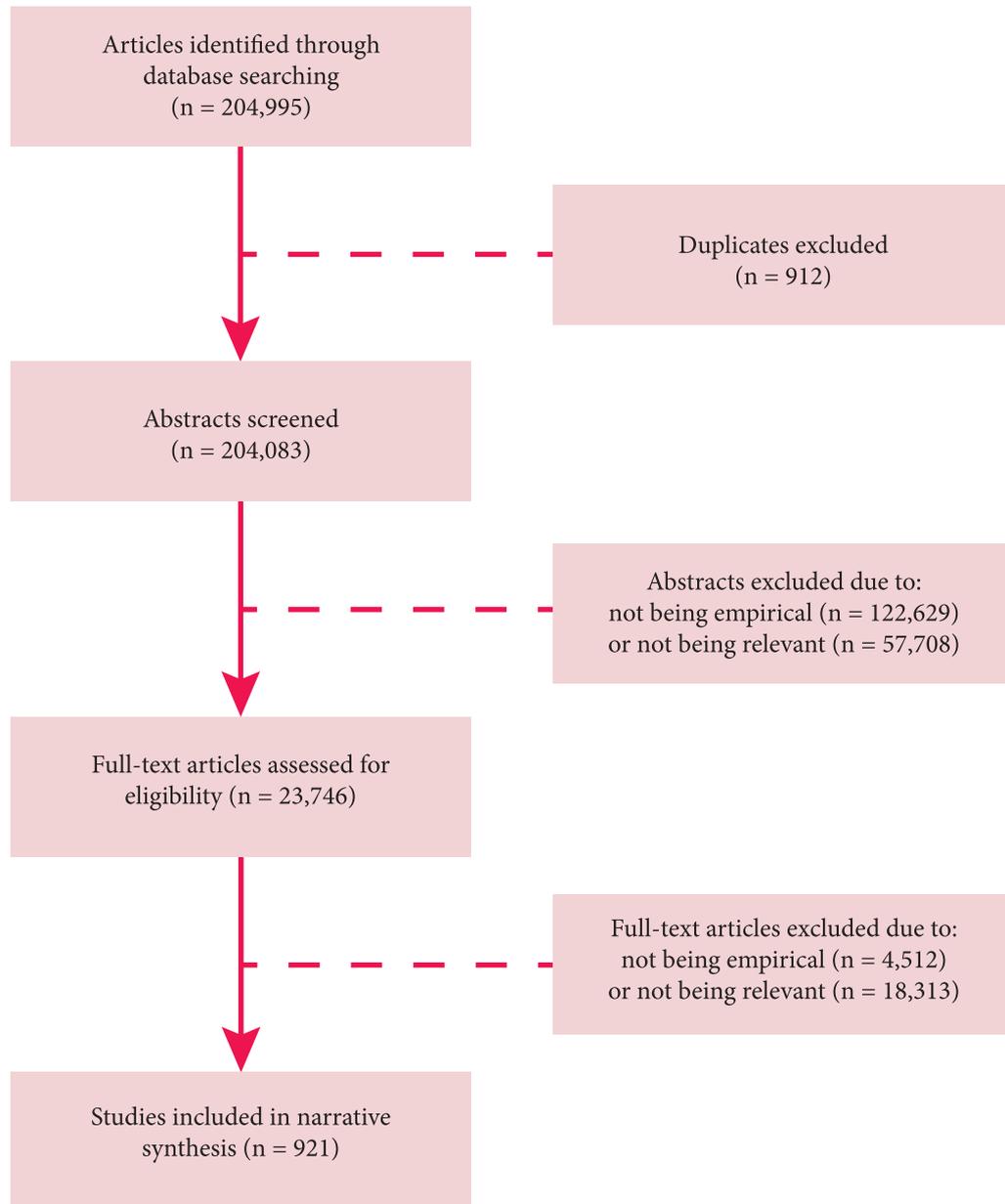
- Firstly, the review is not exhaustive. More than 200,000 articles have been published about aspects of person-centred care. The scan presents examples of

readily available published empirical studies in order to give a flavour of available research, to signpost readers to interesting material and to highlight some of the most commonly mentioned tools.

- There are many descriptions of person-centred care but such descriptions were not eligible for inclusion unless they were based on published empirical research. Grey literature was not included and this means that some examples will have been omitted.
- There may also be approaches being used in practice that are not included because there is little research published about them. If a method or tool is not mentioned this is due to a lack of readily available research rather than any judgement about the relative quality or usefulness of that approach.
- Another important point is that there are relatively few studies providing detail about the tools used. Many studies note that a particular survey was used, for example, without outlining the content of the survey.
- As well as issues with the quantity of evidence included, there are also some caveats about the quality of studies. Many of the studies were conducted in single sites, often outside the UK. They also tended to use simple cross-sectional designs. Some of the observational and interview-based studies had small samples. Just because tools or approaches were commonly mentioned in the literature does not mean that they are of good quality. The review did not seek to appraise the quality of the various approaches used.
- Furthermore, there was an overabundance of studies about surveys. A section of the report is devoted to surveys for this reason, but this does not mean that surveys are being put forward as the most appropriate way to measure person-centred care. On the contrary, the review suggests that triangulation of a wider range of methods would be worthwhile.
- There were few studies comparing different methods for measuring person-centred care, so it is not possible to infer that a certain approach or tool is more or less effective than another.

It is useful to keep these points in mind, but there is a wealth of information about measuring person-centred care and this review is one step towards improving understanding of how this can best be done.

**Figure 3: Selection of material included in the rapid review**



# References

- 1 Morgan S, Yoder LH. A concept analysis of person-centered care. *J Holist Nurs* 2012;30(1):6-15.
- 2 Edvardsson D, Innes A. Measuring person-centered care: a critical comparative review of published tools. *Gerontologist* 2010;50(6):834-846.
- 3 Chaudhury H, Hung L, Badger M. The role of physical environment in supporting person-centered dining in long-term care: a review of the literature. *Am J Alzheimers Dis Other Demen* 2013;28(5):491-500.
- 4 Reimer HD, Keller HH. Mealtimes in nursing homes: striving for person-centered care. *J Nutr Elder* 2009;28(4):327-347.
- 5 Knox L, Douglas JM, Bigby C. Whose decision is it anyway? How clinicians support decision-making participation after acquired brain injury. *Disabil Rehabil* 2013;35(22):1926-1932.
- 6 Olsson LE, Jakobsson Ung E, Swedberg K, Ekman I. Efficacy of person-centred care as an intervention in controlled trials – a systematic review. *J Clin Nurs* 2013;22(3-4):456-465.
- 7 McGilton KS, Heath H, Chu CH, Boström AM, Mueller C, Boscart VM, McKenzie-Green B, Moghabghab R, Bowers B. Moving the agenda forward: a person-centred framework in long-term care. *Int J Older People Nurs* 2012;7(4):303-309.
- 8 van den Pol-Grevelink A, Jukema JS, Smits CH. Person-centred care and job satisfaction of caregivers in nursing homes: a systematic review of the impact of different forms of person-centred care on various dimensions of job satisfaction. *Int J Geriatr Psychiatry* 2012;27(3):219-229.
- 9 Finset A. Research on person-centred clinical care. *J Eval Clin Pract* 2011;17(2):384-386.
- 10 Cloninger CR. Person-centred integrative care. *J Eval Clin Pract* 2011;17(2):371-372.
- 11 Mills I, Frost J, Moles DR, Kay E. Patient-centred care in general dental practice: sound sense or soundbite? *Br Dent J* 2013;215(2):81-85.
- 12 Chen J, Ou L, Hollis SJ. A systematic review of the impact of routine collection of patient reported outcome measures on patients, providers and health organisations in an oncologic setting. *BMC Health Serv Res* 2013;13:211.
- 13 Dwamena F, Holmes-Rovner M, Gaudlen CM, Jorgenson S, Sadigh G, Sikorskii A, Lewin S, Smith RC, Coffey J, Olomu A. Interventions for providers to promote a patient-centred approach in clinical consultations. *Cochrane Database Syst Rev* 2012;12:CD003267.
- 14 Kitson A, Marshall A, Bassett K, Zeitz K. What are the core elements of patient-centred care? A narrative review and synthesis of the literature from health policy, medicine and nursing. *J Adv Nurs* 2013;69(1):4-15.
- 15 Lawrence M, Kinn S. Defining and measuring patient-centred care: an example from a mixed-methods systematic review of the stroke literature. *Health Expect* 2012;15(3):295-326.
- 16 Curtis-Tyler K. Levers and barriers to patient-centred care with children: findings from a synthesis of studies of the experiences of children living with type 1 diabetes or asthma. *Child Care Health Dev* 2011;37(4):540-550.
- 17 Légaré F, Ratté S, Stacey D, Kryworuchko J, Gravel K, Graham ID, Turcotte S. Interventions for improving the adoption of shared decision making by healthcare professionals. *Cochrane Database Syst Rev* 2010;(5):CD006732.
- 18 Birks YF, Watt IS. Emotional intelligence and patient-centred care. *J R Soc Med* 2007;100(8):368-374.
- 19 Macq J, Torfoss T, Getahun H. Patient empowerment in tuberculosis control: reflecting on past documented experiences. *Trop Med Int Health* 2007;12(7):873-885.
- 20 Marshall S, Haywood K, Fitzpatrick R. Impact of patient-reported outcome measures on routine practice: a structured review. *J Eval Clin Pract* 2006;12(5):559-568.
- 21 Say R, Murtagh M, Thomson R. Patients' preference for involvement in medical decision making: a narrative review. *Patient Educ Couns* 2006;60(2):102-114.
- 22 Mead N, Bower P. Patient-centred consultations and outcomes in primary care: a review of the literature. *Patient Educ Couns* 2002;48(1):51-61.
- 23 Lewin SA, Skea ZC, Entwistle V, Zwarenstein M, Dick J. Interventions for providers to promote a patient-centred approach in clinical consultations. *Cochrane Database Syst Rev* 2001;(4):CD003267.
- 24 Mead N, Bower P. Patient-centredness: a conceptual framework and review of the empirical literature. *Soc Sci Med* 2000;51(7):1087-1110.
- 25 Joy SM, Little E, Maruthur NM, Purnell TS, Bridges JF. Patient preferences for the treatment of type 2 diabetes: a scoping review. *Pharmacoeconomics* 2013;31(10):877-892.
- 26 Shankar KN, Bhatia BK, Schuur JD. Toward patient-centered care: a systematic review of older adults' views of quality emergency care. *Ann Emerg Med* (published online September 2013).
- 27 McMillan SS, Kendall E, Sav A, King MA, Whitty JA, Kelly F, Wheeler AJ. Patient-centered approaches to health care: a systematic review of randomized controlled trials. *Med Care Res Rev* (published online July 2013).
- 28 Morrow E, Cotterell P, Robert G, Grocott P, Ross F. Mechanisms can help to use patients' experiences of chronic disease in research and practice: an interpretive synthesis. *J Clin Epidemiol* 2013;66(8):856-864.
- 29 Haggerty JL, Roberge D, Freeman GK, Beaulieu C. Experienced continuity of care when patients see multiple clinicians: a qualitative metasummary. *Ann Fam Med* 2013;11(3):262-271.
- 30 Gucciardi E, Chan VW, Manuel L, Sidani S. A systematic literature review of diabetes self-management education features to improve diabetes education in women of Black African/Caribbean and Hispanic/Latin American ethnicity. *Patient Educ Couns* 2013;92(2):235-245.

- 31 McDermott MS, While AE. Maximizing the healthcare environment: a systematic review exploring the potential of computer technology to promote self-management of chronic illness in healthcare settings. *Patient Educ Couns* 2013;92(1):13-22.
- 32 Levesque JF, Harris MF, Russell G. Patient-centred access to health care: conceptualising access at the interface of health systems and populations. *Int J Equity Health* 2013;12:18.
- 33 Renzaho AM, Romios P, Crock C, Sønderlund AL. The effectiveness of cultural competence programs in ethnic minority patient-centered health care—a systematic review of the literature. *Int J Qual Health Care* 2013;25(3):261-269.
- 34 Laidsaar-Powell RC, Butow PN, Bu S, Charles C, Gafni A, Lam WW, Jansen J, McCaffery KJ, Shepherd HL, Tattersall MH, Juraskova I. Physician-patient-companion communication and decision-making: a systematic review of triadic medical consultations. *Patient Educ Couns* 2013;91(1):3-13.
- 35 Brownie S, Nancarrow S. Effects of person-centered care on residents and staff in aged-care facilities: a systematic review. *Clin Interv Aging* 2013;8:1-10.
- 36 Rathert C, Wyrwich MD, Boren SA. Patient-centered care and outcomes: a systematic review of the literature. *Med Care Res Rev* 2013;70(4):351-379.
- 37 Shields L, Zhou H, Pratt J, Taylor M, Hunter J, Pascoe E. Family-centred care for hospitalised children aged 0-12 years. *Cochrane Database Syst Rev* 2012;10:CD004811.
- 38 Qamar N, Pappalardo AA, Arora VM, Press VG. Patient-centered care and its effect on outcomes in the treatment of asthma. *Patient Relat Outcome Meas* 2011;2:81-109.
- 39 Janssen SM, Lagro-Janssen AL. Physician's gender, communication style, patient preferences and patient satisfaction in gynecology and obstetrics: a systematic review. *Patient Educ Couns* 2012;89(2):221-226.
- 40 Kelly M, Jones S, Wilson V, Lewis P. How children's rights are constructed in family-centred care: a review of the literature. *J Child Health Care* 2012;16(2):190-205.
- 41 Hudon C, Fortin M, Haggerty J, Loignon C, Lambert M, Poitras ME. Patient-centered care in chronic disease management: a thematic analysis of the literature in family medicine. *Patient Educ Couns* 2012;88(2):170-176.
- 42 Wolpin S, Stewart M. A deliberate and rigorous approach to development of patient-centered technologies. *Semin Oncol Nurs* 2011;27(3):183-191.
- 43 Monsivais DB, Engebretson JC. Cultural cues: review of qualitative evidence of patient-centered care in patients with nonmalignant chronic pain. *Rehabil Nurs* 2011;36(4):166-171.
- 44 van den Pol-Grevelink A, Jukema JS, Smits CH. Person-centred care and job satisfaction of caregivers in nursing homes: a systematic review of the impact of different forms of person-centred care on various dimensions of job satisfaction. *Int J Geriatr Psychiatry* 2012;27(3):219-229.
- 45 Rosewilliam S, Roskell CA, Pandyan AD. A systematic review and synthesis of the quantitative and qualitative evidence behind patient-centred goal setting in stroke rehabilitation. *Clin Rehabil* 2011;25(6):501-514.
- 46 Hudon C, Fortin M, Haggerty JL, Lambert M, Poitras ME. Measuring patients' perceptions of patient-centered care: a systematic review of tools for family medicine. *Ann Fam Med* 2011;9(2):155-164.
- 47 Kuhlthau KA, Bloom S, Van Cleave J, Knapp AA, Romm D, Klatka K, Homer CJ, Newacheck PW, Perrin JM. Evidence for family-centered care for children with special health care needs: a systematic review. *Acad Pediatr* 2011;11(2):136-143.
- 48 McCormack LA, Treiman K, Rupert D, Williams-Piehotra P, Nadler E, Arora NK, Lawrence W, Street RL Jr. Measuring patient-centered communication in cancer care: a literature review and the development of a systematic approach. *Soc Sci Med* 2011;72(7):1085-1095.
- 49 Joy SM, Little E, Maruthur NM, Purnell TS, Bridges JF. Patient preferences for the treatment of type 2 diabetes: a scoping review. *Pharmacoeconomics* 2013;31(10):877-892.
- 50 Skelton JA, Irby MB, Geiger AM. A systematic review of satisfaction and pediatric obesity treatment: new avenues for addressing attrition. *J Healthc Qual* (published online February 2013).
- 51 Uijen AA, Heinst CW, Schellevis FG, van den Bosch WJ, van de Laar FA, Terwee CB, Schers HJ. Measurement properties of questionnaires measuring continuity of care: a systematic review. *PLoS One* 2012;7(7):e42256.
- 52 Sepucha K, Ozanne EM. How to define and measure concordance between patients' preferences and medical treatments: A systematic review of approaches and recommendations for standardization. *Patient Educ Couns* 2010;78(1):12-23.
- 53 Suhonen R, Välimäki M, Leino-Kilpi H. The driving and restraining forces that promote and impede the implementation of individualised nursing care: a literature review. *Int J Nurs Stud* 2009;46(12):1637-1649.
- 54 Suhonen R, Välimäki M, Leino-Kilpi H. 'Individualised care' from patients', nurses' and relatives' perspective – a review of the literature. *Int J Nurs Stud* 2002;39(6):645-654.
- 55 Foster M, Whitehead L, Maybee P. Parents' and health professionals' perceptions of family centred care for children in hospital, in developed and developing countries: a review of the literature. *Int J Nurs Stud* 2010;47(9):1184-1193.
- 56 Shields L, Pratt J, Hunter J. Family centred care: a review of qualitative studies. *J Clin Nurs* 2006;15(10):1317-1323.
- 57 Irlam LK, Bruce JC. Family-centred care in paediatric and neonatal nursing - a literature review. *Curatationis* 2002;25(3):28-34.
- 58 Foster MJ, Whitehead L, Maybee P, Cullens V. The Parents', Hospitalized Child's, and Health Care Providers' Perception and Experiences of Family Centered Care Within a Pediatric Critical Care Setting: A Metasynthesis of Qualitative Research. *J Fam Nurs* (published online July 2013).
- 59 Kuhlthau KA, Bloom S, Van Cleave J, Knapp AA, Romm D, Klatka K, Homer CJ, Newacheck PW, Perrin JM. Evidence for family-centered care for children with special health care needs: a systematic review. *Acad Pediatr* 2011;11(2):136-143.
- 60 Latour JM, Hazelzet JA, van der Heijden AJ. Parent satisfaction in pediatric intensive care: a critical appraisal of the literature. *Pediatr Crit Care Med* 2005;6(5):578-584.
- 61 Boger EJ, Demain S, Latter S. Self-management: a systematic review of outcome measures adopted in self-management interventions for stroke. *Disabil Rehabil* 2013;35(17):1415-1428.
- 62 Babinec PM, Rock MJ, Lorenzetti DL, Johnson JA. Do researchers use pharmacists' communication as an outcome measure? A scoping review of pharmacist involvement in diabetes care. *Int J Pharm Pract* 2010;18(4):183-193.
- 63 Grunfeld E, Folkes A, Urquhart R. Do available questionnaires measure the communication factors that patients and families consider important at end of life? *J Clin Oncol* 2008;26(23):3874-3878.
- 64 Ozawa S, Sripad P. How do you measure trust in the health system? A systematic review of the literature. *Soc Sci Med* 2013;91:10-14.
- 65 Joseph-Williams N, Edwards A, Elwyn G. The importance and complexity of regret in the measurement of 'good' decisions: a systematic review and a content analysis of existing assessment instruments. *Health Expect* 2011;14(1):59-83.
- 66 Robinson JH, Callister LC, Berry JA, Dearing KA. Patient-centered care and adherence: definitions and applications to improve outcomes. *J Am Acad Nurse Pract* 2008;20(12):600-607.
- 67 Kryworuchko J, Stacey D, Bennett C, Graham ID. Appraisal of primary outcome measures used in trials of patient decision support. *Patient Educ Couns* 2008;73(3):497-503.
- 68 Elwyn G, Edwards A, Mowle S, Wensing M, Wilkinson C, Kinnersley P, Grol R. Measuring the involvement of patients in shared decision-making: a systematic review of instruments. *Patient Educ Couns* 2001;43(1):5-22.

- 69 Lelorain S, Brédart A, Dolbeault S, Sultan S. A systematic review of the associations between empathy measures and patient outcomes in cancer care. *Psychooncology* 2012;21(12):1255-1264.
- 70 Yu J, Kirk M. Evaluation of empathy measurement tools in nursing: systematic review. *J Adv Nurs* 2009;65(9):1790-1806.
- 71 Yu J, Kirk M. Measurement of empathy in nursing research: systematic review. *J Adv Nurs* 2008;64(5):440-454.
- 72 Hemmerdinger JM, Stoddart SD, Lilford RJ. A systematic review of tests of empathy in medicine. *BMC Med Educ* 2007;7:24.
- 73 [www.health.org.uk/areas-of-work/topics/person-centred-care/person-centred-care/](http://www.health.org.uk/areas-of-work/topics/person-centred-care/person-centred-care/)
- 74 Sepucha K, Uzogarra B, O'Connor M. Developing instruments to measure the quality of decisions: early results for a set of symptom-driven decisions. *Patient Educ Counsel* 2008;73(3):504-510.
- 75 [www.ihl.org/IHI/Topics/PatientCenteredCare/PatientCenteredCareGeneral/](http://www.ihl.org/IHI/Topics/PatientCenteredCare/PatientCenteredCareGeneral/)
- 76 Gill PS. Patient Engagement: An investigation at a primary care clinic. *Int J Gen Med* 2013;6:85-98.
- 77 Department of Health. *Equity and Excellence: Liberating the NHS*. London: Stationery Office, 2010.
- 78 Coulter A, Collins A. *Making shared decision-making a reality. No decision about me, without me*. London: King's Fund, 2011.
- 79 World Health Organisation. *Innovative Care for Chronic Conditions. Building Blocks for Action*. Geneva: WHO, 2002.
- 80 Department of Health. *Equity and Excellence: Liberating the NHS*. London: Stationery Office, 2010.
- 81 [www.health.org.uk/publications/evidence-helping-people-help-themselves/](http://www.health.org.uk/publications/evidence-helping-people-help-themselves/)
- 82 [www.health.org.uk/publications/helping-people-share-decision-making](http://www.health.org.uk/publications/helping-people-share-decision-making)
- 83 [www.health.org.uk/publications/measuring-patient-experience/](http://www.health.org.uk/publications/measuring-patient-experience/)
- 84 [www.gov.uk/government/publications/health-and-social-care-act-2012-fact-sheets](http://www.gov.uk/government/publications/health-and-social-care-act-2012-fact-sheets)
- 85 Department of Health. *Equity and Excellence: Liberating the NHS*. London: Stationery Office, 2010.
- 86 [www.scotland.gov.uk/Resource/Doc/275476/0082608.pdf](http://www.scotland.gov.uk/Resource/Doc/275476/0082608.pdf)
- 87 [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_115175](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_115175)
- 88 Department of Health. *Equity and Excellence: Liberating the NHS*. London: Stationery Office, 2010.
- 89 Coulter A, Collins A. *Making shared decision-making a reality. No decision about me, without me*. London: King's Fund, 2011.
- 90 Tritter JQ, Koivusalo M. Undermining patient and public engagement and limiting its impact: the consequences of the Health and Social Care Act 2012 on collective patient and public involvement. *Health Expect* 2013;16(2):115-118.
- 91 Ashby ME, Dowding C. Hospice care and patients' pain: communication between patients, relatives, nurses and doctors. *Int J Pall Care Nurs* 2001; 7(2):58.
- 92 Dowsett SM, Saul JL, Butow PN, Dunn SM, Boyer MJ, Findlow R, Dunsmore J. Communication styles in the cancer consultation: preferences for a patient-centred approach. *Psychooncology* 2000; 9(2):147-156.
- 93 Kwan J, Sandercock P. In hospital care pathways for stroke. *Coch Database Sys Rev* 2004;4.
- 94 Simces Z. *Exploring the link between public involvement/citizen engagement and quality health care. A review and analysis of the current literature*. Ottawa: Health Canada, 2003.
- 95 US Institute of Medicine. *Crossing The Quality Chasm: A New Health System For The 21st Century*. Washington DC: National Academy Press, 2001.
- 96 Tzelepis F, Rose SK, Sanson-Fisher RW, Clinton-McHarg T, Carey ML, Paul CL. Are we missing the Institute of Medicine's mark? A systematic review of patient-reported outcome measures assessing quality of patient-centred cancer care. *BMC Cancer* 2014;14(1):41.
- 97 Redrup Publications. *Introducing Person-Centred Care Approaches*. Redrup Publications, undated.
- 98 Cheston R. Psychotherapeutic work with people with dementia: a review of the literature. *Br J Med Psychol* 1998;71 ( Pt 3):211-231.
- 99 Martin GW, Younger D. Person-centred care for people with dementia: a quality audit approach. *J Psychiatr Ment Health Nurs* 2001;8(5):443-448.
- 100 Williams B, Cattell D, Greenwood M, LeFevre S, Murray I, Thomas P. Exploring 'person-centredness': user perspectives on a model of social psychiatry. *Health Soc Care Community* 1999;7(6):475-482.
- 101 Chung K. Brief social work intervention in the hospice setting: person-centred work and crisis intervention synthesized and distilled. *Palliat Med* 1993;7(1):59-62.
- 102 Jacques I, Innes A. Who cares about care assistant work? *J Dementia Care* 1998;November:33-37.
- 103 [www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Documents/2013/handbook-to-the-nhs-constitution.pdf](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Documents/2013/handbook-to-the-nhs-constitution.pdf)
- 104 [www.health.org.uk/publications/personal-health-budgets/](http://www.health.org.uk/publications/personal-health-budgets/)
- 105 [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080680](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080680)
- 106 Wise J. Shared decision making must move from rhetoric to reality, says King's Fund. *BMJ* 2011;343:d4734.
- 107 Coulter A, Collins A. *Making shared decision-making a reality. No decision about me, without me*. London: King's Fund, 2011.
- 108 [www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_117353](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_117353)
- 109 [www.dh.gov.uk/en/Healthcare/Qualityandproductivity/index.htm](http://www.dh.gov.uk/en/Healthcare/Qualityandproductivity/index.htm)
- 110 Olsson LE, Jakobsson Ung E, Swedberg K, Ekman I. Efficacy of person-centred care as an intervention in controlled trials – a systematic review. *J Clin Nurs* 2013;22(3-4):456-465.
- 111 McMillan SS, Kendall E, Sav A, King MA, Whitty JA, Kelly F, Wheeler AJ. Patient-centered approaches to health care: a systematic review of randomized controlled trials. *Med Care Res Rev* (published online July 2013).
- 112 Mead N, Bower P. Patient-centred consultations and outcomes in primary care: a review of the literature. *Patient Educ Couns* 2002;48(1):51-61.
- 113 Lewin SA, Skea ZC, Entwistle V, Zwarenstein M, Dick J. Interventions for providers to promote a patient-centred approach in clinical consultations. *Cochrane Database Syst Rev* 2001;(4):CD003267.
- 114 van den Pol-Grevelink A, Jukema JS, Smits CH. Person-centred care and job satisfaction of caregivers in nursing homes: a systematic review of the impact of different forms of person-centred care on various dimensions of job satisfaction. *Int J Geriatr Psychiatry* 2012;27(3):219-229.
- 115 Dwamena F, Holmes-Rovner M, Gaulden CM, Jorgenson S, Sadigh G, Sikorskii A, Lewin S, Smith RC, Coffey J, Olomu A. Interventions for providers to promote a patient-centred approach in clinical consultations. *Cochrane Database Syst Rev* 2012;12:CD003267.
- 116 McCance T, McCormack B, Dewing J. An exploration of person-centredness in practice. *Online J Issues Nurs* 2011;16(2):1.
- 117 Doyle PJ, Rubinstein RL. Person-centered dementia care and the cultural matrix of othering. *Gerontologist* (published online August 2013).
- 118 Doyle PJ, Rubinstein RL. Person-centered dementia care and the cultural matrix of othering. *Gerontologist* (published online August 2013).
- 119 Jormfeldt H, Brunt DA, Rask M, Bengtsson A, Svedberg P. Staff's experiences of a person-centered health education group intervention for people with a persistent mental illness. *Issues Ment Health Nurs* 2013;34(7):488-496.
- 120 Halek M, Dichter MN, Quasdorf T, Riesner C, Bartholomeyczik S. The effects of dementia care mapping on nursing home residents' quality of life and staff attitudes: design of the quasi-experimental study Leben-QD II. *BMC Geriatr* 2013;13:53.

- 121 Chaudhury H, Hung L, Badger M. The role of physical environment in supporting person-centered dining in long-term care: a review of the literature. *Am J Alzheimers Dis Other Demen* 2013;28(5):491-500.
- 122 Zhong XB, Lou VW. Person-centered care in Chinese residential care facilities: a preliminary measure. *Aging Ment Health* (published online May 2013).
- 123 Brownie S, Nancarrow S. Effects of person-centered care on residents and staff in aged-care facilities: a systematic review. *Clin Interv Aging* 2013;8:1-10.
- 124 Terada S, Oshima E, Yokota O, Ikeda C, Nagao S, Takeda N, Sasaki K, Uchitomi Y. Person-centered care and quality of life of patients with dementia in long-term care facilities. *Psychiatry Res* 2013;205(1-2):103-108.
- 125 Tondora J, O'Connell M, Miller R, Dinzeo T, Bellamy C, Andres-Hyman R, Davidson L. A clinical trial of peer-based culturally responsive person-centered care for psychosis for African Americans and Latinos. *Clin Trials* 2010;7(4):368-379.
- 126 Reimer HD, Keller HH. Mealtimes in nursing homes: striving for person-centered care. *J Nutr Elder* 2009;28(4):327-347.
- 127 Leutz W, Bishop CE, Dodson L. Role for a labor-management partnership in nursing home person-centered care. *Gerontologist* 2010;50(3):340-351.
- 128 Crandall LG, White DL, Schuldheis S, Talerico KA. Initiating person-centered care practices in long-term care facilities. *J Gerontol Nurs* 2007;33(11):47-56.
- 129 Tellis-Nayak V. A person-centered workplace: the foundation for person-centered caregiving in long-term care. *J Am Med Dir Assoc* 2007;8(1):46-54.
- 130 Beckett P, Field J, Molloy L, Yu N, Holmes D, Pile E. Practice what you preach: developing person-centred culture in inpatient mental health settings through strengths-based, transformational leadership. *Issues Ment Health Nurs* 2013;34(8):595-601.
- 131 Broderick MC, Coffey A. Person-centred care in nursing documentation. *Int J Older People Nurs* (published online December 2012).
- 132 McIntosh CJ, Westbrook J, Sheldrick R, Surr C, Hare DJ. The feasibility of Dementia Care Mapping (DCM) on a neurorehabilitation ward. *Neuropsychol Rehabil* 2012;22(6):920-941.
- 133 van de Ven G, Draskovic I, Adang EM, Donders RA, Post A, Zuidema SU, Koopmans RT, Vernooij-Dassen MJ. Improving person-centred care in nursing homes through dementia-care mapping: design of a cluster-randomised controlled trial. *BMC Geriatr* 2012;12:1.
- 134 Chenoweth L, King MT, Jeon YH, Brodaty H, Stein-Parbury J, Norman R, Haas M, Luscombe G. Caring for Aged Dementia Care Resident Study (CADRES) of person-centred care, dementia-care mapping, and usual care in dementia: a cluster-randomised trial. *Lancet Neurol* 2009;8(4):317-325.
- 135 Røsvik J, Kirkevold M, Engedal K, Brooker D, Kirkevold Ø. A model for using the VIPS framework for person-centred care for persons with dementia in nursing homes: a qualitative evaluative study. *Int J Older People Nurs* 2011;6(3):227-236.
- 136 Morgan S, Yoder LH. A concept analysis of person-centered care. *J Holist Nurs* 2012;30(1):6-15.
- 137 Howarth M, Warne T, Haigh C. 'Let's stick together' – a grounded theory exploration of interprofessional working used to provide person centered chronic back pain services. *J Interprof Care* 2012;26(6):491-496.
- 138 Berg M, Adolfsson A, Ranerup A, Sparud-Lundin C. Person-centered Web support to women with type 1 diabetes in pregnancy and early motherhood – the development process. *Diabetes Technol Ther* 2013;15(1):20-25.
- 139 King SP, O'Brien CJ, Edelman P, Fazio S. Evaluation of the person-centered care essentials program: importance of trainers in achieving targeted outcomes. *Gerontol Geriatr Educ* 2011;32(4):379-395.
- 140 DiLollo A, Favreau C. Person-centered care and speech and language therapy. *Semin Speech Lang* 2010;31(2):90-97.
- 141 Ursel KL, Aquino-Russell CE. Illuminating person-centered care with Parse's teaching-learning model. *Nurs Sci Q* 2010;23(2):118-123.
- 142 Tanenbaum SJ. What is patient-centered care? a typology of models and missions. *Health Care Anal* (published online June 2013).
- 143 Stelfox HT, Boyd JM, Straus SE, Gagliardi AR. Developing a patient and family-centred approach for measuring the quality of injury care: a study protocol. *BMC Health Serv Res* 2013;13:31.
- 144 Livingston JD, Nijdam-Jones A, Brink J. A tale of two cultures: examining patient-centered care in a forensic mental health hospital. *J Forens Psychiatry Psychol* 2012;23(3):345-360.
- 145 Hearld LR, Alexander JA. Patient-centered care and emergency department utilization: a path analysis of the mediating effects of care coordination and delays in care. *Med Care Res Rev* 2012;69(5):560-580.
- 146 Hesson AM, Sarinopoulos I, Frankel RM, Smith RC. A linguistic study of patient-centered interviewing: emergent interactional effects. *Patient Educ Couns* 2012;88(3):373-380.
- 147 Huba N, Zhang Y. Designing patient-centered personal health records (PHRs): health care professionals' perspective on patient-generated data. *J Med Syst* 2012;36(6):3893-3905.
- 148 Quinn MT, Gunter KE, Nocon RS, Lewis SE, Vable AM, Tang H, Park SY, Casalino LP, Huang ES, Birnberg J, Burnet DL, Summerfelt WT, Chin MH. Undergoing transformation to the patient centered medical home in safety net health centers: perspectives from the front lines. *Ethn Dis* 2013;23(3):356-362.
- 149 Berry CA, Mijanovich T, Albert S, Winther CH, Paul MM, Ryan MS, McCullough C, Shih SC. Patient-centered medical home among small urban practices serving low-income and disadvantaged patients. *Ann Fam Med* 2013;11 Suppl 1:S82-89.
- 150 Alexander JA, Paustian M, Wise CG, Green LA, Fettes MD, Mason M, El Reda DK. Assessment and measurement of patient-centered medical home implementation: the BCBSM experience. *Ann Fam Med* 2013;11(Suppl 1):S74-81.
- 151 Calman NS, Hauser D, Weiss L, Waltermauer E, Molina-Ortiz E, Chantarat T, Bozack A. Becoming a patient-centered medical home: a 9-year transition for a network of Federally Qualified Health Centers. *Ann Fam Med* 2013;11(Suppl 1):S68-73.
- 152 Scholle SH, Asche SE, Morton S, Solberg LI, Tirodkar MA, Jaén CR. Support and strategies for change among small patient-centered medical home practices. *Ann Fam Med* 2013;11(Suppl 1):S6-13.
- 153 Driscoll DL, Hiratsuka V, Johnston JM, Norman S, Reilly KM, Shaw J, Smith J, Szafran QN, Dillard D. Process and outcomes of patient-centered medical care with Alaska Native people at Southcentral Foundation. *Ann Fam Med* 2013;11(Suppl 1):S41-49.
- 154 Dohan D, McCuiston MH, Frosh DL, Hung DY, Tai-Seale M. Recognition as a patient-centered medical home: fundamental or incidental? *Ann Fam Med* 2013;11(Suppl 1):S14-18.
- 155 Werner RM, Duggan M, Duey K, Zhu J, Stuart EA. The patient-centered medical home: an evaluation of a single private payer demonstration in New Jersey. *Med Care* 2013;51(6):487-493.
- 156 Dorrance KA, Ramchandani S, LaRochelle J, Mael F, Lynch S, Grundy P. Protecting the culture of a patient-centered medical home. *Mil Med* 2013;178(2):153-158.
- 157 Hudak RP, Julian R, Kugler J, Dorrance K, Lynch S, Dinneen M, Evans P, Kosmatka T, Padden M, Reeves M. The patient-centered medical home: a case study in transforming the military health system. *Mil Med* 2013;178(2):146-152.
- 158 Savage AI, Lauby T, Burkard JF. Examining selected patient outcomes and staff satisfaction in a primary care clinic at a military treatment facility after implementation of the patient-centered medical home. *Mil Med* 2013;178(2):128-134.
- 159 Maeng DD, Davis DE, Tomcavage J, Graf TR, Procopio KM. Improving patient experience by transforming primary care: evidence from Geisinger's patient-centered medical homes. *Popul Health Manag* 2013;16(3):157-163.

- 160 Han E, Hudson Scholle S, Morton S, Bechtel C, Kessler R. Survey shows that fewer than a third of patient-centered medical home practices engage patients in quality improvement. *Health Aff* 2013;32(2):368-375.
- 161 True G, Butler AE, Lamparska BG, Lempa ML, Shea JA, Asch DA, Werner RM. Open access in the patient-centered medical home: lessons from the Veterans Health Administration. *J Gen Intern Med* 2013;28(4):539-545.
- 162 Aysola J, Bitton A, Zaslavsky AM, Ayanian JZ. Quality and equity of primary care with patient-centered medical homes: results from a national survey. *Med Care* 2013;51(1):68-77.
- 163 Bitton A, Schwartz GR, Stewart EE, Henderson DE, Keohane CA, Bates DW, Schiff GD. Off the hamster wheel? Qualitative evaluation of a payment-linked patient-centered medical home (PCMH) pilot. *Milbank Q* 2012;90(3):484-515.
- 164 Martsolf GR, Alexander JA, Shi Y, Casalino LP, Rittenhouse DR, Scanlon DP, Shortell SM. The patient-centered medical home and patient experience. *Health Serv Res* 2012;47(6):2273-2295.
- 165 Wexler RK, King DE, Andrews M. Patient opinion regarding patient-centered medical home fundamentals. *South Med J* 2012;105(4):238-241.
- 166 Fishman PA, Johnson EA, Coleman K, Larson EB, Hsu C, Ross TR, Liss D, Tufano J, Reid RJ. Impact on seniors of the patient-centered medical home: evidence from a pilot study. *Gerontologist* 2012;52(5):703-711.
- 167 Gray BM, Weng W, Holmboe ES. An assessment of patient-based and practice infrastructure-based measures of the patient-centered medical home: do we need to ask the patient? *Health Serv Res* 2012;47(1 Pt 1):4-21.
- 168 Evans L, Whitham JA, Trotter DR, Filtz KR. An evaluation of family medicine residents' attitudes before and after a PCMH innovation for patients with chronic pain. *Fam Med* 2011;43(10):702-711.
- 169 Shields L, Zhou H, Pratt J, Taylor M, Hunter J, Pascoe E. Family-centred care for hospitalised children aged 0-12 years. *Cochrane Database Syst Rev* 2012;10:CD004811.
- 170 Trajkovski S, Schmied V, Vickers M, Jackson D. Neonatal nurses' perspectives of family-centred care: a qualitative study. *J Clin Nurs* 2012;21(17-18):2477-2487.
- 171 Coker TR, Shaikh Y, Chung PJ. Parent-reported quality of preventive care for children at-risk for developmental delay. *Acad Pediatr* 2012;12(5):384-390.
- 172 Kelly M, Jones S, Wilson V, Lewis P. How children's rights are constructed in family-centred care: a review of the literature. *J Child Health Care* 2012;16(2):190-205.
- 173 Watt L, Dix D, Gulati S, Sung L, Klaassen RJ, Shaw NT, Klassen AF. Family-centred care: a qualitative study of Chinese and South Asian immigrant parents' experiences of care in paediatric oncology. *Child Care Health Dev* 2013;39(2):185-193.
- 174 Rappaport DI, Ketterer TA, Nilforoshan V, Sharif I. Family-centered rounds: views of families, nurses, trainees, and attending physicians. *Clin Pediatr* 2012;51(3):260-266.
- 175 Halfon N, Stevens GD, Larson K, Olson LM. Duration of a well-child visit: association with content, family-centeredness, and satisfaction. *Pediatrics* 2011;128(4):657-664.
- 176 Coyne I, O'Neill C, Murphy M, Costello T, O'Shea R. What does family-centred care mean to nurses and how do they think it could be enhanced in practice. *J Adv Nurs* 2011;67(12):2561-2573.
- 177 Kuhlthau KA, Bloom S, Van Cleave J, Knapp AA, Romm D, Klatka K, Homer CJ, Newacheck PW, Perrin JM. Evidence for family-centered care for children with special health care needs: a systematic review. *Acad Pediatr* 2011;11(2):136-143.
- 178 Gramling L, Hickman K, Bennett S. What makes a good family-centered partnership between women and their practitioners? A qualitative study. *Birth* 2004;31(1):43-48.
- 179 Coyne I. Families and health-care professionals' perspectives and expectations of family-centred care: hidden expectations and unclear roles. *Health Expect* (published online June 2013).
- 180 Trajkovski S, Schmied V, Vickers M, Jackson D. Neonatal nurses' perspectives of family-centred care: a qualitative study. *J Clin Nurs* 2012;21(17-18):2477-2487.
- 181 Roets L, Rowe-Rowe N, Nel R. Family-centred care in the paediatric intensive care unit. *J Nurs Manag* 2012;20(5):624-630.
- 182 Soury-Lavergne A, Hauchard I, Dray S, Baillet ML, Bertholet E, Clabault K et al. Survey of caregiver opinions on the practicalities of family-centred care in intensive care units. *J Clin Nurs* 2012;21(7-8):1060-1067.
- 183 Watt L, Dix D, Gulati S, Sung L, Klaassen RJ, Shaw NT, Klassen AF. Family-centred care: a qualitative study of Chinese and South Asian immigrant parents' experiences of care in paediatric oncology. *Child Care Health Dev* 2013;39(2):185-193.
- 184 Pritchard Kennedy A. Systematic ethnography of school-age children with bleeding disorders and other chronic illnesses: exploring children's perceptions of partnership roles in family-centred care of their chronic illness. *Child Care Health Dev* 2012;38(6):863-869.
- 185 Foster M, Whitehead L, Maybee P. Parents' and health professionals' perceptions of family centred care for children in hospital, in developed and developing countries: a review of the literature. *Int J Nurs Stud* 2010;47(9):1184-1193.
- 186 Mitchell ML, Chaboyer W. Family Centred Care – a way to connect patients, families and nurses in critical care: a qualitative study using telephone interviews. *Intensive Crit Care Nurs* 2010;26(3):154-160.
- 187 Hughes M. Parents' and nurses' attitudes to family-centred care: an Irish perspective. *J Clin Nurs* 2007;16(12):2341-2348.
- 188 Paliadelis P, Cruickshank M, Wainohu D, Winskill R, Stevens H. Implementing family-centred care: an exploration of the beliefs and practices of paediatric nurses. *Aust J Adv Nurs* 2005;23(1):31-36.
- 189 MacKean GL, Thurston WE, Scott CM. Bridging the divide between families and health professionals' perspectives on family-centred care. *Health Expect* 2005;8(1):74-85.
- 190 Irlam LK, Bruce JC. Family-centred care in paediatric and neonatal nursing - a literature review. *Curationis* 2002;25(3):28-34.
- 191 Foster MJ, Whitehead L, Maybee P, Cullens V. The parents', hospitalized child's, and health care providers' perception and experiences of family centered care within a pediatric critical care setting: a metasynthesis of qualitative research. *J Fam Nurs* (published online July 2013).
- 192 Kuhlthau KA, Bloom S, Van Cleave J, Knapp AA, Romm D, Klatka K et al. Evidence for family-centered care for children with special health care needs: a systematic review. *Acad Pediatr* 2011;11(2):136-143.
- 193 Vandijck DM, Labeau SO, Geerinckx CE, De Puydt E, Bolders AC, Claes B, Blot SI. An evaluation of family-centered care services and organization of visiting policies in Belgian intensive care units: a multicenter survey. *Heart Lung* 2010;39(2):137-146.
- 194 Lopez RP, Mazor KM, Mitchell SL, Givens JL. What is family-centered care for nursing home residents with advanced dementia? *Am J Alzheimers Dis Other Demen* (published online October 2013).
- 195 Vernooij-Dassen M, Joling K, van Hout H, Mittelman MS. The process of family-centered counseling for caregivers of persons with dementia: barriers, facilitators and
- 196 Krishna LK, Alsuwaigh R, Miti PT, Wei SS, Ling KH, Manoharan D. The influence of the family in conceptions of personhood in the palliative care setting in Singapore and its influence upon decision making. *Am J Hosp Palliat Care* (published online August 2013).
- 197 Behruzi R, Hatem M, Goulet L, Fraser W. The facilitating factors and barriers encountered in the adoption of a humanized birth care approach in a highly specialized university affiliated hospital. *BMC Womens Health* 2011;11:53.
- 198 Suhonen R, Alikleemola P, Katajisto J, Leino-Kilpi H. Nurses' assessments of individualised care in long-term care institutions. *J Clin Nurs* 2012;21(7-8):1178-1188.

- 199 Suhonen R, Efstathiou G, Tsangari H, Jarosova D, Leino-Kilpi H, Patiraki E, Karlou C, Balogh Z, Papastavrou E. Patients' and nurses' perceptions of individualised care: an international comparative study. *J Clin Nurs* 2012;21(7-8):1155-1167.
- 200 Suhonen R, Välimäki M, Leino-Kilpi H. The driving and restraining forces that promote and impede the implementation of individualised nursing care: a literature review. *Int J Nurs Stud* 2009;46(12):1637-1649.
- 201 Suhonen R, Välimäki M, Leino-Kilpi H. 'Individualised care' from patients', nurses' and relatives' perspective – a review of the literature. *Int J Nurs Stud* 2002;39(6):645-654.
- 202 Caspar S, Cooke HA, O'Rourke N, Macdonald SW. Influence of individual and contextual characteristics on the provision of individualized care in long-term care facilities. *Gerontologist* 2013;53(5):790-800.
- 203 Radwin LE, Alster K. Individualized nursing care: an empirically generated definition. *Int Nurs Rev* 2002;49(1):54-63.
- 204 Curry L, Porter M, Michalski M, Gruman C. Individualized care: perceptions of certified nurse's aides. *J Gerontol Nurs* 2000;26(7):45-51.
- 205 Wolpin S, Stewart M. A deliberate and rigorous approach to development of patient-centered technologies. *Semin Oncol Nurs* 2011;27(3):183-191.
- 206 Bright FA, Boland P, Rutherford SJ, Kayes NM, McPherson KM. Implementing a client-centred approach in rehabilitation: an autoethnography. *Disabil Rehabil* 2012;34(12):997-1004.
- 207 Joseph ML, Laughon D, Bogue RJ. An examination of the sustainable adoption of whole-person care (WPC). *J Nurs Manag* 2011;19(8):989-997.
- 208 van Dulmen SA, Lukersmith S, Muxlow J, Santa Mina E, Nijhuis-van der Sanden MW, van der Wees PJ. Supporting a person-centred approach in clinical guidelines. A position paper of the Allied Health Community - Guidelines International Network (G-I-N). *Health Expect* (published online October 2013).
- 209 McGilton KS, Heath H, Chu CH, Boström AM, Mueller C, Boscart VM et al. Moving the agenda forward: a person-centred framework in long-term care. *Int J Older People Nurs* 2012;7(4):303-309.
- 210 Nandini V, Sridhar C, Usharani M, Kumar JP, Salins N. Incorporating person centred care principles into an ongoing comprehensive cancer management program: an experiential account. *Indian J Palliat Care* 2011;17(Suppl):S61-67.
- 211 Cloninger CR. Person-centred integrative care. *J Eval Clin Pract* 2011;17(2):371-372.
- 212 Edvardsson D, Fetherstonhaugh D, Nay R. Promoting a continuation of self and normality: person-centred care as described by people with dementia, their family members and aged care staff. *J Clin Nurs* 2010;19(17-18):2611-2618.
- 213 Kitson A, Marshall A, Bassett K, Zeitz K. What are the core elements of patient-centred care? A narrative review and synthesis of the literature from health policy, medicine and nursing. *J Adv Nurs* 2013;69(1):4-15.
- 214 Hudon C, Fortin M, Haggerty J, Loignon C, Lambert M, Poitras ME. Patient-centered care in chronic disease management: a thematic analysis of the literature in family medicine. *Patient Educ Couns* 2012;88(2):170-176.
- 215 Curtis-Tyler K. Levers and barriers to patient-centred care with children: findings from a synthesis of studies of the experiences of children living with type 1 diabetes or asthma. *Child Care Health Dev* 2011;37(4):540-550.
- 216 Rathert C, Williams ES, McCaughey D, Ishqaidif G. Patient perceptions of patient-centred care: empirical test of a theoretical model. *Health Expect* (published online November 2012).
- 217 Ouwens M, Hermens R, Hulscher M, Vonk-Okhuijsen S, Tjan-Heijnen V, Termeer R, Marres H, Wollersheim H, Grol R. Development of indicators for patient-centred cancer care. *Support Care Cancer* 2010;18(1):121-130.
- 218 Kvåle K, Bondevik M. What is important for patient centred care? A qualitative study about the perceptions of patients with cancer. *Scand J Caring Sci* 2008;22(4):582-589.
- 219 Lamiani G, Meyer EC, Rider EA, Browning DM, Vegni E, Mauri E, Moja EA, Truog RD. Assumptions and blind spots in patient-centredness: action research between American and Italian health care professionals. *Med Educ* 2008;42(7):712-720.
- 220 Moore M. What does patient-centred communication mean in Nepal? *Med Educ* 2008;42(1):18-26.
- 221 Birks YF, Watt IS. Emotional intelligence and patient-centred care. *J R Soc Med* 2007;100(8):368-374.
- 222 Macq J, Torfoss T, Getahun H. Patient empowerment in tuberculosis control: reflecting on past documented experiences. *Trop Med Int Health* 2007;12(7):873-885.
- 223 Haggerty JL, Roberge D, Freeman GK, Beaulieu C. Experienced continuity of care when patients see multiple clinicians: a qualitative metasummary. *Ann Fam Med* 2013;11(3):262-271.
- 224 Lusk JM, Fater K. A concept analysis of patient-centered care. *Nurs Forum* 2013;48(2):89-98.
- 225 McCusker J, Yaffe M, Sussman T, Kates N, Mulvale G, Jayabarathan A et al. Developing an evaluation framework for consumer-centred collaborative care of depression using input from stakeholders. *Can J Psychiatry* 2013;58(3):160-168.
- 226 Joyce KE, Lord S, Matlock DD, McComb JM, Thomson R. Incorporating the patient perspective: a critical review of clinical practice guidelines for implantable cardioverter defibrillator therapy. *J Interv Card Electrophysiol* 2013;36(2):185-197.
- 227 Hutchings H, Rapport F, Wright S, Doel M, Jones A. Obtaining consensus about patient-centred professionalism in community nursing: nominal group work activity with professionals and the public. *J Adv Nurs* 2012;68(11):2429-2442.
- 228 Caligian CA, Carroll DL, Hurlay AC, Gersh-Zaremski R, Dykes PC. Bedside information technology to support patient-centered care. *Int J Med Inform* 2012;81(7):442-451.
- 229 Monsivais DB, Engebretson JC. Cultural cues: review of qualitative evidence of patient-centered care in patients with nonmalignant chronic pain. *Rehabil Nurs* 2011;36(4):166-171.
- 230 McCormack B, Karlsson B, Dewing J, Lerdal A. Exploring person-centredness: a qualitative meta-synthesis of four studies. *Scand J Caring Sci* 2010;24(3):620-634.
- 231 Shields L, Pratt J, Hunter J. Family centred care: a review of qualitative studies. *J Clin Nurs* 2006;15(10):1317-1323.
- 232 Robinson JH, Callister LC, Berry JA, Dearing KA. Patient-centered care and adherence: definitions and applications to improve outcomes. *J Am Acad Nurse Pract* 2008;20(12):600-607.
- 233 Lutz BJ, Bowers BJ. Patient-centred care: understanding its interpretation and implementation in health care. *Schol Inq Nurs Pract* 2000;14(2):165-183.
- 234 Harkness J. *What is patient-centred health care?* London: International Alliance of Patients' Organizations, 2005.
- 235 Victoria Department of Human Services. *Improving care for older people: a policy for health services.* Melbourne: Department of Human Services, 2003.
- 236 Mead N, Bower P. Patient-centredness: a conceptual framework and review of the empirical literature. *Soc Sci Med* 2000;51(7):1087-1110.
- 237 Stevenson ACT. Compassion and patient centred care. *Aust Fam Physician* 2002;31(12):1103-1106.
- 238 Stewart M. Towards a global definition of patient centred care: the patient should be the judge of patient centred care. *BMJ* 2001;322(7284):444-445.
- 239 Ford P, McCormack B. Keeping the person in the centre of nursing. *Nurs Stand* 2000;14(46):40-44.
- 240 Nolan M. Successful ageing: keeping the 'person' in person-centred care. *Brit J Nurs* 2001;10(7):450-454.
- 241 Nolan M, Davies S, Brown J, Keady J, Nolan J. Beyond person-centred care: a new vision for gerontological nursing. *J Clin Nurs* 2004;13(3a):45-53.
- 242 Black P. The importance of palliative care for patients with colorectal cancer. *Brit J Nurs* 2004;13(10): 584-585.
- 243 Attree M. A study of the criteria used by healthcare professionals, managers and patients to represent and evaluate quality care. *J Nurs Manag* 2001;9(2): 67-78.

- 244 Chan RCK. Active participation and autonomy: An ultimate target for rehabilitation. *Dis Rehab* 2002;24(18):983-984.
- 245 Brooker D. What is person-centred care in dementia? *Rev Clin Geront* 2004;13:215-222.
- 246 Bryan K, Axelrod L, Maxim L, Bell L, Jordan L. Working with older people with communication difficulties: an evaluation of care worker training. *Aging Mental Health* 2002;6(3):248-254.
- 247 Renders CM, Valk GD, Griffin S, Wagner EH, van Eijk JTM, Assendelft WJJ. Interventions to improve the management of diabetes mellitus in primary care, outpatient and community settings. *Coch Data Sys Rev* 2000;4.
- 248 Ford RC, Fottler MD. Creating customer focused health care organizations. *Health Care Manag Rev* 2000;25(4):18-33.
- 249 Beattie AM, Daker-White G, Gilliard J, Means R. Younger people in dementia care: a review of service needs, service provision and models of good practice. *Aging Ment Health* 2002;6(3):205-212.
- 250 Ericson I, Hellstrom I, Lundh U, Nolan M. What constitutes good care for people with dementia? *Brit J Nurs* 2001;10(11):710-714.
- 251 Ashby ME, Dowding C. Hospice care and patients' pain: communication between patients, relatives, nurses and doctors. *Int J Pall Nurs* 2001;7(2):58.
- 252 Innes A, Macpherson S, McCabe L. *Promoting person-centred care at the front line*. York: Joseph Rountree Foundation, 2006.
- 253 Kharicha K., Levin E, Illiffe S, Davey B. Social work, general practice and evidence based policy in the collaborative care of older people: current problems and future possibilities. *Health Soc Care Comm* 2004;12(2):134-141.
- 254 Mansell J, Beadle-Brown J. Person-centred planning or person-centred action? Policy and practice in intellectual disability services. *J Appl Res Int Dis* 2004;17:1-9.
- 255 Dow B, Haralambous B, Bremner F, Fearn M. *What is person-centred health care? A literature review*. Melbourne: Victorian Government Department of Human Services and National Ageing Research Institute, 2006.
- 256 Vermoch KL, Bunting RF Jr. Benchmarking patient- and family-centered care: highlights from a study of practices in 26 academic medical centers. *J Healthc Risk Manag* 2010;30(2):4-10.
- 257 McCormack B. Person-centredness in gerontological nursing: an overview of the literature. *Int J Old People Nurs* 2004;13(3a):31-38.
- 258 Mead N, Bower P. Patient-centredness: a conceptual framework and review of the empirical literature. *Soc Sci Med* 2000;51(7):1087-1110.
- 259 Dubbin LA, Chang JS, Shim JK. Cultural health capital and the interactional dynamics of patient-centered care. *Soc Sci Med* 2013;93:113-120.
- 260 Levesque JF, Harris MF, Russell G. Patient-centred access to health care: conceptualising access at the interface of health systems and populations. *Int J Equity Health* 2013;12:18.
- 261 Bergman AA, Connaughton SL. What is patient-centered care really? Voices of hispanic prenatal patients. *Health Commun* (published online February 2013).
- 262 den Breejen EM, Nelen WL, Schol SF, Kremer JA, Hermens RP. Development of guideline-based indicators for patient-centredness in fertility care: what patients add. *Hum Reprod* 2013;28(4):987-996.
- 263 Marshall A, Kitson A, Zeitz K. Patients' views of patient-centred care: a phenomenological case study in one surgical unit. *J Adv Nurs* 2012;68(12):2664-2673.
- 264 Joy SM, Little E, Maruthur NM, Purnell TS, Bridges JF. Patient preferences for the treatment of type 2 diabetes: a scoping review. *Pharmacoeconomics* 2013;31(10):877-892.
- 265 Lawton J, Rankin D, Elliott J. Is consulting patients about their health service preferences a useful exercise? *Qual Health Res* 2013;23(7):876-886.
- 266 Nickel S, Trojan A, Kofahl C. Increasing patient centredness in outpatient care through closer collaboration with patient groups?: an exploratory study on the views of health care professionals working in quality management for office-based physicians in Germany. *Health Policy* 2012;107(2-3):249-257.
- 267 Janssen SM, Lagro-Janssen AL. Physician's gender, communication style, patient preferences and patient satisfaction in gynecology and obstetrics: a systematic review. *Patient Educ Couns* 2012;89(2):221-226.
- 268 Van Berckelaer A, DiRocco D, Ferguson M, Gray P, Marcus N, Day S. Building a patient-centered medical home: obtaining the patient's voice. *J Am Board Fam Med* 2012;25(2):192-198.
- 269 Gong HS, Huh JK, Lee JH, Kim MB, Chung MS, Baek GH. Patients' preferred and retrospectively perceived levels of involvement during decision-making regarding carpal tunnel release. *J Bone Joint Surg Am* 2011;93(16):1527-1533.
- 270 de Boer D, Delnoij D, Rademakers J. The importance of patient-centered care for various patient groups. *Patient Educ Couns* 2013;90(3):405-410.
- 271 Basu PA, Ruiz-Wibbelsmann JA, Spielman SB, Van Dalsem VF 3rd, Rosenberg JK, Glazer GM. Creating a patient-centered imaging service: determining what patients want. *AJR Am J Roentgenol* 2011;196(3):605-610.
- 272 van Empel IW, Dancet EA, Koolman XH, Nelen WL, Stolk EA, Sermeus W et al. Physicians underestimate the importance of patient-centredness to patients: a discrete choice experiment in fertility care. *Hum Reprod* 2011;26(3):584-593.
- 273 Joy SM, Little E, Maruthur NM, Purnell TS, Bridges JF. Patient preferences for the treatment of type 2 diabetes: a scoping review. *Pharmacoeconomics* 2013;31(10):877-892.
- 274 Sepucha K, Ozanne EM. How to define and measure concordance between patients' preferences and medical treatments: A systematic review of approaches and recommendations for standardization. *Patient Educ Couns* 2010;78(1):12-23.
- 275 Cheraghi-Sohi S, Bower P, Mead N, McDonald R, Whalley D, Roland M. What are the key attributes of primary care for patients? Building a conceptual 'map' of patient preferences. *Health Expect* 2006;9(3):275-284.
- 276 Swenson SL, Zettler P, Lo B. 'She gave it her best shot right away': patient experiences of biomedical and patient-centered communication. *Patient Educ Couns* 2006;61(2):200-211.
- 277 Bowling A, Rowe G, Lambert N, Waddington M, Mahtani KR, Kenten C et al. The measurement of patients' expectations for health care: a review and psychometric testing of a measure of patients' expectations. *Health Technol Assess* 2012;16(30):1-509.
- 278 Müller-Engelmann M, Krones T, Keller H, Donner-Banzhoff N. Decision making preferences in the medical encounter – a factorial survey design. *BMC Health Serv Res* 2008;8:260.
- 279 Kennedy BM, Moody-Thomas S, Katzmarzyk PT, Horswell R, Griffin WP, Coleman MT et al. Evaluating a patient-centered medical home from the patient's perspective. *Ochsner J* 2013;13(3):343-351.
- 280 Shankar KN, Bhatia BK, Schuur JD. Toward patient-centered care: a systematic review of older adults' views of quality emergency care. *Ann Emerg Med* (published online September 2013).
- 281 Beusterien K, Bell JA, Grinspan J, Utset TO, Kan H, Narayanan S. Physician-patient interactions and outcomes in systemic lupus erythematosus (SLE): a conceptual model. *Lupus* 2013;22(10):1038-1045.
- 282 Ho AL, Klassen AF, Cano S, Scott AM, Pusic AL. Optimizing patient-centered care in breast reconstruction: the importance of preoperative information and patient-physician communication. *Plast Reconstr Surg* 2013;132(2):212e-220e.
- 283 Radwin LE, Cabral HJ, Woodworth TS. Effects of race and language on patient-centered cancer nursing care and patient outcomes. *J Health Care Poor Underserved* 2013;24(2):619-632.
- 284 Ferguson LM, Ward H, Card S, Sheppard S, McMurtry J. Putting the 'patient' back into patient-centred care: an education perspective. *Nurse Educ Pract* 2013;13(4):283-287.
- 285 Clayton M, Borromeo C, Hess S, Hochheiser H, Schleyer T. An initial, qualitative investigation of patient-centered education in dentistry. *Stud Health Technol Inform* 2013;183:314-318.

- 286 Takane AK, Hunt SB. Transforming primary care practices in a Hawai'i Island clinic: obtaining patient perceptions on patient centered medical home. *Hawaii J Med Public Health* 2012;71(9):253-258.
- 287 Mazor KM, Roblin DW, Greene SM, Lemay CA, Firreno CL, Calvi J et al. Toward patient-centered cancer care: patient perceptions of problematic events, impact, and response. *J Clin Oncol* 2012;30(15):1784-1790.
- 288 Hancock RE, Bonner G, Hollingdale R, Madden AM. 'If you listen to me properly, I feel good': a qualitative examination of patient experiences of dietetic consultations. *J Hum Nutr Diet* 2012;25(3):275-284.
- 289 Raleigh VS, Frosini F, Sizmur S, Graham C. Do some trusts deliver a consistently better experience for patients? An analysis of patient experience across acute care surveys in English NHS trusts. *BMJ Qual Saf* 2012;21(5):381-390.
- 290 Osborn R, Squires D. International perspectives on patient engagement: results from the 2011 Commonwealth Fund Survey. *J Ambul Care Manage* 2012;35(2):118-128.
- 291 Bruus I, Varik M, Aro I, Kalam-Salminen L, Routasalo P. Patient-centeredness in long-term care of older patients - a structured interview. *Int J Older People Nurs* 2012;7(4):264-271.
- 292 Montgomery K, Little M. Enriching patient-centered care in serious illness: a focus on patients' experiences of agency. *Milbank Q* 2011;89(3):381-398.
- 293 Co JP, Mohamed H, Kelleher ML, Edgman-Levitan S, Perrin JM. Feasibility of using a tablet computer survey for parental assessment of resident communication skills. *Ambul Pediatr* 2008;8(6):375-378.
- 294 Farberg AS, Lin AM, Kuhn L, Flanders SA, Kim CS. Dear Doctor: A tool to facilitate patient-centered communication. *J Hosp Med* 2013;8(10):553-558.
- 295 Lyden JR, Zickmund SL, Bhargava TD, Bryce CL, Conroy MB, Fischer GS, Hess R, Simkin-Silverman LR, McTigue KM. Implementing health information technology in a patient-centered manner: patient experiences with an online evidence-based lifestyle intervention. *J Healthc Qual* 2013;35(5):47-57.
- 296 Slingerland AS, Herman WH, Redekop WK, Dijkstra RF, Jukema JW, Niessen LW. Stratified patient-centered care in Type 2 diabetes: A cluster-randomized, controlled clinical trial of effectiveness and cost-effectiveness. *Diabetes Care* 2013;36(10):3054-3061.
- 297 Morrow E, Cotterell P, Robert G, Grocott P, Ross F. Mechanisms can help to use patients' experiences of chronic disease in research and practice: an interpretive synthesis. *J Clin Epidemiol* 2013;66(8):856-864.
- 298 van der Eijk M, Faber MJ, Aarts JW, Kremer JA, Munneke M, Bloem BR. Using online health communities to deliver patient-centered care to people with chronic conditions. *J Med Internet Res* 2013 25;15(6):e115.
- 299 Okougha M. Promoting patient-centred care through staff development. *Nurs Stand* 2013;27(34):42-46.
- 300 Weiner SJ, Schwartz A, Sharma G, Binns-Calvey A, Ashley N, Kelly B et al. Patient-centered decision making and health care outcomes: an observational study. *Ann Intern Med* 2013;158(8):573-579.
- 301 Wasicek P, Kaswan S, Messing S, Gusenoff JA. Full body photography in the massive weight loss population: an inquiry to optimize patient-centered care. *Ann Plast Surg* 2013;71(5):550-553.
- 302 Lewis PC, Holcomb B. A model for patient-centered Army primary care. *Mil Med* 2012;177(12):1502-1507.
- 303 Roseman D, Osborne-Stafsnes J, Amy CH, Boslaugh S, Slate-Miller K. Early lessons from four 'aligning forces for quality' communities bolster the case for patient-centered care. *Health Aff* 2013;32(2):232-241.
- 304 Renzaho AM, Romios P, Crock C, Sønderlund AL. The effectiveness of cultural competence programs in ethnic minority patient-centered health care - a systematic review of the literature. *Int J Qual Health Care* 2013;25(3):261-269.
- 305 Stanhope V, Ingoglia C, Schmelter B, Marcus SC. Impact of person-centered planning and collaborative documentation on treatment adherence. *Psychiatr Serv* 2013;64(1):76-79.
- 306 Sarinopoulos I, Hesson AM, Gordon C, Lee SA, Wang L, Dwamena F, Smith RC. Patient-centered interviewing is associated with decreased responses to painful stimuli: an initial fMRI study. *Patient Educ Couns* 2013;90(2):220-225.
- 307 Carr EC, Worswick L, Wilcock PM, Campion-Smith C, Hettinga D. Improving services for back pain: putting the patient at the centre of interprofessional education. *Qual Prim Care* 2012;20(5):345-353.
- 308 Jani B, Bikker AP, Higgins M, Fitzpatrick B, Little P, Watt GC, Mercer SW. Patient centredness and the outcome of primary care consultations with patients with depression in areas of high and low socioeconomic deprivation. *Br J Gen Pract* 2012;62(601):e576-581.
- 309 Chunchu K, Mauksch L, Charles C, Ross V, Pauwels J. A patient centered care plan in the EHR: improving collaboration and engagement. *Fam Syst Health* 2012;30(3):199-209.
- 310 Cooper LA, Ghods Dinoso BK, Ford DE, Roter DL, Primm AB, Larson SM et al. Comparative effectiveness of standard versus patient-centered collaborative care interventions for depression among African Americans in primary care settings: the BRIDGE Study. *Health Serv Res* 2013;48(1):150-174.
- 311 Grembowski D, Anderson ML, Ralston JD, Martin DP, Reid R. Does a large-scale organizational transformation toward patient-centered access change the utilization and costs of care for patients with diabetes? *Med Care Res Rev* 2012;69(5):519-539.
- 312 Bayliss EA, Ellis JL, Shoup JA, Zeng C, McQuillan DB, Steiner JF. Association of patient-centered outcomes with patient-reported and ICD-9-based morbidity measures. *Ann Fam Med* 2012;10(2):126-133.
- 313 Schulman KA, Whellan DJ, Riegel BJ. Introduction of the Tools for Economic Analysis of Patient Management Interventions in Heart Failure Costing Tool: a user-friendly spreadsheet program to estimate costs of providing patient-centered interventions. *Circ Cardiovasc Qual Outcomes* 2012;5(1):113-119.
- 314 King SP, O'Brien CJ, Edelman P, Fazio S. Evaluation of the person-centered care essentials program: importance of trainers in achieving targeted outcomes. *Gerontol Geriatr Educ* 2011;32(4):379-395.
- 315 Cooper LA, Roter DL, Carson KA, Bone LR, Larson SM, Miller ER 3rd et al. A randomized trial to improve patient-centered care and hypertension control in underserved primary care patients. *J Gen Intern Med* 2011;26(11):1297-1304.
- 316 Bertakis KD, Azari R. Patient-centered care is associated with decreased health care utilization. *J Am Board Fam Med* 2011;24(3):229-239.
- 317 van den Pol-Grevelink A, Jukema JS, Smits CH. Person-centred care and job satisfaction of caregivers in nursing homes: a systematic review of the impact of different forms of person-centred care on various dimensions of job satisfaction. *Int J Geriatr Psychiatry* 2012;27(3):219-229.
- 318 Lelorain S, Brédart A, Dolbeault S, Sultan S. A systematic review of the associations between empathy measures and patient outcomes in cancer care. *Psychooncology* 2012;21(12):1255-1264.
- 319 Lavoie JG, Wong ST, Chongo M, Browne AJ, MacLeod ML, Ulrich C. Group medical visits can deliver on patient-centred care objectives: results from a qualitative study. *BMC Health Serv Res* 2013;13:155.
- 320 Rösstad T, Garåsen H, Steinsbekk A, Sletvold O, Grimsmo A. Development of a patient-centred care pathway across healthcare providers: a qualitative study. *BMC Health Serv Res* 2013;13:121.
- 321 Ovretveit J, Keller C, Hvitfeldt Forsberg H, Essén A, Lindblad S, Brommels M. Continuous innovation: developing and using a clinical database with new technology for patient-centred care - the case of the Swedish quality register for arthritis. *Int J Qual Health Care* 2013;25(2):118-124.
- 322 Gambling T, Long AF. The realisation of patient-centred care during a 3-year proactive telephone counselling self-care intervention for diabetes. *Patient Educ Couns* 2010;80(2):219-226.

- 323 Tuil WS, ten Hoopen AJ, Braat DD, de Vries Robbé PF, Kremer JA. Patient-centred care: using online personal medical records in IVF practice. *Hum Reprod* 2006;21(11):2955-2959.
- 324 Dreesen M, Foulon V, Vanhaecht K, Pourcq LD, Hiele M, Willems L. Identifying patient-centered quality indicators for the care of adult home parenteral nutrition (HPN) patients. *JPEN J Parenter Enteral Nutr* (published online July 2013).
- 325 Nagykaldis Z, Aspy CB, Chou A, Mold JW. Impact of a wellness portal on the delivery of patient-centered preventive care. *J Am Board Fam Med* 2012;25(2):158-167.
- 326 Kassam R, Kwong M, Collins JB. An online module series to prepare pharmacists to facilitate student engagement in patient-centered care delivery: development and evaluation. *Adv Med Educ Pract* 2012;3:61-71.
- 327 Ratanawongsa N, Federowicz MA, Christmas C, Hanyok LA, Record JD, Hellmann DB et al. Effects of a focused patient-centered care curriculum on the experiences of internal medicine residents and their patients. *J Gen Intern Med* 2012;27(4):473-477.
- 328 Saha S, Beach MC. The impact of patient-centered communication on patients' decision making and evaluations of physicians: a randomized study using video vignettes. *Patient Educ Couns* 2011;84(3):386-392.
- 329 Rosewilliam S, Roskell CA, Pandyan AD. A systematic review and synthesis of the quantitative and qualitative evidence behind patient-centred goal setting in stroke rehabilitation. *Clin Rehabil* 2011;25(6):501-514.
- 330 Berglund H, Wilhelmson K, Blomberg S, Dunér A, Kjellgren K, Hasson H. Older people's views of quality of care: a randomised controlled study of continuum of care. *J Clin Nurs* 2013;22(19-20):2934-2944.
- 331 Ekman I, Wolf A, Olsson LE, Taft C, Dudas K, Schaufelberger M, Swedberg K. Effects of person-centred care in patients with chronic heart failure: the PCC-HF study. *Eur Heart J* 2012;33(9):1112-1119.
- 332 Edvardsson D, Fetherstonhaugh D, McAuliffe L, Nay R, Chenco C. Job satisfaction amongst aged care staff: exploring the influence of person-centered care provision. *Int Psychogeriatr* 2011;23(8):1205-1212.
- 333 Finset A. Research on person-centred clinical care. *J Eval Clin Pract* 2011;17(2):384-386.
- 334 Tan M, Hooper Evans K, Braddock CH 3rd, Shieh L. Patient whiteboards to improve patient-centred care in the hospital. *Postgrad Med J* 2013;89(1056):604-609.
- 335 Chen J, Ou L, Hollis SJ. A systematic review of the impact of routine collection of patient reported outcome measures on patients, providers and health organisations in an oncologic setting. *BMC Health Serv Res* 2013;13:211.
- 336 Okougha M. Promoting patient-centred care through staff development. *Nurs Stand* 2013;27(34):42-46.
- 337 Towle A, Godolphin W. Patients as educators: interprofessional learning for patient-centred care. *Med Teach* 2013;35(3):219-225.
- 338 Masters S, Gordon J, Whitehead C, Davies O, Giles LC, Ratcliffe J. Coaching Older Adults and Carers to have their preferences Heard (COACH): A randomised controlled trial in an intermediate care setting (study protocol). *Australas J Med* 2012;5(8):444-454.
- 339 Lawrence M, Kinn S. Defining and measuring patient-centred care: an example from a mixed-methods systematic review of the stroke literature. *Health Expect* 2012;15(3):295-326.
- 340 Marshall S, Haywood K, Fitzpatrick R. Impact of patient-reported outcome measures on routine practice: a structured review. *J Eval Clin Pract* 2006;12(5):559-568.
- 341 Pongsupap Y, Van Lerberghe W. Choosing between public and private or between hospital and primary care: responsiveness, patient-centredness and prescribing patterns in outpatient consultations in Bangkok. *Trop Med Int Health* 2006;11(1):81-89.
- 342 Qamar N, Pappalardo AA, Arora VM, Press VG. Patient-centered care and its effect on outcomes in the treatment of asthma. *Patient Relat Outcome Meas* 2011;2:81-109.
- 343 Poochikian-Sarkissian S, Sidani S, Ferguson-Pare M, Doran D. Examining the relationship between patient-centred care and outcomes. *Can J Neurosci Nurs* 2010;32(4):14-21.
- 344 Deen TL, Fortney JC, Pyne JM. Relationship between satisfaction, patient-centered care, adherence and outcomes among patients in a collaborative care trial for depression. *Adm Policy Ment Health* 2011;38(5):345-355.
- 345 Rathert C, Wyrwich MD, Boren SA. Patient-centered care and outcomes: a systematic review of the literature. *Med Care Res Rev* 2013;70(4):351-379.
- 346 Tzelepis F, Rose SK, Sanson-Fisher RW, Clinton-McHarg T, Carey ML, Paul CL. Are we missing the Institute of Medicine's mark? A systematic review of patient-reported outcome measures assessing quality of patient-centred cancer care. *BMC Cancer* 2014;14(1):41.
- 347 Charalambous A, Chappell NL, Katajisto J, Suhonen R. The conceptualization and measurement of individualized care. *Geriatr Nurs* 2012;33(1):17-27.
- 348 Suhonen R, Alikleemola P, Katajisto J, Leino-Kilpi H. Nurses' assessments of individualised care in long-term care institutions. *J Clin Nurs* 2012;21(7-8):1178-1188.
- 349 Suhonen R, Efsthathiou G, Tsangari H, Jarosova D, Leino-Kilpi H, Patiraki E et al. Patients' and nurses' perceptions of individualised care: an international comparative study. *J Clin Nurs* 2012;21(7-8):1155-1167.
- 350 Mead N, Bower P. Patient-centredness: a conceptual framework and review of the empirical literature. *Soc Sci Med* 2000;51(7):1087-1110.
- 351 Swaine BR, Dutil E, Demers L, Gervais M. Evaluating clients' perceptions of the quality of head injury rehabilitation services: development and validation of a questionnaire. *Brain Injury* 2003;17(7):575-587.
- 352 Hebert M, Thibeault R, Landry A, Boisvenu M, Laporte D. Introducing an evaluation of community based occupational therapy services: a client-centred practice. *Can J Occ Ther* 2000;67(3): 146-154.
- 353 Baker C, Edwards P, Packer T. Care monitoring must itself be monitored. *J Dementia Care* 2003;11(2):26-28.
- 354 Baker C, Edwards P, Packer T. Crucial impact of the world surrounding care. *J Dementia Care* 2003;11(3):16-18.
- 355 Baker C, Edwards P, Packer T. You say you deliver person-centred care: Prove it! *J Dementia Care* 2003;11(4):18-20.
- 356 Baker C, Edwards PA. The missing link: benchmarking person-centred care. *J Dementia Care* 2002; 10(6):22-23.
- 357 Baker CJ, Edwards PA, Packer T. Assessing need and providing person-centred support. *J Dementia Care* 2003;11(1):16-17.
- 358 Wellard S, Lillibridge J, Beanland C, Lewis M. Consumer participation in acute care settings: An Australian experience. *Int J Nurs Pract* 2003;9(4):255-260.
- 359 Salvatori P, Baptiste S, Ward M. Development of a tool to measure clinical competence in occupational therapy: a pilot study? *Can J Occ Ther* 2000;67(1):51-60.
- 360 Brazil K, Bainbridge D, Ploeg J, Krueger P, Taniguchi A, Marshall D. Family caregiver views on patient-centred care at the end of life. *Scand J Caring Sci* 2012;26(3):513-518.
- 361 de Witte L, Schoot T, Proot I. Development of the client-centred care questionnaire. *J Adv Nurs* 2006;56(1):62-68.
- 362 Bosman R, Bours GJ, Engels J, de Witte LP. Client-centred care perceived by clients of two Dutch homecare agencies: a questionnaire survey. *Int J Nurs Stud* 2008;45(4):518-525.
- 363 Annells M, Koch T, Brown M. Client relevant care and quality of life: the trial of a Client Generated Index (CGI) tool for community nursing. *Int J Nurs Stud* 2001;38(1):9-16.

- 364 Haggerty JL, Beaulieu MD, Pineault R, Burge F, Lévesque JF, Santor DA et al. Comprehensiveness of care from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):154-166.
- 365 Flocke SA. Measuring attributes of primary care: development of a new instrument. *J Fam Pract* 1997;45(1):64-74.
- 366 Lévesque JF, Pineault R, Haggerty JL, Burge F, Beaulieu MD, Gass D et al. Respectfulness from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):167-179.
- 367 Burge F, Haggerty JL, Pineault R, Beaulieu MD, Lévesque JF, Beaulieu C, Santor DA. Relational continuity from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):124-138.
- 368 Beaulieu MD, Haggerty JL, Beaulieu C, Bouharaoui F, Lévesque JF, Pineault R et al. Interpersonal communication from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):108-123.
- 369 Haggerty JL, Burge F, Beaulieu MD, Pineault R, Beaulieu C, Lévesque JF et al. Validation of instruments to evaluate primary healthcare from the patient perspective: overview of the method. *Health Policy* 2011;7(Spec Issue):31-46.
- 370 Mold JW, Lawler F, Schauf KJ, Aspy CB. Does patient assessment of the quality of the primary care they receive predict subsequent outcomes? An Oklahoma Physicians Resource/ Research Network (OKPRN) study. *J Am Board Fam Med* 2011;24(5):511-523.
- 371 Christakis DA, Wright JA, Zimmerman FJ, Bassett AL, Connell FA. Continuity of care is associated with well-coordinated care. *Ambul Pediatr* 2003;3(2):82-86.
- 372 Rademakers J, Delnoij D, Nijman J, de Boer D. Educational inequalities in patient-centred care: patients' preferences and experiences. *BMC Health Serv Res* 2012 17;12:261.
- 373 Bos N, Sturms LM, Stellato RK, Schrijvers AJ, van Stel HF. The Consumer Quality Index in an accident and emergency department: internal consistency, validity and discriminative capacity. *Health Expect* (Published online September 2013).
- 374 Booi J, Zegers M, Evers PM, Hendriks M, Delnoij DM, Rademakers JJ. Improving cancer patient care: development of a generic cancer consumer quality index questionnaire for cancer patients. *BMC Cancer* 2013;13:203.
- 375 Claessen SJ, Francke AL, Sixma HJ, de Veer AJ, Deliëns L. Measuring relatives' perspectives on the quality of palliative care: the Consumer Quality Index Palliative Care. *J Pain Symptom Manage* 2013;45(5):875-884.
- 376 Bos N, Sturms LM, Schrijvers AJ, van Stel HF. The Consumer Quality index (CQ-index) in an accident and emergency department: development and first evaluation. *BMC Health Serv Res* 2012;12:284.
- 377 Zuidgeest M, Strating M, Luijkx K, Westert G, Delnoij ED. Using client experiences for quality improvement in long-term care organizations. *Int J Qual Health Care* 2012;24(3):224-229.
- 378 Ikkersheim DE, Koolman X. Dutch healthcare reform: did it result in better patient experiences in hospitals? A comparison of the consumer quality index over time. *BMC Health Serv Res* 2012;12:76.
- 379 van der Veer SN, Jager KJ, Visserman E, Beekman RJ, Boeschoten EW, de Keizer NF et al. Development and validation of the Consumer Quality index instrument to measure the experience and priority of chronic dialysis patients. *Nephrol Dial Transplant* 2012;27(8):3284-3291.
- 380 de Boer D, Delnoij D, Rademakers J. The discriminative power of patient experience surveys. *BMC Health Serv Res* 2011;11:332.
- 381 Zuidgeest M, Hendriks M, Koopman L, Spreeuwenberg P, Rademakers J. A comparison of a postal survey and mixed-mode survey using a questionnaire on patients' experiences with breast care. *J Med Internet Res* 2011;13(3):e68.
- 382 Kollen BJ, Groenier KH, Berendsen AJ. Patients' experiences with continuum of care across hospitals. A multilevel analysis of Consumer Quality Index Continuum of Care. *Patient Educ Couns* 2011;83(2):269-272.
- 383 de Boer D, Delnoij D, Rademakers J. Do patient experiences on priority aspects of health care predict their global rating of quality of care? A study in five patient groups. *Health Expect* 2010;13(3):285-297.
- 384 Triemstra M, Winters S, Kool RB, Wiegers TA. Measuring client experiences in long-term care in the Netherlands: a pilot study with the Consumer Quality Index Long-term Care. *BMC Health Serv Res* 2010;10:95.
- 385 Delnoij DM, Rademakers JJ, Groenewegen PP. The Dutch consumer quality index: an example of stakeholder involvement in indicator development. *BMC Health Serv Res* 2010;10:88.
- 386 van Vliet EJ, Reus NJ, Sermeus W, Vissers JM, Sol JC, Lemij HG. Patients' experiences and preferences with co-managed care in a cataract pathway. *Br J Ophthalmol* 2010;94(10):1363-1368.
- 387 Dancet EA, Ameye L, Sermeus W, Welkenhuysen M, Nelen WL, Tully L et al. The ENDOCARE questionnaire (ECQ): a valid and reliable instrument to measure the patient-centeredness of endometriosis care in Europe. *Hum Reprod* 2011;26(11):2988-2999.
- 388 Dancet EA, Apers S, Kluivers KB, Kremer JA, Sermeus W, Devriendt C et al. The ENDOCARE questionnaire guides European endometriosis clinics to improve the patient-centeredness of their care. *Hum Reprod* 2012;27(11):3168-3178.
- 389 Curley MA, Hunsberger M, Harris SK. Psychometric evaluation of the family-centered care scale for pediatric acute care nursing. *Nurs Res* 2013;62(3):160-168.
- 390 Suhonen R, Välimäki M, Katajisto J. Developing and testing an instrument for the measurement of individual care. *J Adv Nurs* 2000;32(5):1253-1263.
- 391 Petroz U, Kennedy D, Webster F, Nowak A. Patients' perceptions of individualized care: evaluating psychometric properties and results of the individualized care scale. *Can J Nurs Res* 2011;43(2):80-100.
- 392 Suhonen R, Efstathiou G, Tsangari H, Jarosova D, Leino-Kilpi H, Patiraki E et al. Patients' and nurses' perceptions of individualised care: an international comparative study. *J Clin Nurs* 2012;21(7-8):1155-1167.
- 393 Rovetta F, Giordano A, Manara DF. The measurement of individualized care: translation and validation semantics of Individualized Care Scale. *Prof Infirm* 2012;65(1):39-45.
- 394 Suhonen R, Schmidt LA, Katajisto J, Berg A, Idvall E, Kalafati M et al. Cross-cultural validity of the Individualised Care Scale - a Rasch model analysis. *J Clin Nurs* 2013;22(5-6):648-660.
- 395 Suhonen R, Papastavrou E, Efstathiou G, Tsangari H, Jarosova D, Leino-Kilpi H et al. Patient satisfaction as an outcome of individualised nursing care. *Scand J Caring Sci* 2012;26(2):372-380.
- 396 Suhonen R, Leino-Kilpi H. Older orthopaedic patients' perceptions of individualised care: a comparative survey. *Int J Older People Nurs* 2012;7(2):105-116.
- 397 Acaroglu R, Suhonen R, Sendir M, Kaya H. Reliability and validity of Turkish version of the Individualised Care Scale. *J Clin Nurs* 2011;20(1-2):136-145.
- 398 Suhonen R, Berg A, Idvall E, Kalafati M, Katajisto J, Land L et al. Individualised care from the orthopaedic and trauma patients' perspective: an international comparative survey. *Int J Nurs Stud* 2008;45(11):1586-1597.
- 399 Suhonen R, Välimäki M, Katajisto J, Leino-Kilpi H. Provision of individualised care improves hospital patient outcomes: an explanatory model using LISREL. *Int J Nurs Stud* 2007;44(2):197-207.
- 400 Land L, Suhonen R. Orthopaedic and trauma patients' perceptions of individualized care. *Int Nurs Rev* 2009;56(1):131-137.

- 401 Suhonen R, Schmidt LA, Radwin L. Measuring individualized nursing care: assessment of reliability and validity of three scales. *J Adv Nurs* 2007;59(1):77-85.
- 402 Suhonen R, Välimäki M, Katajisto J, Leino-Kilpi H. Patient characteristics in relation to perceptions of how individualized care is delivered - research into the sensitivity of the Individualized Care Scale. *J Prof Nurs* 2006;22(4):253-261.
- 403 Suhonen R, Leino-Kilpi H, Välimäki M. Development and psychometric properties of the Individualized Care Scale. *J Eval Clin Pract* 2005;11(1):7-20.
- 404 Himuro N, Kozuka N, Mori M. Measurement of family-centred care: translation, adaptation and validation of the Measure of Processes of Care (MPOC-56 and -20) for use in Japan. *Child Care Health Dev* 2013;39(3):358-365.
- 405 Jeglinsky I, Autti-Rämö I, Brogren Carlberg E. Two sides of the mirror: parents' and service providers' view on the family-centredness of care for children with cerebral palsy. *Child Care Health Dev* 2012;38(1):79-86.
- 406 Fordham L, Gibson F, Bowes J. Information and professional support: key factors in the provision of family-centred early childhood intervention services. *Child Care Health Dev* 2012;38(5):647-653.
- 407 Dickens K, Matthews LR, Thompson J. Parent and service providers' perceptions regarding the delivery of family-centred paediatric rehabilitation services in a children's hospital. *Child Care Health Dev* 2011;37(1):64-73.
- 408 Wilkins A, Leonard H, Jacoby P, Mackinnon E, Clohessy P, Forouhgi S, Slack-Smith L. Evaluation of the processes of family-centred care for young children with intellectual disability in Western Australia. *Child Care Health Dev* 2010;36(5):709-718.
- 409 Saloojee GM, Rosenbaum PR, Westaway MS, Stewart AV. Development of a measure of family-centred care for resource-poor South African settings: the experience of using a modified version of the MPOC-20. *Child Care Health Dev* 2009;35(1):23-32.
- 410 Siebes RC, Wijnroks L, Ketelaar M, van Schie PE, Gorter JW, Vermeer A. Parent participation in paediatric rehabilitation treatment centres in the Netherlands: a parents' viewpoint. *Child Care Health Dev* 2007;33(2):196-205.
- 411 Hodgetts S, Nicholas D, Zwaigenbaum L, McConnell D. Parents' and professionals' perceptions of family-centered care for children with autism spectrum disorder across service sectors. *Soc Sci Med* 2013;96:138-146.
- 412 Bellin MH, Osteen P, Heffernan C, Levy JM, Snyder-Vogel ME. Parent and health care professional perspectives on family-centered care for children with special health care needs: are we on the same page? *Health Soc Work* 2011;36(4):281-290.
- 413 Davis S, Byers S, Walsh F. Measuring person-centred care in a sub-acute health care setting. *Aust Health Rev* 2008;32(3):496-504.
- 414 Nisenzon AN, Robinson ME, Bowers D, Banou E, Malaty I, Okun MS. Measurement of patient-centered outcomes in Parkinson's disease: what do patients really want from their treatment? *Parkinsonism Relat Disord* 2011;17(2):89-94.
- 415 O'Brien EM, Staud RM, Hassinger AD, McCulloch RC, Craggs JG, Atchison JW, Price DD, Robinson ME. Patient-centered perspective on treatment outcomes in chronic pain. *Pain Med* 2010;11(1):6-15.
- 416 Zeppieri G Jr, Lentz TA, Atchison JW, Indelicato PA, Moser MW, Vincent KR, George SZ. Preliminary results of patient-defined success criteria for individuals with musculoskeletal pain in outpatient physical therapy settings. *Arch Phys Med Rehabil* 2012;93(3):434-440.
- 417 Rodrigue JR, Hanto DW, Curry MP. Patients' expectations and success criteria for liver transplantation. *Liver Transpl* 2011;17(11):1309-1317.
- 418 Brown JL, Edwards PS, Atchison JW, Lafayette-Lucey A, Wittmer VT, Robinson ME. Defining patient-centered, multidimensional success criteria for treatment of chronic spine pain. *Pain Med* 2008;9(7):851-862.
- 419 Robinson ME, Brown JL, George SZ, Edwards PS, Atchison JW, Hirsh AT et al. Multidimensional success criteria and expectations for treatment of chronic pain: the patient perspective. *Pain Med* 2005;6(5):336-345.
- 420 Gameiro S, Canavarró MC, Boivin J. Patient centred care in infertility health care: Direct and indirect associations with wellbeing during treatment. *Patient Educ Couns* (published online August 2013).
- 421 Pedro J, Canavarró MC, Boivin J, Gameiro S. Positive experiences of patient-centred care are associated with intentions to comply with fertility treatment: findings from the validation of the Portuguese version of the PCQ-Infertility tool. *Hum Reprod* 2013;28(9):2462-2472.
- 422 Huppelschoten AG, van Dongen AJ, Philipse IC, Hamilton CJ, Verhaak CM, Nelen WL, Kremer JA. Predicting dropout in fertility care: a longitudinal study on patient-centredness. *Hum Reprod* 2013;28(8):2177-2186.
- 423 Aarts JW, Huppelschoten AG, van Empel IW, Boivin J, Verhaak CM, Kremer JA, Nelen WL. How patient-centred care relates to patients' quality of life and distress: a study in 427 women experiencing infertility. *Hum Reprod* 2012;27(2):488-495.
- 424 Gameiro S, Canavarró MC, Boivin J. Patient centred care in infertility health care: Direct and indirect associations with wellbeing during treatment. *Patient Educ Couns* (published online August 2013).
- 425 Huppelschoten AG, Aarts JW, van Empel IW, Cohlén BJ, Kremer JA, Nelen WL. Feedback to professionals on patient-centered fertility care is insufficient for improvement: a mixed-method study. *Fertil Steril* 2013;99(5):1419-1427.
- 426 Reinders ME, Blankenstein AH, Knol DL, de Vet HC, van Marwijk HW. Validity aspects of the patient feedback questionnaire on consultation skills (PFC), a promising learning instrument in medical education. *Patient Educ Couns* 2009;76(2):202-206.
- 427 Coyle J, Williams B. Valuing people as individuals: development of an instrument through a survey of person-centredness in secondary care. *J Adv Nurs* 2001;36(3):450-459.
- 428 Edvardsson D, Sandman PO, Rasmussen B. Swedish language Person-centred Climate Questionnaire - patient version: construction and psychometric evaluation. *J Adv Nurs* 2008;63(3):302-309.
- 429 Roumie CL, Greevy R, Wallston KA, Elasy TA, Kaltenbach L, Kotter K, Dittus RS, Speroff T. Patient centered primary care is associated with patient hypertension medication adherence. *J Behav Med* 2011;34(4):244-253.
- 430 do Amaral-Sabadini MB, Cheng DM, Lloyd-Travaglini C, Samet JH, Saitz R. Is a patient's type of substance dependence (alcohol, drug or both) associated with the quality of primary care they receive? *Qual Prim Care* 2012;20(6):391-399.
- 431 Blair IV, Steiner JE, Fairclough DL, Hanratty R, Price DW, Hirsh HK et al. Clinicians' implicit ethnic/racial bias and perceptions of care among black and latino patients. *Ann Fam Med* 2013;11(1):43-52.
- 432 Haggerty JL, Burge F, Pineault R, Beaulieu MD, Bouharaoui F, Beaulieu C et al. Management continuity from the patient perspective: comparison of primary healthcare evaluation instruments. *Healthc Policy* 2011;7(Spec Issue):139-153.
- 433 Haggerty JL, Beaulieu C, Lawson B, Santor DA, Fournier M, Burge F. What patients tell us about primary healthcare evaluation instruments: response formats, bad questions and missing pieces. *Healthc Policy* 2011;7(Spec Issue):66-78.
- 434 Brauer PM, Sergeant LA, Davidson B, Goy R, Dietrich L. Patient reports of lifestyle advice in primary care. *Can J Diet Pract Res* 2012;73(3):122-127.
- 435 Hsiao CJ, Bandeen-Roche K, Marsteller JA, Leff BA. The effect of disability on personal quality of primary care received by older adults. *Disabil Rehabil* 2009;31(22):1835-1842.

- 436 Boyd CM, Shadmi E, Conwell LJ, Griswold M, Leff B, Brager R et al. A pilot test of the effect of guided care on the quality of primary care experiences for multimorbid older adults. *J Gen Intern Med* 2008;23(5):536-542.
- 437 Haggerty JL, Beaulieu MD, Pineault R, Burge F, Lévesque JF, Santor DA et al. Comprehensiveness of care from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):154-166.
- 438 Muggah E, Hogg W, Dahrouge S, Russell G, Kristjansson E, Muldoon L, Devlin RA. Patient-reported access to primary care in Ontario: Effect of organizational characteristics. *Can Fam Physician* 2014;60(1):e24-31.
- 439 Owolabi O, Zhang Z, Wei X, Yang N, Li H, Wong SY et al. Patients' socioeconomic status and their evaluations of primary care in Hong Kong. *BMC Health Serv Res* 2013;13:487.
- 440 Mayo-Bruinsma L, Hogg W, Taljaard M, Dahrouge S. Family-centred care delivery: comparing models of primary care service delivery in Ontario. *Can Fam Physician* 2013;59(11):1202-1210.
- 441 Wang HH, Wong SY, Wong MC, Wei XL, Wang JJ, Li DK et al. Patients' experiences in different models of community health centers in southern China. *Ann Fam Med* 2013;11(6):517-526.
- 442 Furtado MC, Braz JC, Pina JC, de Mello DF, de Lima RA. Assessing the care of children under one year old in Primary Health Care. *Rev Lat Am Enfermagem* 2013;21(2):554-561.
- 443 Sung NJ, Markuns JF, Park KH, Kim K, Lee H, Lee JH. Higher quality primary care is associated with good self-rated health status. *Fam Pract* 2013;30(5):568-575.
- 444 Kristjansson E, Hogg W, Dahrouge S, Tuna M, Mayo-Bruinsma L, Gebremichael G. Predictors of relational continuity in primary care: patient, provider and practice factors. *BMC Fam Pract* 2013 31;14:72.
- 445 Lee JH, Choi YJ, Lee SH, Sung NJ, Kim SY, Hong JY. Association of the length of doctor-patient relationship with primary care quality in seven family practices in Korea. *J Korean Med Sci* 2013;28(4):508-515.
- 446 McCollum R, Chen L, Chenxiang T, Liu X, Starfield B, Jinhuan Z, Tolhurst R. Experiences with primary healthcare in Fuzhou, urban China, in the context of health sector reform: a mixed methods study. *Int J Health Plann Manage* (Published online April 2013).
- 447 Haller DM, Meynard A, Pejic D, Sredic A, Huseinagic S, Courvoisier DS et al. YFHS-WHO+ Questionnaire: validation of a measure of youth-friendly primary care services. *J Adolesc Health* 2012;51(5):422-430.
- 448 Sullivan JL, Shwartz M, Burgess JF Jr, Peköz EA, Christiansen CL, Gerena-Melia M, Berlowitz D. Person-centered care practices and quality in Department of Veterans Affairs nursing homes: is there a relationship? *Med Care* 2013;51(2):165-171.
- 449 Ganz FD, Yoffe F. Intensive care nurses' perspectives of family-centered care and their attitudes toward family presence during resuscitation. *J Cardiovasc Nurs* 2012;27(3):220-227.
- 450 Dow B, Fearn M, Haralambous B, Tinney J, Hill K, Gibson S. Development and initial testing of the Person-Centred Health Care for Older Adults Survey. *Int Psychogeriatr* 2013;25(7):1065-1076.
- 451 Gaugler JE, Hobday JV, Savik K. The CARES(™) Observational Tool: a valid and reliable instrument to assess person-centered dementia care. *Geriatr Nurs* 2013;34(3):194-198.
- 452 Bertakis KD, Azari R. Patient-centered care: the influence of patient and resident physician gender and gender concordance in primary care. *J Womens Health* 2012;21(3):326-333.
- 453 Bertakis KD, Azari R. Patient-centered care is associated with decreased health care utilization. *J Am Board Fam Med* 2011;24(3):229-239.
- 454 Brooker DJ, Surr C. Dementia Care Mapping (DCM): initial validation of DCM 8 in UK field trials. *Int J Geriatr Psychiatry* 2006;21(11):1018-1025.
- 455 Martin GW, Younger D. Person-centred care for people with dementia: a quality audit approach. *J Psychiatr Ment Health Nurs* 2001;8(5):443-448.
- 456 Younger D, Martin GW. Dementia care mapping: an approach to quality audit of services for people with dementia in two health districts. *J Adv Nurs* 2000;32(5):1206-1212.
- 457 van de Ven G, Draskovic I, Adang EM, Donders RA, Post A, Zuidema SU et al. Improving person-centred care in nursing homes through dementia-care mapping: design of a cluster-randomised controlled trial. *BMC Geriatr* 2012 3;12:1.
- 458 Coyne I, Murphy M, Costello T, O'Neill C, Donnellan C. A Survey of Nurses' Practices and Perceptions of Family-Centered Care in Ireland. *J Fam Nurs* (published online October 2013).
- 459 Eckle N, MacLean SL. Assessment of family-centered care policies and practices for pediatric patients in nine US emergency departments. *J Emerg Nurs* 2001;27(3):238-245.
- 460 Charalambous A, Chappell NL, Katajisto J, Suhonen R. The conceptualization and measurement of individualized care. *Geriatr Nurs* 2012;33(1):17-27.
- 461 Suhonen R, Alikleemola P, Katajisto J, Leino-Kilpi H. Nurses' assessments of individualised care in long-term care institutions. *J Clin Nurs* 2012;21(7-8):1178-1188.
- 462 Suhonen R, Efstathiou G, Tsangari H, Jarosova D, Leino-Kilpi H, Patiraki E, Karlou C, Balogh Z, Papastavrou E. Patients' and nurses' perceptions of individualised care: an international comparative study. *J Clin Nurs* 2012;21(7-8):1155-1167.
- 463 Suhonen R, Alikleemola P, Katajisto J, Leino-Kilpi H. Nurses' assessments of individualised care in long-term care institutions. *J Clin Nurs* 2012;21(7-8):1178-1188.
- 464 Charalambous A, Katajisto J, Välimäki M, Leino-Kilpi H, Suhonen R. Individualised care and the professional practice environment: nurses' perceptions. *Int Nurs Rev* 2010;57(4):500-507.
- 465 Idvall E, Berg A, Katajisto J, Acaroglu R, Luz MD, Efstathiou G, Kalafati M, Kanan N, Leino-Kilpi H, Lemonidou C, Papastavrou E, Sendir M, Suhonen R. Nurses' sociodemographic background and assessments of individualized care. *J Nurs Scholarsh* 2012;44(3):284-293.
- 466 Suhonen R, Stolt M, Puro M, Leino-Kilpi H. Individuality in older people's care - challenges for the development of nursing and nursing management. *J Nurs Manag* 2011;19(7):883-896.
- 467 Suhonen R, Papastavrou E, Efstathiou G, Lemonidou C, Kalafati M, da Luz MD et al. Nurses' perceptions of individualized care: an international comparison. *J Adv Nurs* 2011;67(9):1895-1907.
- 468 Suhonen R, Gustafsson ML, Katajisto J, Välimäki M, Leino-Kilpi H. Nurses' perceptions of individualized care. *J Adv Nurs* 2010;66(5):1035-1046.
- 469 Suhonen R, Berg A, Idvall E, Kalafati M, Katajisto J, Land L et al. Adapting the Individualized Care Scale for cross-cultural comparison. *Scand J Caring Sci* 2010;24(2):392-403.
- 470 Suhonen R, Gustafsson ML, Katajisto J, Välimäki M, Leino-Kilpi H. Individualized Care Scale - nurse version: a Finnish validation study. *J Eval Clin Pract* 2010;16(1):145-154.
- 471 Suhonen R, Charalambous A, Stolt M, Katajisto J, Puro M. Caregivers' work satisfaction and individualised care in care settings for older people. *J Clin Nurs* 2013;22(3-4):479-490.
- 472 Charalambous A, Chappell NL, Katajisto J, Suhonen R. The conceptualization and measurement of individualized care. *Geriatr Nurs* 2012;33(1):17-27.
- 473 O'Rourke N, Chappell NL, Caspar S. Measurement and analysis of individualized care inventory responses comparing long-term care nurses and care aides. *Gerontologist* 2009;49(6):839-846.
- 474 Jeglinsky I, Autti-Rämö I, Brogren Carlberg E. Two sides of the mirror: parents' and service providers' view on the family-centredness of care for children with cerebral palsy. *Child Care Health Dev* 2012;38(1):79-86.
- 475 Hodgetts S, Nicholas D, Zwaigenbaum L, McConnell D. Parents' and professionals' perceptions of family-centered care for children with autism spectrum disorder across service sectors. *Soc Sci Med* 2013;96:138-146.

- 476 Bellin MH, Osteen P, Heffernan C, Levy JM, Snyder-Vogel ME. Parent and health care professional perspectives on family-centered care for children with special health care needs: are we on the same page? *Health Soc Work* 2011;36(4):281-290.
- 477 Terrien N, Anthoine E, Moret L. Development and validation of a scale aiming at measuring perceived patient-centered care by professionals. *Geriatr Psychol Neuropsychiatr Vieil* 2012;10(4):403-411.
- 478 Carmen S, Teal S, Guzzetta CE. Development, testing, and national evaluation of a pediatric Patient-Family-Centered Care benchmarking survey. *Holist Nurs Pract* 2008;22(2):61-74.
- 479 Edvardsson D, Fetherstonhaugh D, McAuliffe L, Nay R, Chenco C. Job satisfaction amongst aged care staff: exploring the influence of person-centered care provision. *Int Psychogeriatr* 2011;23(8):1205-1212.
- 480 Zhong XB, Lou VW. Person-centered care in Chinese residential care facilities: a preliminary measure. *Aging Ment Health* (published online May 2013).
- 481 Sjögren K, Lindkvist M, Sandman PO, Zingmark K, Edvardsson D. Psychometric evaluation of the Swedish version of the Person-Centered Care Assessment Tool (P-CAT). *Int Psychogeriatr* 2012;24(3):406-415.
- 482 Rokstad AM, Engedal K, Edvardsson D, Selbaek G. Psychometric evaluation of the Norwegian version of the Person-centred Care Assessment Tool. *Int J Nurs Pract* 2012;18(1):99-105.
- 483 Jeon KY. Cross-cultural adaptation of the US consumer form of the short Primary Care Assessment Tool (PCAT): the Korean consumer form of the short PCAT (KC PCAT) and the Korean standard form of the short PCAT (KS PCAT). *Qual Prim Care* 2011;19(2):85-103.
- 484 Rokstad AM, Engedal K, Edvardsson D, Selbaek G. Psychometric evaluation of the Norwegian version of the Person-centred Care Assessment Tool. *Int J Nurs Pract* 2012;18(1):99-105.
- 485 Sjögren K, Lindkvist M, Sandman PO, Zingmark K, Edvardsson D. Psychometric evaluation of the Swedish version of the Person-Centered Care Assessment Tool (P-CAT). *Int Psychogeriatr* 2012;24(3):406-415.
- 486 Nilsson A, Lindkvist M, Rasmussen BH, Edvardsson D. Measuring levels of person-centeredness in acute care of older people with cognitive impairment: evaluation of the POPAC scale. *BMC Health Serv Res* 2013;13:327.
- 487 Edvardsson D, Nilsson A, Fetherstonhaugh D, Nay R, Crowe S. The person-centred care of older people with cognitive impairment in acute care scale (POPAC). *J Nurs Manag* 2013;21(1):79-86.
- 488 Leuluante A, Nilsson A, Edvardsson D. The influence of a person-centred psychosocial unit climate on satisfaction with care and work. *J Nurs Manag* 2012;20(3):319-325.
- 489 Bergland Å, Kirkevold M, Edvardsson D. Psychometric properties of the Norwegian Person-centred Climate Questionnaire from a nursing home context. *Scand J Caring Sci* 2012;26(4):820-828. doi: 10.1111/j.1471-6712.2012.00979.x.
- 490 Edvardsson D, Koch S, Nay R. Psychometric evaluation of the English language Person-centred Climate Questionnaire – staff version. *J Nurs Manag* 2010;18(1):54-60.
- 491 Edvardsson D, Sandman PO, Rasmussen B. Construction and psychometric evaluation of the Swedish language Person-centred Climate Questionnaire – staff version. *J Nurs Manag* 2009;17(7):790-795.
- 492 Leuluante A, Nilsson A, Edvardsson D. The influence of a person-centred psychosocial unit climate on satisfaction with care and work. *J Nurs Manag* 2012;20(3):319-325.
- 493 Edvardsson D, Sjögren K, Lindkvist M, Taylor M, Edvardsson K, Sandman PO. Person-centred Climate Questionnaire (PCQ-S): establishing reliability and cut-off scores in residential aged care. *J Nurs Manag* (published online July 2013).
- 494 Leuluante A, Nilsson A, Edvardsson D. The influence of a person-centred psychosocial unit climate on satisfaction with care and work. *J Nurs Manag* 2012;20(3):319-325.
- 495 Bergland Å, Kirkevold M, Edvardsson D. Psychometric properties of the Norwegian Person-centred Climate Questionnaire from a nursing home context. *Scand J Caring Sci* 2012;26(4):820-828.
- 496 Edvardsson D, Koch S, Nay R. Psychometric evaluation of the English language Person-centred Climate Questionnaire – staff version. *J Nurs Manag* 2010;18(1):54-60.
- 497 Dow B, Fearn M, Haralambous B, Tinney J, Hill K, Gibson S. Development and initial testing of the Person-Centred Health Care for Older Adults Survey. *Int Psychogeriatr* 2013;25(7):1065-1076.
- 498 Sullivan JL, Meterko M, Baker E, Stolzmann K, Adjognon O, Ballah K, Parker VA. Reliability and validity of a person-centered care staff survey in Veterans health administration community living centers. *Gerontologist* 2013;53(4):596-607.
- 499 Hunter PV, Hadjistavropoulos T, Smythe WE, Malloy DC, Kaasalainen S, Williams J. The Personhood in Dementia Questionnaire (PDQ): establishing an association between beliefs about personhood and health providers' approaches to person-centred care. *J Aging Stud* 2013;27(3):276-287.
- 500 Kurokawa H, Yabuwaki K, Kobayashi R. Factor structure of 'personhood' for elderly healthcare services: a questionnaire survey of long-term care facilities in Japan. *Disabil Rehabil* 2013;35(7):551-556.
- 501 Charalambous A, Katajisto J, Välimäki M, Leino-Kilpi H, Suhonen R. Individualised care and the professional practice environment: nurses' perceptions. *Int Nurs Rev* 2010;57(4):500-507.
- 502 Ross EF, Haidet P. Attitudes of physical therapy students toward patient-centered care, before and after a course in psychosocial aspects of care. *Patient Educ Couns* 2011;85(3):529-532.
- 503 Edvardsson D, Fetherstonhaugh D, Nay R. The Tool for Understanding Residents' Needs as Individual Persons (TURNIP): construction and initial testing. *J Clin Nurs* 2011;20(19-20):2890-2896.
- 504 Liss DT, Chubak J, Anderson ML, Saunders KW, Tuzzio L, Reid RJ. Patient-reported care coordination: associations with primary care continuity and specialty care use. *Ann Fam Med* 2011;9(4):323-329.
- 505 Baker R. Development of a questionnaire to assess patients' satisfaction with consultations in general practice. *Br J Gen Pract* 1990;40(341):487-490.
- 506 Schlesinger M, Kanouse DE, Rybowski L, Martino SC, Shaller D. Consumer response to patient experience measures in complex information environments. *Med Care* 2012;50 Suppl:S56-64.
- 507 Clancy C, Brach C, Abrams M. Assessing patient experiences of providers' cultural competence and health literacy practices: CAHPS Item Sets. *Med Care* 2012;50(9 Suppl 2):S1-2.
- 508 Browne K, Roseman D, Shaller D, Edgman-Levitan S. Measuring patient experience as a strategy for improving primary care. *Health Aff* 2010;29(5):921-925.
- 509 Scholle SH, Vuong O, Ding L, Fry S, Gallagher P, Brown JA, Hays RD, Cleary PD. Development of and field test results for the CAHPS PCMH Survey. *Med Care* 2012;50(Suppl):S2-10.
- 510 Tom JO, Mangione-Smith R, Solomon C, Grossman DC. Integrated personal health record use: association with parent-reported care experiences. *Pediatrics* 2012;130(1):e183-190.
- 511 Co JB, Sternberg SB, Homer CJ. Measuring patient and family experiences of health care for children. *Acad Pediatr* 2011;11(3 Suppl):S59-67.
- 512 Ramsay J, Campbell JL, Schroter S, Green J, Roland M. The General Practice Assessment Survey (GPAS): tests of data quality and measurement properties. *Fam Pract* 2000;17(5):372-379.
- 513 Mead N, Bower P, Roland M. The General Practice Assessment Questionnaire (GPAQ) – development and psychometric characteristics. *BMC Fam Pract* 2008;9:13.
- 514 Asprey A, Campbell JL, Newbould J, Cohn S, Carter M, Davey A, Roland M. Challenges to the credibility of patient feedback in primary healthcare settings: a qualitative study. *Br J Gen Pract* 2013;63(608):200-208.

- 515 Paddison C, Elliott M, Parker R, Staetsky L, Lyratzopoulos G, Campbell JL, Roland M. Should measures of patient experience in primary care be adjusted for case mix? Evidence from the English General Practice Patient Survey. *BMJ Qual Saf* 2012;21(8):634-640.
- 516 Lyratzopoulos G, Elliott MN, Barbiere JM, Staetsky L, Paddison CA, Campbell J, Roland M. How can health care organizations be reliably compared?: Lessons from a national survey of patient experience. *Med Care* 2011;49(8):724-733.
- 517 Greco M, Powell R, Sweeney K. The Improving Practice Questionnaire (IPQ): a practical tool for general practices seeking patient views. *Educ Prim Care* 2003;14(4):440-448.
- 518 Meakin R, Weinman J. The 'Medical Interview Satisfaction Scale' (MISS-21) adapted for British general practice. *Fam Pract* 2002;19(3):257-263.
- 519 Co JP, Sternberg SB, Homer CJ. Measuring patient and family experiences of health care for children. *Acad Pediatr* 2011;11(3 Suppl):S59-67.
- 520 Rise MB, Eriksen L, Grimstad H, Steinsbekk A. The short-term effect on alliance and satisfaction of using patient feedback scales in mental health out-patient treatment. A randomised controlled trial. *BMC Health Serv Res* 2012;12:348.
- 521 <http://fampra.oxfordjournals.org/content/18/4/410.full.pdf>
- 522 Grogan S, Conner M, Norman P, Willits D, Porter I. Validation of a questionnaire measuring patient satisfaction with general practitioner services. *Qual Health Care* 2000;9(4):210-215.
- 523 Katz DA, McCoy K, Sarrazin MV. Does improved continuity of primary care affect clinician-patient communication in VA? *J Gen Intern Med* (published online September 2013).
- 524 Tucker CM, Roncoroni J, Marsiske M, Nghiem KN, Wall W. Validation of a patient-centered, culturally sensitive, clinic environment inventory using a national sample of adult patients. *J Transcult Nurs* (published online October 2013).
- 525 Drain M. Quality improvement in primary care and the importance of patient perceptions. *J Ambul Care Manage* 2001;24(2):30-46.
- 526 Greco M, Brownlea A, McGovern J, Cavanagh M. Consumers as educators: implementation of patient feedback in general practice training. *Health Commun* 2000;12(2):173-193.
- 527 Hudon C, Fortin M, Haggerty JL, Lambert M, Poitras ME. Measuring patients' perceptions of patient-centered care: a systematic review of tools for family medicine. *Ann Fam Med* 2011;9(2):155-164.
- 528 Klingenberg A, Bahrs O, Szecsenyi J. How do patients evaluate general practice? German results from the European Project on Patient Evaluation of General Practice Care (EUROPEP). *Z Arztl Fortbild Qualitatssich* 1999;93(6):437-445.
- 529 Van der Feltz-Cornelis CM, Van Oppen P, Van Marwijk HW, De Beurs E, Van Dyck R. A patient-doctor relationship questionnaire (PDRQ-9) in primary care: development and psychometric evaluation. *Gen Hosp Psychiatry* 2004;26(2):115-120.
- 530 Steine S, Finset A, Laerum E. A new, brief questionnaire (PEQ) developed in primary health care for measuring patients' experience of interaction, emotion and consultation outcome. *Fam Pract* 2001;18(4):410-418.
- 531 Grogan S, Conner M, Norman P, Willits D, Porter I. Validation of a questionnaire measuring patient satisfaction with general practitioner services. *Qual Health Care* 2000;9(4):210-215.
- 532 Nubling M, Muhlbacher A, Niebling W. Patient survey in general practice: development, validation and application of a survey instrument. *Z Arztl Fortbild Qualitatssich* 2004;98(4):301-318.
- 533 Fan VS, Burman M, McDonnell MB, Fihn SD. Continuity of care and other determinants of patient satisfaction with primary care. *J Gen Intern Med* 2005;20(3):226-233.
- 534 Malus M, Shulha M, Granikov V, Johnson-Lafleur J, d'Souza V, Knot M, Holcroft C, Hung K, Pereira I, Ricciuto C, Salsberg J, Macaulay AC. A participatory approach to understanding and measuring patient satisfaction in a primary care teaching setting. *Prog Community Health Partnersh* 2011;5(4):417-424.
- 535 Campbell PC, Olufunlayo TF, Onyenwenyi AO. An assessment of client satisfaction with services at a model primary health care centre in Ogun State, Nigeria. *Nig Q J Hosp Med* 2010;20(1):13-18.
- 536 Laditka SB, Jenkins CL, Trevisani G, Mathews K. The doctor on the patient's turf: assessing patient satisfaction with physician home visit programs. *Home Health Care Serv Q* 2001;19(4):1-16.
- 537 Zuidgeest M, Strating M, Luijkx K, Westert G, Delnoij ED. Using client experiences for quality improvement in long-term care organizations. *Int J Qual Health Care* 2012;24(3):224-229.
- 538 Erci B, Ciftcioglu S. Psychometric evaluation of the primary health-care satisfaction scale in Turkish women. *Int J Qual Health Care* 2010;22(6):500-506.
- 539 Harutyunyan T, Demirchyan A, Thompson ME, Petrosyan V. Patient satisfaction with primary care in Armenia: good rating of bad services? *Health Serv Manage Res* 2010;23(1):12-17.
- 540 Allan J, Schattner P, Stocks N, Ramsay E. Does patient satisfaction of general practice change over a decade? *BMC Fam Pract* 2009;10:13.
- 541 Al-Sakkak MA, Al-Nowaiser NA, Al-Khashan HI, Al-Abdrabulnabi AA, Jaber RM. Patient satisfaction with primary health care services in Riyadh. *Saudi Med J* 2008;29(3):432-436.
- 542 Abu Mourad T, Shashaa S, Markaki A, Alegakis A, Lionis C, Philalithis A. An evaluation of patients' opinions of primary care physicians: the use of EUROPEP in Gaza Strip-Palestine. *J Med Syst* 2007;31(6):497-503.
- 543 Wolosin RJ. The voice of the patient: a national, representative study of satisfaction with family physicians. *Qual Manag Health Care* 2005;14(3):155-164.
- 544 Jung HP, Wensing M, Olesen F, Grol R. Comparison of patients' and general practitioners' evaluations of general practice care. *Qual Saf Health Care* 2002;11(4):315-319.
- 545 Vingerhoets E, Wensing M, Grol R. Feedback of patients' evaluations of general practice care: a randomised trial. *Qual Health Care* 2001;10(4):224-228.
- 546 Scholle SH, Weisman CS, Anderson R, Weitz T, Freund KM, Binko J. Women's satisfaction with primary care: a new measurement effort from the PHS National Centers of Excellence in Women's Health. *Womens Health Issues* 2000;10(1):1-9.
- 547 Harris LE, Swindle RW, Mungai SM, Weinberger M, Tierney WM. Measuring patient satisfaction for quality improvement. *Med Care* 1999;37(12):1207-1213.
- 548 Cheng WL, Lai CK. Satisfaction Scale for Community Nursing: development and validation. *J Adv Nurs* 2010;66(10):2331-2340.
- 549 Hojat M, Louis DZ, Maxwell K, Markham FW, Wender RC, Gonnella JS. A brief instrument to measure patients' overall satisfaction with primary care physicians. *Fam Med* 2011;43(6):412-417.
- 550 Webster G. *Final Report on the Patient Satisfaction Questionnaire Project*. Philadelphia: American Board of Internal Medicine Committee on Evaluation of Clinical Competence, 1989.
- 551 Wolf DM, Lehman L, Quinlin R, Zullo T, Hoffman L. Effect of patient-centered care on patient satisfaction and quality of care. *J Nurs Care Qual* 2008;23(4):316-321.
- 552 Siebes RC, Wijnroks L, Ketelaar M, van Schie PE, Gorter JW, Vermeer A. Parent participation in paediatric rehabilitation treatment centres in the Netherlands: a parents' viewpoint. *Child Care Health Dev* 2007;33(2):196-205.
- 553 Sorra J, Khanna K, Dyer N, Mardon R, Famolaro T. Exploring relationships between patient safety culture and patients' assessments of hospital care. *J Patient Saf* 2012;8(3):131-139.

- 554 Weidmer BA, Brach C, Slaughter ME, Hays RD. Development of items to assess patients' health literacy experiences at hospitals for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospital Survey. *Med Care* 2012;50(9 Suppl 2):S12-21.
- 555 Davies E, Shaller D, Edgman-Levitan S, Safran DG, Ofstedahl G, Sakowski J, Cleary PD. Evaluating the use of a modified CAHPS survey to support improvements in patient-centred care: lessons from a quality improvement collaborative. *Health Expect* 2008;11(2):160-176.
- 556 Kuo DZ, Frick KD, Minkovitz CS. Association of family-centered care with improved anticipatory guidance delivery and reduced unmet needs in child health care. *Matern Child Health J* 2011;15(8):1228-1237.
- 557 Quigley DD, Martino SC, Brown JA, Hays RD. Evaluating the content of the communication items in the CAHPS(\*) clinician and group survey and supplemental items with what high-performing physicians say they do. *Patient* 2013;6(3):169-177.
- 558 Carle AC, Weech-Maldonado R. Validly interpreting patients' reports: using bifactor and multidimensional models to determine whether surveys and scales measure one or more constructs. *Med Care* 2012;50(9 Suppl 2):S42-48.
- 559 Weidmer BA, Brach C, Slaughter ME, Hays RD. Development of items to assess patients' health literacy experiences at hospitals for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospital Survey. *Med Care* 2012;50(9 Suppl 2):S12-21.
- 560 De Feo E, de Belvis AG, Silenzi A, Specchia ML, Galli P, Ricciardi W. Patient-centeredness and e-health among Italian hospitals: results of a cross-sectional web-based survey. *Telemed J E Health* 2012;18(10):791-796.
- 561 Sint Nicolaas J, de Jonge V, Korfage IJ, Ter Borg F, Brouwer JT, Cahen DL et al. Benchmarking patient experiences in colonoscopy using the Global Rating Scale. *Endoscopy* 2012;44(5):462-472.
- 562 Wong EL, Coulter A, Cheung AW, Yam CH, Yeoh EK, Griffiths SM. Patient experiences with public hospital care: first benchmark survey in Hong Kong. *Hong Kong Med J* 2012;18(5):371-380.
- 563 Ortiz G, Schacht L. Psychometric evaluation of an inpatient consumer survey measuring satisfaction with psychiatric care. *Patient* 2012;5(3):163-173.
- 564 Uhl T, Fisher K, Docherty SL, Brandon DH. Insights into patient and family-centered care through the hospital experiences of parents. *J Obstet Gynecol Neonatal Nurs* 2013;42(1):121-131.
- 565 Sweeney J, Brooks AM, Leahy A. Development of the Irish National Perception of Quality of Care Survey. *Int J Qual Health Care* 2003;15(2):163-168.
- 566 Gutysz-Wojnicka A, Dyk D, Cudak E, Ozga D. Measuring patient satisfaction with the Polish version of the Newcastle Satisfaction with Nursing Scale. *Scand J Caring Sci* 2013;27(2):311-318.
- 567 Akin S, Erdogan S. The Turkish version of the Newcastle Satisfaction with Nursing Care Scale used on medical and surgical patients. *J Clin Nurs* 2007;16(4):646-653.
- 568 DeCourcy A, West E, Barron D. The National Adult Inpatient Survey conducted in the English National Health Service from 2002 to 2009: how have the data been used and what do we know as a result? *BMC Health Serv Res* 2012;12:71.
- 569 Department of Health. *2010 Inpatient Survey*. London: Stationery Office; 2011.
- 570 Epstein EG, Miles A, Rovnyak V, Baernholdt M. Parents' perceptions of continuity of care in the neonatal intensive care unit: pilot testing an instrument and implications for the nurse-parent relationship. *J Perinat Neonatal Nurs* 2013;27(2):168-175.
- 571 Lynn MR, McMillen BJ, Sidani S. Understanding and measuring patients' assessment of the quality of nursing care. *Nurs Res* 2007;56(3):159-166.
- 572 Murrells T, Robert G, Adams M, Morrow E, Maben J. Measuring relational aspects of hospital care in England with the 'Patient Evaluation of Emotional Care during Hospitalisation' (PEECH) survey questionnaire. *BMJ Open* 2013;3(1):e002211.
- 573 Giles SJ, Lawton RJ, Din I, McEachan RR. Developing a patient measure of safety (PMOS). *BMJ Qual Saf* 2013;22(7):554-562.
- 574 Suhonen R, Papastavrou E, Efstathiou G, Tsangari H, Jarosova D, Leino-Kilpi H et al. Patient satisfaction as an outcome of individualised nursing care. *Scand J Caring Sci* 2012;26(2):372-380.
- 575 Suhonen R, Välimäki M, Katajisto J, Leino-Kilpi H. Provision of individualised care improves hospital patient outcomes: an explanatory model using LISREL. *Int J Nurs Stud* 2007;44(2):197-207.
- 576 Chan SK, Wong IO, Tin KY, Fung A, Johnston JM, Leung GM. Satisfaction with inpatient care in a population-based Hong Kong Chinese sample. *Qual Saf Health Care* 2010;19(3):173-181.
- 577 <http://intqhc.oxfordjournals.org/content/14/5/353.full>
- 578 Wilde Larsson B, Larsson G. Development of a short form of the Quality from the Patient's Perspective (QPP) questionnaire. *J Clin Nurs* 2002;11(5):681-687.
- 579 Maloney LR, Weiss ME. Patients' perceptions of hospital discharge informational content. *Clin Nurs Res* 2008;17(3):200-219.
- 580 Antoniotti S, Baumstarck-Barrau K, Siméoni MC, Sapin C, Labarère J, Gerbaud L et al. Validation of a French hospitalized patients' satisfaction questionnaire: the QSH-45. *Int J Qual Health Care* 2009;21(4):243-252.
- 581 Wright C, Richards SH, Hill JJ, Roberts MJ, Norman GR, Greco M et al. Multisource feedback in evaluating the performance of doctors: the example of the UK General Medical Council patient and colleague questionnaires. *Acad Med* 2012;87(12):1668-1678.
- 582 Evans J, Rose D, Flach C, Csipke E, Glossop H, McCrone P, Craig T, Wykes T. VOICE: developing a new measure of service users' perceptions of inpatient care, using a participatory methodology. *J Ment Health* 2012;21(1):57-71.
- 583 Carey RG, Seibert JH. A patient survey system to measure quality improvement: questionnaire reliability and validity. *Med Care* 1993;31(9):834-845.
- 584 McKim R, Warren S, Montgomery C, Zaborowski J, McKee C, Towers D, Rowe BH. Emergency department patient satisfaction survey in Alberta's Capital Health region. *Healthc Q* 2007;10(1):34-42.
- 585 Wright O, Capra S, Aliakbari J. A comparison of two measures of hospital foodservice satisfaction. *Aust Health Rev* 2003;26(1):70-75.
- 586 Hiidenhovi H, Nojonen K, Laippala P. Measurement of outpatients' views of service quality in a Finnish university hospital. *J Adv Nurs* 2002;38(1):59-67.
- 587 Labarère J, Francois P, Auquier P, Robert C, Fourny M. Development of a French inpatient satisfaction questionnaire. *Int J Qual Health Care* 2001;13(2):99-108.
- 588 Elwood D, Heckman J, Bonder J, Pantel A, Blatz D, Moroz A, Ben-Roohi M. Assessing patient expectations and concerns in a physical medicine and rehabilitation unit: a real-time snapshot. *PM R* 2010;2(6):521-527.
- 589 Brinkmann A, Steffen P, Pfaff H. Patient surveys as an element of quality management in outpatient care: development and assessment of a questionnaire. *Gesundheitswesen* 2007;69(11):585-592.
- 590 Pfaff H, Freise DC, Mager G. *Patient surveys as an element of quality management in outpatient care: development and assessment of a questionnaire*. Sankt Augustin: Asgard-Verlag; 2003.
- 591 Garratt AM, Bjaertnes OA, Krogstad U, Gulbrandsen P. The OutPatient Experiences Questionnaire (OPEQ): data quality, reliability, and validity in patients attending 52 Norwegian hospitals. *Qual Saf Health Care* 2005;14(6):433-437.
- 592 Bozimowski G. Patient perceptions of pain management therapy: a comparison of real-time assessment of patient education and satisfaction and registered nurse perceptions. *Pain Manag Nurs* 2012;13(4):186-193.

- 593 Kleefstra S, Kool R, Zandbelt L, de Haes J. An instrument assessing patient satisfaction with day care in hospitals. *BMC Health Serv Res* 2012;12:125.
- 594 Griffen D, Callahan CD, Markwell S, de la Cruz J, Milbrandt JC, Harvey T. Application of statistical process control to physician-specific emergency department patient satisfaction scores: a novel use of the funnel plot. *Acad Emerg Med* 2012;19(3):348-355.
- 595 Ottonello M, Franchignoni F, Giordano A, Benevolo E. Patient satisfaction with hospital rehabilitation: validation of the SAT-16 questionnaire through Rasch analysis. *Minerva Med* 2012;103(1):1-11.
- 596 Wagner DL, Bear M, Davidson NS. Measuring patient satisfaction with postpartum teaching methods used by nurses within the interaction model of client health behavior. *Res Theory Nurs Pract* 2011;25(3):176-190.
- 597 Granado de la Orden S, García AC, Rodríguez Gijón LF, Rodríguez Rieiro C, Sanchidrian de Blas C, Rodríguez Pérez P. Development and validation of a questionnaire to assess satisfaction with hospital emergency care. *Emerg Med J* 2011;28(9):770-774.
- 598 Kleefstra SM, Kool RB, Veldkamp CM, Winters-van der Meer AC, Mens MA, Blijham GH, de Haes JC. A core questionnaire for the assessment of patient satisfaction in academic hospitals in The Netherlands: development and first results in a nationwide study. *Qual Saf Health Care* 2010;19(5):e24.
- 599 Kritsotakis G, Koutis AD, Kotsori A, Alexopoulos CG, Philalithis AE. Measuring patient satisfaction in oncology units: interview-based psychometric validation of the 'Comprehensive Assessment of Satisfaction with Care' in Greece. *Eur J Cancer Care* 2010;19(1):45-52.
- 600 Muntlin A, Gunningberg L, Carlsson M. Patients' perceptions of quality of care at an emergency department and identification of areas for quality improvement. *J Clin Nurs* 2006;15(8):1045-1056.
- 601 Davis BA, Kiesel CK, McFarland J, Collard A, Coston K, Keeton A. Evaluating instruments for quality: testing convergent validity of the consumer emergency care satisfaction scale. *J Nurs Care Qual* 2005;20(4):364-368.
- 602 Chan JN, Chau J. Patient satisfaction with triage nursing care in Hong Kong. *J Adv Nurs* 2005;50(5):498-507.
- 603 Yildiz Z, Erdoğan S. Measuring patient satisfaction of the quality of health care: a study of hospitals in Turkey. *J Med Syst* 2004;28(6):581-589.
- 604 Kleefstra S, Kool R, Zandbelt L, de Haes J. An instrument assessing patient satisfaction with day care in hospitals. *BMC Health Serv Res* 2012;12:125.
- 605 Soufi G, Belayachi J, Himmich S, Ahid S, Soufi M, Zekraoui A, Abouqal R. Patient satisfaction in an acute medicine department in Morocco. *BMC Health Serv Res* 2010;10:149.
- 606 Agarwal A, Garg S, Pareek U. A study assessing patient satisfaction in a tertiary care hospital in India: the changing healthcare scenario. *J Commun Dis* 2009;41(2):109-112.
- 607 Hordacre AL, Taylor A, Pirone C, Adams RJ. Assessing patient satisfaction: implications for South Australian public hospitals. *Aust Health Rev* 2005;29(4):439-446.
- 608 Gremigni P, Sommaruga M, Peltenburg M. Validation of the Health Care Communication Questionnaire (HCCQ) to measure outpatients' experience of communication with hospital staff. *Patient Educ Couns* 2008;71(1):57-64.
- 609 Brown AD, Sandoval GA, Murray M, Boissonnault B. Comparing patient reports about hospital care across a Canadian-US border. *Int J Qual Health Care* 2008;20(2):95-104.
- 610 Muntlin A, Gunningberg L, Carlsson M. Patients' perceptions of quality of care at an emergency department and identification of areas for quality improvement. *J Clin Nurs* 2006;15(8):1045-1056.
- 611 Hiidenhovi H, Nojonen K, Laippala P. Measurement of outpatients' views of service quality in a Finnish university hospital. *J Adv Nurs* 2002;38(1):59-67.
- 612 Dudas K, Olsson LE, Wolf A, Swedberg K, Taft C, Schaufelberger M, Ekman I. Uncertainty in illness among patients with chronic heart failure is less in person-centred care than in usual care. *Eur J Cardiovasc Nurs* (published online January 2013).
- 613 Randell RL, Long MD, Martin CF, Sandler RS, Chen W, Anton K, Kappelman MD. Patient perception of chronic illness care in a large inflammatory bowel disease cohort. *Inflamm Bowel Dis* 2013;19(7):1428-1433.
- 614 Glasgow RE, Wagner EH, Schaefer J, Mahoney LD, Reid RJ, Greene SM. Development and validation of the Patient Assessment of Chronic Illness Care (PACIC). *Med Care* 2005;43(5):436-444.
- 615 Rosemann T, Laux G, Droesemeyer S, Gensichen J, Szecsenyi J. Evaluation of a culturally adapted German version of the Patient Assessment of Chronic Illness Care (PACIC 5A) questionnaire in a sample of osteoarthritis patients. *J Eval Clin Pract* 2007;13(5):806-813.
- 616 Cramm JM, Nieboer AP. Factorial validation of the Patient Assessment of Chronic Illness Care (PACIC) and PACIC short version (PACIC-S) among cardiovascular disease patients in the Netherlands. *Health Qual Life Outcomes* 2012;10:104.
- 617 Vanderboom CE, Holland DE, Lohse CM, Targonski PV, Madigan EA. Enhancing patient-centered care: pilot study results of a community care team intervention. *West J Nurs Res* (published online June 2013).
- 618 Gugiu PC, Coryn C, Clark R, Kuehn A. Development and evaluation of the short version of the Patient Assessment of Chronic Illness Care instrument. *Chronic Illn* 2009;5(4):268-276.
- 619 Schmittiel J, Mosen DM, Glasgow RE, Hibbard J, Remmers C, Bellows J. Patient Assessment of Chronic Illness Care (PACIC) and improved patient-centered outcomes for chronic conditions. *J Gen Intern Med* 2008;23(1):77-80.
- 620 Rick J, Rowe K, Hann M, Sibbald B, Reeves D, Roland M, Bower P. Psychometric properties of the Patient Assessment Of Chronic Illness Care measure: acceptability, reliability and validity in United Kingdom patients with long-term conditions. *BMC Health Serv Res* 2012;12:293.
- 621 Prins MH, Marrel A, Carita P, Anderson D, Bousser MG, Crijns H, Consoli S, Arnould B. Multinational development of a questionnaire assessing patient satisfaction with anticoagulant treatment: the 'Perception of Anticoagulant Treatment Questionnaire' (PACT-Q). *Health Qual Life Outcomes* 2009;7:9.
- 622 Latour JM, Hazelzet JA, van der Heijden AJ. Parent satisfaction in pediatric intensive care: a critical appraisal of the literature. *Pediatr Crit Care Med* 2005;6(5):578-584.
- 623 Beattie PF, Nelson R, Murphy DR. Development and preliminary validation of the MedRisk instrument to measure patient satisfaction with chiropractic care. *J Manipulative Physiol Ther* 2011;34(1):23-29.
- 624 Njio BJ, ter Heege GJ, Prah-Andersen B. Quality development in a dental practice environment. A web-based system for measuring patient satisfaction. *J Orofac Orthop* 2008;69(6):448-462.
- 625 Shrestha A, Doshi D, Rao A, Sequeira P. Patient satisfaction at rural outreach dental camps – a one year report. *Rural Remote Health* 2008;8(3):891.
- 626 Imanaka M, Nomura Y, Tamaki Y, Akimoto N, Ishikawa C, Takase H et al. Validity and reliability of patient satisfaction questionnaires in a dental school in Japan. *Eur J Dent Educ* 2007;11(1):29-37.
- 627 Kausmeyer DT, Lengerich EJ, Kluhsman BC, Morrone D, Harper GR, Baker MJ. A survey of patients' experiences with the cancer genetic counseling process: recommendations for cancer genetics programs. *J Genet Couns* 2006;15(6):409-431.
- 628 Triemstra M, Winters S, Kool RB, Wieggers TA. Measuring client experiences in long-term care in the Netherlands: a pilot study with the Consumer Quality Index Long-term Care. *BMC Health Serv Res* 2010;10:95.

- 629 Bobrovitz N, Santana MJ, Ball CG, Kortbeek J, Stelfox HT. The development and testing of a survey to measure patient and family experiences with injury care. *J Trauma Acute Care Surg* 2012;73(5):1332-1339.
- 630 Ortiz G, Schacht L. Psychometric evaluation of an inpatient consumer survey measuring satisfaction with psychiatric care. *Patient* 2012;5(3):163-173.
- 631 Eisen SV, Wilcox M, Idiculla T, Speredelozzi A, Dickey B. Assessing consumer perceptions of inpatient psychiatric treatment: the perceptions of care survey. *Jt Comm J Qual Improv* 2002;28(9):510-526.
- 632 Eisen SV, Shaul JA, Leff HS, Stringfellow V, Clarridge BR, Cleary PD. Toward a national consumer survey: evaluation of the CABHS and MHSIP instruments. *J Behav Health Serv Res* 2001;28(3):347-369.
- 633 Berghofer G, Castille DM, Link B. Evaluation of Client Services (ECS): a measure of treatment satisfaction for people with chronic mental illnesses. *Community Ment Health J* 2011;47(4):399-407.
- 634 Schröder A, Larsson BW, Ahlström G. Quality in psychiatric care: an instrument evaluating patients' expectations and experiences. *Int J Health Care Qual Assur* 2007;20(2-3):141-160.
- 635 Milutinović D, Simin D, Brkić N, Brkić S. The patient satisfaction with nursing care quality: the psychometric study of the Serbian version of PSNCQ questionnaire. *Scand J Caring Sci* 2012;26(3):598-606.
- 636 Agosta LJ. Psychometric evaluation of the Nurse Practitioner Satisfaction Survey (NPSS). *J Nurs Meas* 2009;17(2):114-133.
- 637 Liu Y, Wang G. Inpatient satisfaction with nursing care and factors influencing satisfaction in a teaching hospital in China. *J Nurs Care Qual* 2007;22(3):266-271.
- 638 Laschinger HS, Hall LM, Pedersen C, Almost J. A psychometric analysis of the patient satisfaction with nursing care quality questionnaire: an actionable approach to measuring patient satisfaction. *J Nurs Care Qual* 2005;20(3):220-230.
- 639 Skelton JA, Irby MB, Geiger AM. A systematic review of satisfaction and pediatric obesity treatment: new avenues for addressing attrition. *J Healthc Qual* (published online February 2013).
- 640 Verbeek JH, de Boer AG, van der Weide WE, Piirainen H, Anema JR, van Amstel RJ, Hartog F. Patient satisfaction with occupational health physicians, development of a questionnaire. *Occup Environ Med* 2005;62(2):119-123.
- 641 Verbeek J, van Dijk F, Räsänen K, Piirainen H, Kankaanpää E, Hulshof C. Consumer satisfaction with occupational health services: should it be measured? *Occup Environ Med* 2001;58(4):272-278.
- 642 McKinley RK, Manku-Scott T, Hastings AM, French DP, Baker R. Reliability and validity of a new measure of patient satisfaction with out of hours primary medical care in the United Kingdom: development of a patient questionnaire. *BMJ* 1997;314(7075):193-198.
- 643 Poole R, Gamper A, Porter A, Egbunike J, Edwards A. Exploring patients' self-reported experiences of out-of-hours primary care and their suggestions for improvement: a qualitative study. *Fam Pract* 2011;28(2):210-219.
- 644 Sodani PR, Kumar RK, Srivastava J, Sharma L. Measuring patient satisfaction: a case study to improve quality of care at public health facilities. *Indian J Community Med* 2010;35(1):52-56.
- 645 Comley AL, DeMeyer E. Assessing patient satisfaction with pain management through a continuous quality improvement effort. *J Pain Symptom Manage* 2001;21(1):27-40.
- 646 Comley AL, DeMeyer E. Assessing patient satisfaction with pain management through a continuous quality improvement effort. *J Pain Symptom Manage* 2001;21(1):27-40.
- 647 Blalock SJ, Patel RA. Drug therapy concerns questionnaire: initial development and refinement. *J Am Pharm Assoc* 2005;45(2):160-169.
- 648 Cadarette SM, Gignac MA, Jaglal SB, Beaton DE, Hawker GA. Measuring patient perceptions about osteoporosis pharmacotherapy. *BMC Res Notes* 2009;2:133.
- 649 Horvat N, Kos M. Development and initial validation of a patient satisfaction with pharmacy performance questionnaire (PSP-P-Q). *Eval Health Prof* 2010;33(2):197-215.
- 650 Bounthavong M, Christopher ML, Mendes MA, Foster EB, Johns ST, Lim L, Rubin LM, Patel JJ, Stewart AG. Measuring patient satisfaction in the pharmacy specialty immunization clinic: a pharmacist-run Immunization Clinic at the Veterans Affairs San Diego Healthcare System. *Int J Pharm Pract* 2010;18(2):100-107.
- 651 Mahler C, Jank S, Hermann K, Horne R, Ludt S, Haefeli WE, Szecsenyi J. Psychometric properties of a German version of the 'Satisfaction with Information about Medicines Scale' (SIMS-D). *Value Health* 2009;12(8):1176-1179.
- 652 Naik Panvelkar P, Saini B, Armour C. Measurement of patient satisfaction with community pharmacy services: a review. *Pharm World Sci* 2009;31(5):525-537.
- 653 Traverso ML, MacKeigan LD. Instruments for measuring patient satisfaction with pharmacy services in the Spanish language. *Pharm World Sci* 2005;27(4):281-284.
- 654 Hasan S, Sulieman H, Stewart K, Chapman CB, Hasan MY, Kong DC. Assessing patient satisfaction with community pharmacy in the UAE using a newly validated tool. *Res Social Adm Pharm* 2013;9(6):841-850.
- 655 Babikako HM, Neuhauser D, Katamba A, Mupere E. Patient satisfaction, feasibility and reliability of satisfaction questionnaire among patients with pulmonary tuberculosis in urban Uganda: a cross-sectional study. *Health Res Policy Syst* 2011;9:6.
- 656 Martino SC, Elliott MN, Cleary PD, Kanouse DE, Brown JA, Spritzer KL, Heller A, Hays RD. Psychometric properties of an instrument to assess Medicare beneficiaries' prescription drug plan experiences. *Health Care Financ Rev* 2009;30(3):41-53.
- 657 Beattie PF, Nelson RM, Heintzelman M. The relationship between patient satisfaction with physical therapy care and global rating of change reported by patients receiving worker's compensation. *Physiother Theory Pract* 2011;27(4):310-318.
- 658 French HP, Keogan F, Gilsenan C, Waldron L, O'Connell P. Measuring patient satisfaction with exercise therapy for knee osteoarthritis: evaluating the utility of the physiotherapy outpatient survey. *Musculoskeletal Care* 2010;8(2):61-67.
- 659 Beattie PF, Nelson RM, Lis A. Spanish-language version of the MedRisk Instrument for Measuring Patient Satisfaction With Physical Therapy Care (MRPS): preliminary validation. *Phys Ther* 2007;87(6):793-800.
- 660 Beattie P, Turner C, Dowda M, Michener L, Nelson R. The MedRisk Instrument for Measuring Patient Satisfaction With Physical Therapy Care: a psychometric analysis. *J Orthop Sports Phys Ther* 2005;35(1):24-32.
- 661 Delanian Halsdorfer N, Blasquez J, Bensoussan L, Gentile S, Collado H, Viton JM et al. An assessment of patient satisfaction for a short-stay program in a physical and rehabilitation medicine day hospital. *Ann Phys Rehabil Med* 2011;54(4):236-247.
- 662 George SZ, Hirsh AT. Distinguishing patient satisfaction with treatment delivery from treatment satisfaction with symptoms after physical therapy treatment of low back pain. *Arch Phys Med Rehabil* 2005;86(7):1338-1344.
- 663 Seibert JH, Brien JS, Maaske BL, Kochurka K, Feldt K, Fader L, Race KE. Assessing patient satisfaction across the continuum of ambulatory care: a revalidation and validation of care-specific surveys. *J Ambul Care Manage* 1999;22(2):9-26.
- 664 Ottonello M, Franchignoni F, Giordano A, Benevolo E. Patient satisfaction with hospital rehabilitation: validation of the SAT-16 questionnaire through Rasch analysis. *Minerva Med* 2012;103(1):1-11.

- 665 Bjørngaard JH, Rustad AB, Kjelsberg E. The prisoner as patient – a health services satisfaction survey. *BMC Health Serv Res* 2009;9:176.
- 666 French J, McGahan C. Measuring patient satisfaction with radiation therapy service delivery. *Health Manage Forum* 2009;22(4):40-50.
- 667 Chew LC, Lim TG, Loy KL, Kong MC, Chang WT, Tan SB et al. A questionnaire survey of patient experience with the Rheumatology Monitoring Clinic in Singapore. *Int J Rheum Dis* 2012;15(4):390-398.
- 668 Klokkerud M, Grotle M, Løchting I, Kjeklen I, Hagen KB, Garratt AM. Psychometric properties of the Norwegian version of the patient generated index in patients with rheumatic diseases participating in rehabilitation or self-management programmes. *Rheumatology* 2013;52(5):924-932.
- 669 Sidhu R, Sakellariou V, Layte P, Soliman A. Patient feedback on helpfulness of postal information packs regarding informed consent for endoscopic procedures. *Gastrointest Endosc* 2006;64(2):229-234.
- 670 Donelan K, Mailhot JR, Dutwin D, Barnicle K, Oo SA, Hobrecker K et al. Patient perspectives of clinical care and patient navigation in follow-up of abnormal mammography. *J Gen Intern Med* 2011;26(2):116-122.
- 671 Lin DJ, Li YH, Pai JY, Sheu IC, Glen R, Chou MJ, Lee CY. Chronic kidney-disease screening service quality: questionnaire survey research evidence from Taichung City. *BMC Health Serv Res* 2009;9:239.
- 672 Bhargava A, Thakur A, Mishra B, Taneja J, Dogra V, Loomba P. Patient satisfaction survey of microbiological tests done in G.B. Pant Hospital. *Int J Health Care Qual Assur* 2012;25(7):555-564.
- 673 Weston RL, Hopwood B, Harding J, Sizmur S, Ross JD. Development of a validated patient satisfaction survey for sexual health clinic attendees. *Int J STD AIDS* 2010;21(8):584-590.
- 674 Weston R, Dabis R, Ross JD. Measuring patient satisfaction in sexually transmitted infection clinics: a systematic review. *Sex Transm Infect* 2009;85(6):459-467.
- 675 Challenor R, Metters L. South-west regional patient satisfaction survey. *Int J STD AIDS* 2012;23(12):897-900.
- 676 Kolodziej ME, Muchowski PM, Hamdi NR, Morrisette P, McGowan AJ, Weiss RD. Adaptation of the patient feedback survey at a community treatment setting. *Am J Addict* 2012;21(1):63-71.
- 677 Carnie J. Patient feedback on the anaesthetist's performance during the pre-operative visit. *Anaesthesia* 2002;57(7):697-701.
- 678 Mahomed N, Gandhi R, Daltroy L, Katz JN. The self-administered patient satisfaction scale for primary hip and knee arthroplasty. *Arthritis* 2011;2011:591253.
- 679 Macrodimitris S, Sherman EM, Williams TS, Bigras C, Wiebe S. Measuring patient satisfaction following epilepsy surgery. *Epilepsia* 2011;52(8):1409-1417.
- 680 Friel MT, Shaw RE, Trovato MJ, Owsley JQ. The measure of face-lift patient satisfaction: the Owsley Facelift Satisfaction Survey with a long-term follow-up study. *Plast Reconstr Surg* 2010;126(1):245-257.
- 681 Chanthong P, Abrishami A, Wong J, Herrera F, Chung F. Systematic review of questionnaires measuring patient satisfaction in ambulatory anesthesia. *Anesthesiology* 2009;110(5):1061-1067.
- 682 Skolasky RL, Albert TJ, Vaccaro AR, Riley LH 3rd. Patient satisfaction in the cervical spine research society outcomes study: relationship to improved clinical outcome. *Spine J* 2009;9(3):232-239.
- 683 Caljouw MA, van Beuzekom M, Boer F. Patient's satisfaction with perioperative care: development, validation, and application of a questionnaire. *Br J Anaesth* 2008;100(5):637-644.
- 684 Sindhvananda W, Leelanukrom R, Juajarungjai S. A questionnaire for measuring patient satisfaction to general anesthesia. *J Med Assoc Thai* 2003;86(12):1167-1176.
- 685 Maurice-Szamburski A, Bruder N, Loundou A, Capdevila X, Auquier P. Development and validation of a perioperative satisfaction questionnaire in regional anesthesia. *Anesthesiology* 2013;118(1):78-87.
- 686 Caljouw MA, van Beuzekom M, Boer F. Patient's satisfaction with perioperative care: development, validation, and application of a questionnaire. *Br J Anaesth* 2008;100(5):637-644.
- 687 Mui WC, Chang CM, Cheng KF, Lee TY, Ng KO, Tsao KR, Hwang FM. Development and validation of the questionnaire of satisfaction with perioperative anesthetic care for general and regional anesthesia in Taiwanese patients. *Anesthesiology* 2011;114(5):1064-1075.
- 688 Tai CJ, Chu CC, Liang SC, Lin TF, Huang ZJ, Tsai YH, Wang PC. Use of patient satisfaction data in a continuous quality improvement program for endoscopic sinus surgery. *Otolaryngol Head Neck Surg* 2003;129(3):210-216.
- 689 Bailey J, McVey L, Pevreal A. Surveying patients as a start to quality improvement in the surgical suites holding area. *J Nurs Care Qual* 2005;20(4):319-326.
- 690 Cottrell E, McMillan K, Chambers R. A cross-sectional survey and service evaluation of simple telehealth in primary care: what do patients think? *BMJ Open* 2012;2(6): e001392.
- 691 Hsueh MT, Eastman K, McFarland LV, Raugi GJ, Reiber GE. Tele dermatology patient satisfaction in the Pacific Northwest. *Telemed J E Health* 2012;18(5):377-381.
- 692 Bockting W, Robinson B, Benner A, Scheltema K. Patient satisfaction with transgender health services. *J Sex Marital Ther* 2004;30(4):277-294.
- 693 Pather S, Tai D, Philp S, Nattress K, Carter J, Dalrymple C, Atkinson K. A prospective study assessing patient satisfaction at a large tertiary gynecologic oncology/dysplasia unit. *Patient Relat Outcome Meas* 2010;1:149-152.
- 694 Deal LS, Williams VS, DiBenedetti DB, Fehnel SE. Development and psychometric evaluation of the Endometriosis Treatment Satisfaction Questionnaire. *Qual Life Res* 2010;19(6):899-905.
- 695 Sarasua I, Clausen C, Frunchak V. Mothers' experiences with breastfeeding management and support: a quality improvement study. *Breastfeed Rev* 2009;17(1):19-27.
- 696 Garrard F, Narayan H. Assessing obstetric patient experience: a SERVQUAL questionnaire. *Int J Health Care Qual Assur* 2013;26(7):582-592.
- 697 Benhamou M, Boutron I, Dalichampt M, Baron G, Alami S, Rannou F et al. Elaboration and validation of a questionnaire assessing patient expectations about management of knee osteoarthritis by their physicians: the Knee Osteoarthritis Expectations Questionnaire. *Ann Rheum Dis* 2013;72(4):552-559.
- 698 Zuidgeest M, Sixma H, Rademakers J. Measuring patients' experiences with rheumatic care: the consumer quality index rheumatoid arthritis. *Rheumatol Int* 2009;30(2):159-167.
- 699 Iversen HH, Holmboe O, Bjertnæs OA. The Cancer Patient Experiences Questionnaire (CPEQ): reliability and construct validity following a national survey to assess hospital cancer care from the patient perspective. *BMJ Open* 2012;2(5): e001437.
- 700 Madden PB, Davies EA. Reporting cancer patients' experiences of care for quality improvement: analysis of 2000 and 2004 survey results for South East England. *J Eval Clin Pract* 2010;16(4):776-783.
- 701 O'Brien I, Britton E, Sarfati D, Naylor W, Borman B, Ellison-Loschmann L et al. The voice of experience: results from Cancer Control New Zealand's first national cancer care survey. *N Z Med J* 2010;123(1325):10-19.
- 702 Tarrant C, Baker R, Colman AM, Sinfield P, Agarwal S, Mellon JK et al. The prostate care questionnaire for patients (PCQ-P): reliability, validity and acceptability. *BMC Health Serv Res* 2009;9:199.
- 703 Richard ML, Parmar MP, Caletagne PP, McVey L. Seeking patient feedback: an important dimension of quality in cancer care. *J Nurs Care Qual* 2010;25(4):344-351.
- 704 Defossez G, Mathoulin-Pelissier S, Ingrand I, Gasquet I, Sifer-Riviere L, Ingrand P et al. Satisfaction with care among patients with non-metastatic breast cancer: development and first steps of validation of the REPERES-60 questionnaire. *BMC Cancer* 2007;7:129.

- 705 Kamo N, Dandapani SV, Miksad RA, Houlihan MJ, Kaplan I, Regan M et al. Evaluation of the SCA instrument for measuring patient satisfaction with cancer care administered via paper or via the Internet. *Ann Oncol* 2011;22(3):723-729.
- 706 Lo C, Burman D, Rodin G, Zimmermann C. Measuring patient satisfaction in oncology palliative care: psychometric properties of the FAMCARE-patient scale. *Qual Life Res* 2009;18(6):747-752.
- 707 Liekweg A, Eckhardt M, Taylor SC, Erdfelder E, Jaehde U. Psychometric assessment and application of a questionnaire measuring patient: satisfaction with information on cancer treatment. *Pharm World Sci* 2005;27(2):96-103.
- 708 Glaser AW, Fraser LK, Corner J, Feltbower R, Morris EJ, Hartwell G et al. Patient-reported outcomes of cancer survivors in England 1-5 years after diagnosis: a cross-sectional survey. *BMJ Open* 2013;3(4): e002317.
- 709 Thomson HJ, Winters ZE, Brandberg Y, Didier F, Blazeby JM, Mills J. The early development phases of a European Organisation for Research and Treatment of Cancer (EORTC) module to assess patient reported outcomes (PROs) in women undergoing breast reconstruction. *Eur J Cancer* 2013;49(5):1018-1026.
- 710 de Kok M, van der Weijden T, Kessels AG, Dirksen CD, Sixma HJ, van de Velde CJ et al. Patients' opinions on quality of care before and after implementation of a short stay programme following breast cancer surgery. *Breast* 2010;19(5):404-409.
- 711 Damman OC, Hendriks M, Sixma HJ. Towards more patient centred healthcare: a new Consumer Quality Index instrument to assess patients' experiences with breast care. *Eur J Cancer* 2009;45(9):1569-1577.
- 712 Edge JA, Ackland F, Payne S, McAulay A, Hind E, Burren C, Burditt J, Sims D. Care of children with diabetes as inpatients: frequency of admissions, clinical care and patient experience. *Diabet Med* 2013;30(3):363-369.
- 713 Krass I, Delaney C, Glaubitz S, Kanjanarach T. Measuring patient satisfaction with diabetes disease state management services in community pharmacy. *Res Social Adm Pharm* 2009;5(1):31-39.
- 714 Montori VM, Bjornsen SS, Green EM, Drake JM, Bauer C, Bills AR et al. Performance of the provider recognition program's survey to assess patient satisfaction with the provision of diabetes care in primary care. *Am J Manag Care* 2002;8(4):365-372.
- 715 David AM, Rubio JM, Luces PS, Zabala RV, Roberto JP. Getting the patients' perspective: a survey of diabetes services on Guam. *Hawaii Med J* 2010;69(6 Suppl 3):45-49.
- 716 Montori VM, Bjornsen SS, Green EM, Drake JM, Bauer C, Bills AR et al. Performance of the provider recognition program's survey to assess patient satisfaction with the provision of diabetes care in primary care. *Am J Manag Care* 2002;8(4):365-372.
- 717 Sulmasy DP, McIlvane JM, Pasley PM, Rahn M. A scale for measuring patient perceptions of the quality of end-of-life care and satisfaction with treatment: the reliability and validity of QUEST. *J Pain Symptom Manage* 2002;23(6):458-470.
- 718 Higginson IJ, Simon ST, Benalia H, Downing J, Daveson BA, Harding R, Bausewein C. Which questions of two commonly used multidimensional palliative care patient reported outcome measures are most useful? Results from the European and African PRISMA survey. *Postgrad Med J* 2012;88(1042):451-457.
- 719 Sulmasy DP, McIlvane JM. Patients' ratings of quality and satisfaction with care at the end of life. *Arch Intern Med* 2002;162(18):2098-2104.
- 720 Ruiz MA, Pardo A, Martinez de la Casa JM, Polo V, Esquiro J, Soto J. Development of a specific questionnaire measuring patient satisfaction with glaucoma treatment: Glausat. *Ophthalmic Epidemiol* 2010;17(3):131-143.
- 721 Somner JE, Sii F, Bourne RR, Cross V, Burr JM, Shah P. Moving from PROMs to POEMs for glaucoma care: a qualitative scoping exercise. *Invest Ophthalmol Vis Sci* 2012;53(9):5940-5947.
- 722 Vasudevan A, Arachchi A, van Langenberg DR. Assessing patient satisfaction in inflammatory bowel disease using the QUOTE-IBD survey: a small step for clinicians, a potentially large step for improving quality of care. *J Crohns Colitis* 2013;7(9):e367-374.
- 723 Kimel M, Hsieh R, McCormack J, Burch SP, Revicki DA. Validation of the revised Patient Perception of Migraine Questionnaire (PPMQ-R): measuring satisfaction with acute migraine treatment in clinical trials. *Cephalalgia* 2008;28(5):510-523.
- 724 van der Eijk M, Faber MJ, Ummels I, Aarts JW, Munneke M, Bloem BR. Patient-centeredness in PD care: development and validation of a patient experience questionnaire. *Parkinsonism Relat Disord* 2012;18(9):1011-1016.
- 725 Cunningham-Myrie C, Royal-Thomas T, Williams-Green P, Reid M. Preliminary report on the validation of a questionnaire measuring patient satisfaction with services at the sickle cell unit in Jamaica. *West Indian Med J* 2009;58(4):331-340.
- 726 Howell E, Graham C, Hoffman A, Lowe D, McKeivitt C, Reeves R, Rudd AG. Comparison of patients' assessments of the quality of stroke care with audit findings. *Qual Saf Health Care* 2007;16(6):450-455.
- 727 van der Eijk M, Faber MJ, Ummels I, Aarts JW, Munneke M, Bloem BR. Patient-centeredness in PD care: development and validation of a patient experience questionnaire. *Parkinsonism Relat Disord* 2012;18(9):1011-1016.
- 728 Small N, Bower P, Chew-Graham CA, Whalley D, Protheroe J. Patient empowerment in long-term conditions: development and preliminary testing of a new measure. *BMC Health Serv Res* 2013;13:263.
- 729 Suhonen R, Schmidt LA, Radwin L. Measuring individualized nursing care: assessment of reliability and validity of three scales. *J Adv Nurs* 2007;59(1):77-85.
- 730 Jean-Pierre P, Fiscella K, Freund KM, Clark J, Darnell J, Holden A et al. Structural and reliability analysis of a patient satisfaction with cancer-related care measure: a multisite patient navigation research program study. *Cancer* 2011;117(4):854-861.
- 731 Larsson G, Wilde-Larsson B. Quality of care and patient satisfaction: a new theoretical and methodological approach. *Int J Health Care Qual Assur* 2010;23(2):228-247.
- 732 Bleich SN, Ozaltin E, Murray CK. How does satisfaction with the health-care system relate to patient experience? *Bull World Health Organ* 2009;87(4):271-278.
- 733 Fröjd C, Swenne CL, Rubertsson C, Gunningberg L, Wadensten B. Patient information and participation still in need of improvement: evaluation of patients' perceptions of quality of care. *J Nurs Manag* 2011;19(2):226-236.
- 734 Brown RB, Bell L. Patient-centred quality improvement audit. *Int J Health Care Qual Assur* 2005;18(2-3):92-102.
- 735 Shaul JA, Eisen SV, Stringfellow VL, Clarridge BR, Hermann RC, Nelson D, Anderson E, Kubrin AI, Leff HS, Cleary PD. Use of consumer ratings for quality improvement in behavioral health insurance plans. *Jt Comm J Qual Improv* 2001;27(4):216-229.
- 736 Sepucha KR, Fagerlin A, Couper MP, Levin CA, Singer E, Zikmund-Fisher BJ. How does feeling informed relate to being informed? The DECISIONS survey. *Med Decis Making* 2010;30(5 Suppl):77S-84S.
- 737 Haggerty JL, Roberge D, Freeman GK, Beaulieu C, Bréton M. Validation of a generic measure of continuity of care: when patients encounter several clinicians. *Ann Fam Med* 2012;10(5):443-451.
- 738 Singer SJ, Friedberg MW, Kiang MV, Dunn T, Kuhn DM. Development and preliminary validation of the Patient Perceptions of Integrated Care survey. *Med Care Res Rev* 2013;70(2):143-164.
- 739 Hadjistavropoulos H, Biem H, Sharpe D, Bourgault-Fagnou M, Janzen J. Patient perceptions of hospital discharge: reliability and validity of a Patient Continuity of Care Questionnaire. *Int J Qual Health Care* 2008;20(5):314-323.
- 740 Hadjistavropoulos H, Biem H, Sharpe D, Bourgault-Fagnou M, Janzen J. Patient perceptions of hospital discharge: reliability and validity of a Patient Continuity of Care Questionnaire. *Int J Qual Health Care* 2008;20(5):314-323.

- 741 Berendsen AJ, Groenier KH, de Jong GM, Meyboom-de Jong B, van der Veen WJ, Dekker J, de Waal MW, Schuling J. Assessment of patient's experiences across the interface between primary and secondary care: Consumer Quality Index Continuum of care. *Patient Educ Couns* 2009;77(1):123-127.
- 742 Uijen AA, Heinst CW, Schellevis FG, van den Bosch WJ, van de Laar FA, Terwee CB, Schers HJ. Measurement properties of questionnaires measuring continuity of care: a systematic review. *PLoS One* 2012;7(7):e42256.
- 743 Joyce AS, Adair CE, Wild TC, McDougall GM, Gordon A, Costigan N, Pasmeny G. Continuity of care: validation of a self-report measure to assess client perceptions of mental health service delivery. *Community Ment Health J* 2010;46(2):192-208.
- 744 Higgins PC, Prigerson HG. Caregiver evaluation of the quality of end-of-life care (CEQUEL) scale: the caregiver's perception of patient care near death. *PLoS One* 2013;8(6):e66066.
- 745 Al-Janabi H, Flynn TN, Coast J. Estimation of a preference-based carer experience scale. *Med Decis Making* 2011;31(3):458-468.
- 746 Howells A, Morris R, Darwin C. A questionnaire to assess carers' experience of stroke rehabilitation. *Top Stroke Rehabil* 2012;19(3):256-267.
- 747 Howells A, Morris R, Darwin C. A questionnaire to assess carers' experience of stroke rehabilitation. *Top Stroke Rehabil* 2012;19(3):256-267.
- 748 Sinfield P, Baker R, Tarrant C, Agarwal S, Colman AM, Steward W et al. The Prostate Care Questionnaire for Carers (PCQ-C): reliability, validity and acceptability. *BMC Health Serv Res* 2009;9:229.
- 749 Brown J, Aladangady N. Measuring the quality of care: using patient experience trackers in a neonatal unit. *Nurs Times* 2010;106(7):10-11.
- 750 Hibbard JH, Collins PA, Mahoney E, Baker LH. The development and testing of a measure assessing clinician beliefs about patient self-management. *Health Expect* 2010;13(1):65-72.
- 751 Mercer SW, Howie JG. CQI-2 – a new measure of holistic interpersonal care in primary care consultations. *Br J Gen Pract* 2006;56(525):262-268.
- 752 Fordham L, Gibson F, Bowes J. Information and professional support: key factors in the provision of family-centred early childhood intervention services. *Child Care Health Dev* 2012;38(5):647-653.
- 753 Alharbi TS, Ekman I, Olsson LE, Dudas K, Carlström E. Organizational culture and the implementation of person centered care: results from a change process in Swedish hospital care. *Health Policy* 2012;108(2-3):294-301.
- 754 Alharbi TS, Olsson LE, Ekman I, Carlström E. The impact of organizational culture on the outcome of hospital care: After the implementation of person-centred care. *Scand J Public Health* (published online August 2013).
- 755 Carlström ED, Ekman I. Organisational culture and change: implementing person-centred care. *J Health Organ Manag* 2012;26(2):175-191.
- 756 Brenk-Franz K, Hibbard JH, Herrmann WJ, Freund T, Szecsenyi J, Djalali S et al. Validation of the German version of the Patient Activation Measure 13 (PAM13-D) in an international multicentre study of primary care patients. *PLoS One* 2013;8(9):e74786.
- 757 Mitchell SE, Gardiner PM, Sadikova E, Martin JM, Jack BW, Hibbard JH, Paasche-Orlow MK. Patient Activation and 30-Day Post-Discharge Hospital Utilization. *J Gen Intern Med* (published online October 2013).
- 758 Smith SG, Curtis LM, Wardle J, von Wagner C, Wolf MS. Skill Set or Mind Set? Associations between Health Literacy, Patient Activation and Health. *PLoS One* 2013;8(9):e74373.
- 759 Rademakers J, Nijman J, Brabers AE, de Jong JD, Hendriks M. The relative effect of health literacy and patient activation on provider choice in the Netherlands. *Health Policy* (published online August 2013).
- 760 Lubetkin EI, Zabor EC, Brennessel D, Kemeny MM, Hay JL. Beyond demographics: differences in patient activation across new immigrant, diverse language subgroups. *J Community Health* (published online August 2013).
- 761 Ryvicker M, Feldman PH, Chiu YL, Gerber LM. The role of patient activation in improving blood pressure outcomes in black patients receiving home care. *Med Care Res Rev* (published online July 2013).
- 762 Dür M, Sadloňová M, Haider S, Binder A, Stoffer M, Coenen M et al. Health determining concepts important to people with Crohn's disease and their coverage by patient-reported outcomes of health and wellbeing. *J Crohns Colitis* (published online January 2013).
- 763 Marshall R, Beach MC, Saha S, Mori T, Loveless MO, Hibbard JH et al. Patient activation and improved outcomes in HIV-infected patients. *J Gen Intern Med* 2013;28(5):668-674.
- 764 Maeng DD, Martsolf GR, Scanlon DP, Christianson JB. Care coordination for the chronically ill: understanding the patient's perspective. *Health Serv Res* 2012;47(5):1960-1979.
- 765 Rademakers J, Nijman J, van der Hoek L, Heijmans M, Rijken M. Measuring patient activation in The Netherlands: translation and validation of the American short form Patient Activation Measure (PAM13). *BMC Public Health* 2012;12:577.
- 766 Chubak J, Anderson ML, Saunders KW, Hubbard RA, Tuzzio L, Liss DT et al. Predictors of 1-year change in patient activation in older adults with diabetes mellitus and heart disease. *J Am Geriatr Soc* 2012;60(7):1316-1321.
- 767 Deen D, Lu WH, Weintraub MR, Maranda MJ, Elshafey S, Gold MR. The impact of different modalities for activating patients in a community health center setting. *Patient Educ Couns* 2012;89(1):178-183.
- 768 Hung M, Carter M, Hayden C, Dzierzon R, Morales J, Snow L et al. Psychometric assessment of the patient activation measure short form (PAM-13) in rural settings. *Qual Life Res* 2013;22(3):521-529.
- 769 Harvey L, Fowles JB, Xi M, Terry P. When activation changes, what else changes? the relationship between change in patient activation measure (PAM) and employees' health status and health behaviors. *Patient Educ Couns* 2012;88(2):338-343.
- 770 Solomon M, Wagner SL, Goes J. Effects of a web-based intervention for adults with chronic conditions on patient activation: online randomized controlled trial. *J Med Internet Res* 2012;14(1):e32.
- 771 Shively MJ, Gardetto NJ, Kodiath MF, Kelly A, Smith TL, Stepnowsky C et al. Effect of patient activation on self-management in patients with heart failure. *J Cardiovasc Nurs* 2013;28(1):20-34.
- 772 Ryvicker M, Peng TR, Feldman PH. Patient activation and disparate health care outcomes in a racially diverse sample of chronically ill older adults. *J Health Care Poor Underserved* 2012;23(4):1577-1589.
- 773 Greene J, Hibbard JH. Why does patient activation matter? An examination of the relationships between patient activation and health-related outcomes. *J Gen Intern Med* 2012;27(5):520-526.
- 774 Skolasky RL, Green AF, Scharfstein D, Boulton C, Reider L, Wegener ST. Psychometric properties of the patient activation measure among multimorbid older adults. *Health Serv Res* 2011;46(2):457-478.
- 775 Stepleman L, Rutter MC, Hibbard J, Johns L, Wright D, Hughes M. Validation of the patient activation measure in a multiple sclerosis clinic sample and implications for care. *Disabil Rehabil* 2010;32(19):1558-1567.
- 776 Skolasky RL, Mackenzie EJ, Riley LH 3rd, Wegener ST. Psychometric properties of the Patient Activation Measure among individuals presenting for elective lumbar spine surgery. *Qual Life Res* 2009;18(10):1357-1366.
- 777 Green CA, Perrin NA, Polen MR, Leo MC, Hibbard JH, Tusler M. Development of the Patient Activation Measure for mental health. *Adm Policy Ment Health* 2010;37(4):327-333.
- 778 Maindal HT, Sokolowski I, Vedsted P. Translation, adaptation and validation of the American short form Patient Activation Measure (PAM13) in a Danish version. *BMC Public Health* 2009;9:209.

- 779 Fowles JB, Terry P, Xi M, Hibbard J, Bloom CT, Harvey L. Measuring self-management of patients' and employees' health: further validation of the Patient Activation Measure (PAM) based on its relation to employee characteristics. *Patient Educ Couns* 2009;77(1):116-122.
- 780 Hibbard JH, Mahoney ER, Stockard J, Tusler M. Development and testing of a short form of the patient activation measure. *Health Serv Res* 2005;40(6 Pt 1):1918-1930.
- 781 Hibbard JH, Stockard J, Mahoney ER, Tusler M. Development of the Patient Activation Measure (PAM): conceptualizing and measuring activation in patients and consumers. *Health Serv Res* 2004;39(4 Pt 1):1005-1026.
- 782 Zill JM, Dwinger S, Kriston L, Rohenkohl A, Härter M, Dirmaier J. Psychometric evaluation of the German version of the patient activation measure (PAM13). *BMC Public Health* (published online October 2013).
- 783 Tabrizi JS. Quality of delivered care for people with type 2 diabetes: a new patient-centred model. *J Res Health Sci* 2009;9(2):1-9.
- 784 Faulkner M. A measure of patient empowerment in hospital environments catering for older people. *J Adv Nurs* 2001;34(5):676-686.
- 785 Bulsara C, Styles I, Ward AM, Bulsara M. The psychometrics of developing the patient empowerment scale. *J Psychosoc Oncol* 2006;24(2):1-16.
- 786 Hudon C, Fortin M, Rossignol F, Bernier S, Poitras ME. The Patient Enablement Instrument-French version in a family practice setting: a reliability study. *BMC Fam Pract* 2011;12:71.
- 787 Lindberg J, Kreuter M, Person LO, Taft C. Patient Participation in Rehabilitation Questionnaire (PPRQ)-development and psychometric evaluation. *Spinal Cord* (published online September 2013).
- 788 Hirsch O, Keller H, Albohn-Kühne C, Kronen T, Donner-Banzhoff N. Pitfalls in the statistical examination and interpretation of the correspondence between physician and patient satisfaction ratings and their relevance for shared decision making research. *BMC Med Res Methodol* 2011;11:71.
- 789 Sebern MD. Refinement of the Shared Care Instrument-Revised: a measure of a family care interaction. *J Nurs Meas* 2008;16(1):43-60.
- 790 Sebern MD. Psychometric evaluation of the Shared Care Instrument in a sample of home health care family dyads. *J Nurs Meas* 2005;13(3):175-191.
- 791 Papastavrou E, Karlou C, Tsangari H, Efstathiou G, Sousa VD, Merkouris A, Patiraki E. Cross-cultural validation and psychometric properties of the Greek version of the Caring Behaviors Inventory: a methodological study. *J Eval Clin Pract* 2011;17(3):435-443.
- 792 Lee-Hsieh J, Kuo CL, Tseng HF, Turton MA. Development of an instrument to measure caring behaviors in nursing students in Taiwan. *Int J Nurs Stud* 2005;42(5):579-588.
- 793 Martins D, Nicholas NA, Shaheen M, Jones L, Norris K. The development and evaluation of a compassion scale. *J Health Care Poor Underserved* 2013;24(3):1235-1246.
- 794 Aomatsu M, Abe H, Abe K, Yasui H, Suzuki T, Sato J, Ban N, Mercer SW. Validity and reliability of the Japanese version of the CARE Measure in a general medicine outpatient setting. *Fam Pract* (published online October 2013).
- 795 Wirtz M, Boecker M, Forkmann T, Neumann M. Evaluation of the 'Consultation and Relational Empathy' (CARE) measure by means of Rasch-analysis at the example of cancer patients. *Patient Educ Couns* 2011;82(3):298-306.
- 796 Mercer SW, Fung CS, Chan FW, Wong FY, Wong SY, Murphy D. The Chinese-version of the CARE measure reliably differentiates between doctors in primary care: a cross-sectional study in Hong Kong. *BMC Fam Pract* 2011;12:43.
- 797 Fung CS, Hua A, Tam L, Mercer SW. Reliability and validity of the Chinese version of the CARE Measure in a primary care setting in Hong Kong. *Fam Pract* 2009;26(5):398-406.
- 798 Mercer SW, McConnachie A, Maxwell M, Heaney D, Watt GC. Relevance and practical use of the Consultation and Relational Empathy (CARE) Measure in general practice. *Fam Pract* 2005;22(3):328-334.
- 799 Mercer SW, Maxwell M, Heaney D, Watt GC. The consultation and relational empathy (CARE) measure: development and preliminary validation and reliability of an empathy-based consultation process measure. *Fam Pract* 2004;21(6):699-705.
- 800 Hwang HL, Tu CT, Chen S, Wang HH. Caring behaviors perceived by elderly residents of long-term care facilities: scale development and psychometric assessment. *Int J Nurs Stud* 2012;49(2):183-190.
- 801 Sinclair VG, Dowdy SW. Development and validation of the Emotional Intimacy Scale. *J Nurs Meas* 2005;13(3):193-206.
- 802 Preti A, Vellante M, Baron-Cohen S, Zucca G, Petretto DR, Masala C. The Empathy Quotient: a cross-cultural comparison of the Italian version. *Cogn Neuropsychiatry* 2011;16(1):50-70.
- 803 Kim J, Lee SJ. Reliability and validity of the Korean version of the empathy quotient scale. *Psychiatry Investig* 2010;7(1):24-30.
- 804 Froman RD, Peloquin SM. Rethinking the use of the Hogan Empathy Scale: a critical psychometric analysis. *Am J Occup Ther* 2001;55(5):566-572.
- 805 Neumann M, Scheffer C, Tauschel D, Lutz G, Wirtz M, Edelhäuser F. Physician empathy: definition, outcome-relevance and its measurement in patient care and medical education. *GMS Z Med Ausbild* 2012;29(1):Doc11.
- 806 Hojat M, Mangione S, Kane GC, Gonnella JS. Relationships between scores of the Jefferson Scale of Physician Empathy (JSPE) and the Interpersonal Reactivity Index (IRI). *Med Teach* 2005;27(7):625-628.
- 807 Fields SK, Mahan P, Tillman P, Harris J, Maxwell K, Hojat M. Measuring empathy in healthcare profession students using the Jefferson Scale of Physician Empathy: health provider - student version. *J Interprof Care* 2011;25(4):287-293.
- 808 Kiersma ME, Chen AM, Yehle KS, Plake KS. Validation of an empathy scale in pharmacy and nursing students. *Am J Pharm Educ* 2013;77(5):94.
- 809 Williams B, Brown T, Boyle M, Dousek S. Psychometric testing of the Jefferson Scale of Empathy Health Profession Students' version with Australian paramedic students. *Nurs Health Sci* 2013;15(1):45-50.
- 810 Hsiao CY, Tsai YF, Kao YC. Psychometric properties of a Chinese version of the Jefferson Scale of Empathy-Health Profession Students. *J Psychiatr Ment Health Nurs* 2013;20(10):866-873.
- 811 Shariat SV, Habibi M. Empathy in Iranian medical students: measurement model of the Jefferson scale of empathy. *Med Teach* 2013;35(1):e913-918.
- 812 Paro HB, Daud-Gallotti RM, Tibério IC, Pinto RM, Martins MA. Brazilian version of the Jefferson Scale of Empathy: psychometric properties and factor analysis. *BMC Med Educ* 2012;12:73.
- 813 Van Winkle LJ, Fjortoft N, Hojat M. Impact of a workshop about aging on the empathy scores of pharmacy and medical students. *Am J Pharm Educ* 2012;76(1):9.
- 814 Neumann M, Scheffer C, Tauschel D, Lutz G, Wirtz M, Edelhäuser F. Physician empathy: definition, outcome-relevance and its measurement in patient care and medical education. *GMS Z Med Ausbild* 2012;29(1):Doc11.
- 815 McMillan LR, Shannon DM. Psychometric analysis of the JSPE Nursing Student Version R: comparison of senior BSN students and medical students attitudes toward empathy in patient care. *ISRN Nurs* 2011;2011:726063.
- 816 Tavakol S, Dennick R, Tavakol M. Psychometric properties and confirmatory factor analysis of the Jefferson Scale of Physician Empathy. *BMC Med Educ* 2011;11:54.
- 817 Rahimi-Madiseh M, Tavakol M, Dennick R, Nasiri J. Empathy in Iranian medical students: A preliminary psychometric analysis and differences by gender and year of medical school. *Med Teach* 2010;32(11):e471-478.
- 818 Chen DC, Pahilan ME, Orlander JD. Comparing a self-administered measure of empathy with observed behavior among medical students. *J Gen Intern Med* 2010;25(3):200-202.

- 819 Chen D, Lew R, Hershman W, Orlander J. A cross-sectional measurement of medical student empathy. *J Gen Intern Med* 2007;22(10):1434-1438.
- 820 Hojat M, Mangione S, Kane GC, Gonnella JS. Relationships between scores of the Jefferson Scale of Physician Empathy (JSPE) and the Interpersonal Reactivity Index (IRI). *Med Teach* 2005;27(7):625-628.
- 821 Fields SK, Hojat M, Gonnella JS, Mangione S, Kane G, Magee M. Comparisons of nurses and physicians on an operational measure of empathy. *Eval Health Prof* 2004;27(1):80-94.
- 822 Albers G, de Vet HC, Pasman HR, Deliens L, Onwuteaka-Philipsen BD. Personal dignity in the terminally ill from the perspective of caregivers: a survey among trained volunteers and physicians. *J Palliat Med* 2013;16(9):1108-1114.
- 823 Sautier LP, Vehling S, Mehnert A. Assessment of Patients' Dignity in Cancer Care: Preliminary Psychometrics of the German Version of the Patient Dignity Inventory (PDI-G). *J Pain Symptom Manage* (published online July 2013).
- 824 Albers G, Pasman HR, Rurup ML, de Vet HC, Onwuteaka-Philipsen BD. Analysis of the construct of dignity and content validity of the patient dignity inventory. *Health Qual Life Outcomes* 2011;9:45.
- 825 Chochinov HM, Hassard T, McClement S, Hack T, Kristjanson LJ, Harlos M et al. The patient dignity inventory: a novel way of measuring dignity-related distress in palliative care. *J Pain Symptom Manage* 2008;36(6):559-571.
- 826 Spreng RN, McKinnon MC, Mar RA, Levine B. The Toronto Empathy Questionnaire: scale development and initial validation of a factor-analytic solution to multiple empathy measures. *J Pers Assess* 2009;91(1):62-71.
- 827 Ferranti DE, Makoul G, Forth VE, Rauworth J, Lee J, Williams MV. Assessing patient perceptions of hospitalist communication skills using the Communication Assessment Tool (CAT). *J Hosp Med* 2010;5(9):522-527.
- 828 Makoul G, Krupat E, Chang CH. Measuring patient views of physician communication skills: development and testing of the Communication Assessment Tool. *Patient Educ Couns* 2007;67(3):333-342.
- 829 Beaulieu MD, Haggerty JL, Beaulieu C, Bouharaoui F, Lévesque JF, Pineault R, Burge F, Santor DA. Interpersonal communication from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):108-123.
- 830 Baker R, Smith A, Tarrant C, McKinley RK, Taub N. Patient feedback in revalidation: an exploratory study using the consultation satisfaction questionnaire. *Br J Gen Pract* 2011;61(591):e638-e644.
- 831 Poulton BC. Use of the consultation satisfaction questionnaire to examine patients' satisfaction with general practitioners and community nurses: reliability, replicability and discriminant validity. *Br J Gen Pract* 1996;46(402):26-31.
- 832 Burford B, Greco M, Bedi A, Kergon C, Morrow G, Livingston M, Illing J. Does questionnaire-based patient feedback reflect the important qualities of clinical consultations? Context, benefits and risks. *Patient Educ Couns* 2011;84(2): e28-e36.
- 833 Campbell J, Narayanan A, Burford B, Greco M. Validation of a multi-source feedback tool for use in general practice. *Educ Prim Care* 2010;21(3):165-179.
- 834 Greco M, Brownlea A, McGovern J. Impact of patient feedback on the interpersonal skills of general practice registrars: results of a longitudinal study. *Med Educ* 2001;35(8):748-756.
- 835 Williams KN, Boyle DK, Herman RE, Coleman CK, Hummert ML. Psychometric analysis of the emotional tone rating scale: a measure of person-centered communication. *Clin Gerontol* 2012;35(5):376-389.
- 836 Beaulieu MD, Haggerty JL, Beaulieu C, Bouharaoui F, Lévesque JF, Pineault R et al. Interpersonal communication from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):108-123.
- 837 Lévesque JF, Pineault R, Haggerty JL, Burge F, Beaulieu MD, Gass D et al. Respectfulness from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):167-179.
- 838 Gremigni P, Sommaruga M, Peltenburg M. Validation of the Health Care Communication Questionnaire (HCCQ) to measure outpatients' experience of communication with hospital staff. *Patient Educ Couns* 2008;71(1):57-64.
- 839 Xie B, Wang M, Feldman R, Zhou L. Internet use frequency and patient-centered care: measuring patient preferences for participation using the health information wants questionnaire. *J Med Internet Res* 2013;15(7):e132.
- 840 Beaulieu MD, Haggerty JL, Beaulieu C, Bouharaoui F, Lévesque JF, Pineault R et al. Interpersonal communication from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):108-123.
- 841 Stewart AL, Nápoles-Springer AM, Gregorich SE, Santoyo-Olsson J. Interpersonal processes of care survey: patient-reported measures for diverse groups. *Health Serv Res* 2007;42(3 Pt 1):1235-1256.
- 842 DeVoe JE, Wallace LS, Fryer GE Jr. Measuring patients' perceptions of communication with healthcare providers: do differences in demographic and socioeconomic characteristics matter? *Health Expect* 2009;12(1):70-80.
- 843 Okelo SO, Eakin MN, Patino CM, Teodoro AP, Bilderback AL, Thompson DA et al. The Pediatric Asthma Control and Communication Instrument asthma questionnaire: for use in diverse children of all ages. *J Allergy Clin Immunol* 2013;132(1):55-62.
- 844 Tarn DM, Young HN, Craig BM. Development of the patient approach and views toward healthcare communication (PAV-COM) measure among older adults. *BMC Health Serv Res* 2012;12:289.
- 845 Smith JK, Falvo D, McKillip J, Pitz G. Measuring patient perceptions of the patient-doctor interaction. Development of the PDIS. *Eval Health Prof* 1984;7(1):77-94.
- 846 Reinders ME, Blankenstein AH, Knol DL, de Vet HC, van Marwijk HW. Validity aspects of the patient feedback questionnaire on consultation skills (PFC), a promising learning instrument in medical education. *Patient Educ Couns* 2009;76(2):202-206.
- 847 Reinders ME, Blankenstein AH, van Marwijk HW, Schleypen H, Schoonheim PL, Stalman WA. Development and feasibility of a patient feedback programme to improve consultation skills in general practice training. *Patient Educ Couns* 2008;72(1):12-19.
- 848 Salt E, Crofford LJ, Studts JL, Lightfoot R, Hall LA. Development of a quality of patient-health care provider communication scale from the perspective of patients with rheumatoid arthritis. *Chronic Illn* 2013;9(2):103-115.
- 849 Wachira J, Middlestadt S, Reece M, Peng CY, Braitstein P. Psychometric assessment of a Physician-Patient Communication Behaviors Scale: the perspective of adult HIV patients in Kenya. *AIDS Res Treat* 2013;2013:706191.
- 850 Beaulieu MD, Haggerty JL, Beaulieu C, Bouharaoui F, Lévesque JF, Pineault R et al. Interpersonal communication from the patient perspective: comparison of primary healthcare evaluation instruments. *Health Policy* 2011;7(Spec Issue):108-123.
- 851 Smith MY, Winkel G, Egert J, Diaz-Wionczek M, DuHamel KN. Patient-physician communication in the context of persistent pain: validation of a modified version of the patients' Perceived Involvement in Care Scale. *J Pain Symptom Manage* 2006;32(1):71-81.
- 852 Jacobsen R, Møldrup C, Christrup L, Sjøgren P, Hansen OB. The Danish version of the questionnaire on pain communication: preliminary validation in cancer patients. *Acta Anaesthesiol Scand* 2009;53(6):807-815.

- 853 Engelberg R, Downey L, Curtis JR. Psychometric characteristics of a quality of communication questionnaire assessing communication about end-of-life care. *J Palliat Med* 2006;9(5):1086-1098.
- 854 van Weert JC, Jansen J, de Bruijn GJ, Noordman J, van Dulmen S, Bensing JM. QUOTEchemo: a patient-centred instrument to measure quality of communication preceding chemotherapy treatment through the patient's eyes. *Eur J Cancer* 2009;45(17):2967-2976.
- 855 Clayton MF, Latimer S, Dunn TW, Haas L. Assessing patient-centered communication in a family practice setting: how do we measure it, and whose opinion matters? *Patient Educ Couns* 2011;84(3):294-302.
- 856 Meehan KB, Levy KN, Clarkin JF. Construct validity of a measure of affective communication in psychotherapy. *Psychoanal Psychol* 2012;29(2):145-165.
- 857 Harlak H, Dereboy C, Gemalmaz A. Validation of a Turkish translation of the Communication Skills Attitude Scale with Turkish medical students. *Educ Health* 2008;21(1):55.
- 858 Brown T, Boyle M, Williams B, Molloy A, McKenna L, Palermo C, Molloy L. Factor structure of the Communicator Styles Measure (CSM) when used with undergraduate health science students. *Scand J Caring Sci* 2013;27(2):363-372.
- 859 King GA, Servais M, Bolack L, Shepherd TA, Willoughby C. Development of a measure to assess effective listening and interactive communication skills in the delivery of children's rehabilitation services. *Disabil Rehabil* 2012;34(6):459-469.
- 860 Kemper PF, van Noord I, de Bruijne M, Knol DL, Wagner C, van Dyck C. Development and reliability of the explicit professional oral communication observation tool to quantify the use of non-technical skills in healthcare. *BMJ Qual Saf* 2013;22(7):586-595.
- 861 Klakovich MD, Dela Cruz FA. Validating the Interpersonal Communication Assessment Scale. *J Prof Nurs* 2006;22(1):60-67.
- 862 Robinson J, Walley T, Pearson M, Taylor D, Barton S. Measuring consultation skills in primary care in England: evaluation and development of content of the MAAS scale. *Br J Gen Pract* 2002;52(484):889-893.
- 863 Clayton MF, Latimer S, Dunn TW, Haas L. Assessing patient-centered communication in a family practice setting: how do we measure it, and whose opinion matters? *Patient Educ Couns* 2011;84(3):294-302.
- 864 Shields CG, Epstein RM, Franks P, Fiscella K, Duberstein P, McDaniel SH, Meldrum S. Emotion language in primary care encounters: reliability and validity of an emotion word count coding system. *Patient Educ Couns* 2005;57(2):232-238.
- 865 Roberts LC, Whittle CT, Cleland J, Wald M. Measuring verbal communication in initial physical therapy encounters. *Phys Ther* 2013;93(4):479-491.
- 866 Vuković M, Gvozdenović BS, Stamatović-Gajić B, Ilić M, Gajić T. Development and evaluation of the nurse quality of communication with patient questionnaire. *Srp Arh Celok Lek* 2010;138(1-2):79-84.
- 867 Ganz FD, Yoffe F. Intensive care nurses' perspectives of family-centered care and their attitudes toward family presence during resuscitation. *J Cardiovasc Nurs* 2012;27(3):220-227.
- 868 Moore M. What does patient-centred communication mean in Nepal? *Med Educ* 2008;42(1):18-26.
- 869 Tsimtsiou Z, Kerasidou O, Efstathiou N, Papaharitou S, Hatzimouratidis K, Hatzichristou D. Medical students' attitudes toward patient-centred care: a longitudinal survey. *Med Educ* 2007;41(2):146-153.
- 870 Grilo AM, Santos MC, Rita JS, Gomes AI. Assessment of nursing students and nurses' orientation towards patient-centeredness. *Nurse Educ Today* (published online April 2013).
- 871 Shaw WS, Woiszwilllo MJ, Krupat E. Further validation of the Patient-Practitioner Orientation Scale (PPOS) from recorded visits for back pain. *Patient Educ Couns* 2012;89(2):288-291.
- 872 Chan CM, Ahmad WA. Differences in physician attitudes towards patient-centredness: across four medical specialties. *Int J Clin Pract* 2012;66(1):16-20.
- 873 Ross EF, Haidet P. Attitudes of physical therapy students toward patient-centered care, before and after a course in psychosocial aspects of care. *Patient Educ Couns* 2011;85(3):529-532.
- 874 Ledoux T, Hilmers A, Watson K, Baranowski T, O'Connor TM. Development and feasibility of an objective measure of patient-centered communication fidelity in a pediatric obesity intervention. *J Nutr Educ Behav* 2013;45(4):349-354.
- 875 Medvene L, Grosch K, Swink N. Interpersonal complexity: a cognitive component of person-centered care. *Gerontologist* 2006;46(2):220-226.
- 876 Weiner SJ, Schwartz A, Cyrus K, Binns-Calvey A, Weaver FM, Sharma G, Yudkowsky R. Unannounced standardized patient assessment of the rater interaction analysis system: the challenge of measuring patient-centered communication. *J Gen Intern Med* 2013;28(2):254-260.
- 877 Wittenberg-Lyles E, Oliver DP, Kruse RL, Demiris G, Gage LA, Wagner K. Family caregiver participation in hospice interdisciplinary team meetings: how does it affect the nature and content of communication? *Health Commun* 2013;28(2):110-118.
- 878 Siminoff LA, Step MM. A comprehensive observational coding scheme for analyzing instrumental, affective, and relational communication in health care contexts. *J Health Commun* 2011;16(2):178-197.
- 879 Westbrook JI, Ampt A. Design, application and testing of the Work Observation Method by Activity Timing (WOMBAT) to measure clinicians' patterns of work and communication. *Int J Med Inform* 2009;78(Suppl 1):S25-33.
- 880 Gomutbutra P, Aramrat A, Sattapansri W, Chutima S, Tooprakai D, Sakarinkul P, Sangkhasilapin Y. Reliability and validity of a Thai version of assessment of chronic illness care (ACIC). *J Med Assoc Thai* 2012;95(8):1105-1113.
- 881 Bonomi AE, Wagner EH, Glasgow RE, VonKorff M. Assessment of chronic illness care (ACIC): a practical tool to measure quality improvement. *Health Serv Res* 2002;37(3):791-820.
- 882 Brownson CA, Miller D, Crespo R, Neuner S, Thompson J, Wall JC et al. A quality improvement tool to assess self-management support in primary care. *Jt Comm J Qual Patient Saf* 2007;33(7):408-416.
- 883 Kosmala-Anderson J, Wallace LM, Turner A, Barwell F. Development and psychometric properties of a self report measure to assess clinicians' practices in self management support for patients with long-term conditions. *Patient Educ Couns* 2011;85(3):475-480.
- 884 Shakibazadeh E, Rashidian A, Larijani B, Shojaezadeh D. Psychometric properties of the Iranian version of Resources and Support for Chronic Illness Self-management Scale in patients with type 2 diabetes. *Int J Prev Med* 2012;3(2):84-90.
- 885 McCormack LA, Williams-Piehot PA, Bann CM, Burton J, Kamerow DB, Squire C et al. Development and validation of an instrument to measure resources and support for chronic illness self-management: a model using diabetes. *Diabetes Educ* 2008;34(4):707-718.
- 886 Elwyn G, Barr PJ, Grande SW, Thompson R, Walsh T, Ozanne EM. Developing CollaboRATE: a fast and frugal patient-reported measure of shared decision making in clinical encounters. *Patient Educ Couns* 2013;93(1):102-107.
- 887 Gong HS, Huh JK, Lee JH, Kim MB, Chung MS, Baek GH. Patients' preferred and retrospectively perceived levels of involvement during decision-making regarding carpal tunnel release. *J Bone Joint Surg Am* 2011;93(16):1527-1533.
- 888 Kryworuchko J, Stacey D, Bennett C, Graham ID. Appraisal of primary outcome measures used in trials of patient decision support. *Patient Educ Couns* 2008;73(3):497-503.
- 889 Miller VA, Harris D. Measuring children's decision-making involvement regarding chronic illness management. *J Pediatr Psychol* 2012;37(3):292-306.

- 890 Deen D, Lu WH, Weintraub MR, Maranda MJ, Elshafey S, Gold MR. The impact of different modalities for activating patients in a community health center setting. *Patient Educ Couns* 2012;89(1):178-183.
- 891 Finnell DS, Lee J. Psychometric properties of the decisional balance for patient choice in substance abuse treatment. *Issues Ment Health Nurs* 2011;32(4):243-249.
- 892 Kawaguchi T, Azuma K, Yamaguchi T, Soeda H, Sekine Y, Koinuma M et al. Development and validation of the Japanese version of the Decisional Conflict Scale to investigate the value of pharmacists' information: a before and after study. *BMC Med Inform Decis Mak* 2013;13(1):50.
- 893 Lam WW, Kwok M, Liao Q, Chan M, Or A, Kwong A et al. Psychometric assessment of the Chinese version of the decisional conflict scale in Chinese women making decision for breast cancer surgery. *Health Expect* (published online November 2012).
- 894 Légaré F, O'Connor AM, Graham ID, Wells GA, Tremblay S. Impact of the Ottawa Decision Support Framework on the agreement and the difference between patients' and physicians' decisional conflict. *Med Decis Making* 2006;26(4):373-390.
- 895 Légaré F, Leblanc A, Robitaille H, Turcotte S. The decisional conflict scale: moving from the individual to the dyad level. *Z Evid Fortbild Qual Gesundheitsw* 2012;106(4):247-252.
- 896 Katapodi MC, Munro ML, Pierce PF, Williams RA. Psychometric testing of the decisional conflict scale: genetic testing hereditary breast and ovarian cancer. *Nurs Res* 2011;60(6):368-377.
- 897 Kremer H, Ironson G, Schneiderman N, Hautzinger M. 'It's my body': does patient involvement in decision making reduce decisional conflict? *Med Decis Making* 2007;27(5):522-532.
- 898 Song MK, Sereika SM. An evaluation of the Decisional Conflict Scale for measuring the quality of end-of-life decision making. *Patient Educ Couns* 2006;61(3):397-404.
- 899 Stacey D, Bennett CL, Barry MJ, Col NF, Eden KB, Holmes-Rovner M et al. Decision aids for people facing health treatment or screening decisions. *Cochrane Database Syst Rev* 2011;(10):CD001431.
- 900 Linder SK, Swank PR, Vernon SW, Mullen PD, Morgan RO, Volk RJ. Validity of a low literacy version of the Decisional Conflict Scale. *Patient Educ Couns* 2011;85(3):521-524.
- 901 Kryworuchko J, Stacey D, Bennett C, Graham ID. Appraisal of primary outcome measures used in trials of patient decision support. *Patient Educ Couns* 2008;73(3):497-503.
- 902 Weiss MC, Peters TJ. Measuring shared decision making in the consultation: a comparison of the OPTION and Informed Decision Making instruments. *Patient Educ Couns* 2008;70(1):79-86.
- 903 Leader A, Daskalakis C, Braddock CH 3rd, Kunkel EJ, Cocroft JR, Bereckney S et al. Measuring informed decision making about prostate cancer screening in primary care. *Med Decis Making* 2012;32(2):327-336.
- 904 Mongilardi N, Montori V, Riveros A, Bernabé-Ortiz A, Loza J, Málaga G. Clinicians' involvement of patients in decision making. A video based comparison of their behavior in public vs. private practice. *PLoS One* 2013;8(3):e58085.
- 905 Melbourne E, Roberts S, Durand MA, Newcombe R, Légaré F, Elwyn G. Dyadic OPTION: Measuring perceptions of shared decision-making in practice. *Patient Educ Couns* 2011;83(1):55-57.
- 906 Sonntag U, Wiesner J, Fahrenkrog S, Renneberg B, Braun V, Heintze C. Motivational interviewing and shared decision making in primary care. *Patient Educ Couns* 2012;87(1):62-66.
- 907 Goossens A, Zijlstra P, Koopmanschap M. Measuring shared decision-making processes in psychiatry: skills versus patient satisfaction. *Patient Educ Couns* 2007;67(1-2):50-56.
- 908 Siriwardena AN, Edwards AG, Campion P, Freeman A, Elwyn G. Involve the patient and pass the MRCGP: investigating shared decision making in a consulting skills examination using a validated instrument. *Br J Gen Pract* 2006;56(532):857-862.
- 909 Elwyn G, Edwards A, Wensing M, Hood K, Atwell C, Grol R. Shared decision making: developing the OPTION scale for measuring patient involvement. *Qual Saf Health Care* 2003;12(2):93-99.
- 910 Thom DH, Wong ST, Guzman D, Wu A, Penko J, Miaskowski C, Kushel M. Physician trust in the patient: development and validation of a new measure. *Ann Fam Med* 2011;9(2):148-154.
- 911 Geiger F, Kasper J. Of blind men and elephants: suggesting SDM-MASS as a compound measure for shared decision making integrating patient, physician and observer views. *Z Evid Fortbild Qual Gesundheitsw* 2012;106(4):284-289.
- 912 De Las Cuevas C, Peñate W, Perestelo-Pérez L, Serrano-Aguilar P. Shared decision making in psychiatric practice and the primary care setting is unique, as measured using a 9-item Shared Decision Making Questionnaire (SDM-Q-9). *Neuropsychiatr Dis Treat* 2013;9:1045-1052.
- 913 Simon D, Schorr G, Wirtz M, Vodermaier A, Caspari C, Neuner B et al. Development and first validation of the shared decision-making questionnaire (SDM-Q). *Patient Educ Couns* 2006;63(3):319-327.
- 914 Bartlett JA, Peterson JA. Psychometric evaluation of the Shared Decision-Making Instrument - Revised. *West J Nurs Res* 2013;35(2):193-213.
- 915 Légaré F, Kearing S, Clay K, Gagnon S, D'Amours D, Rousseau M, O'Connor A. Are you SURE?: Assessing patient decisional conflict with a 4-item screening test. *Can Fam Physician* 2010;56(8):e308-314.
- 916 Ferron Parayre A, Labrecque M, Rousseau M, Turcotte S, Légaré F. Validation of SURE, a Four-Item Clinical Checklist for Detecting Decisional Conflict in Patients. *Med Decis Making* 2014;34(1):54-62.
- 917 Salyers MP, Matthias MS, Fukui S, Holter MC, Collins L, Rose N, Thompson JB, Coffman MA, Torrey WC. A coding system to measure elements of shared decision making during psychiatric visits. *Psychiatr Serv* 2012;63(8):779-784.
- 918 Ommen O, Wirtz M, Janssen C, Neumann M, Driller E, Ernstmann N et al. Psychometric evaluation of an instrument to assess patient-reported 'psychosocial care by physicians': a structural equation modeling approach. *Int J Qual Health Care* 2009;21(3):190-197.
- 919 Elwyn G, Edwards A, Mowle S, Wensing M, Wilkinson C, Kinnersley P, Grol R. Measuring the involvement of patients in shared decision-making: a systematic review of instruments. *Patient Educ Couns* 2001;43(1):5-22.
- 920 Rokstad AM, Engedal K, Edvardsson D, Selbaek G. Psychometric evaluation of the Norwegian version of the Person-centred Care Assessment Tool. *Int J Nurs Pract* 2012;18(1):99-105.
- 921 Edvardsson D, Innes A. Measuring person-centered care: a critical comparative review of published tools. *Gerontologist* 2010;50(6):834-846.
- 922 Lawrence M, Kinn S. Defining and measuring patient-centred care: an example from a mixed-methods systematic review of the stroke literature. *Health Expect* 2012;15(3):295-326.
- 923 Co JP, Sternberg SB, Homer CJ. Measuring patient and family experiences of health care for children. *Acad Pediatr* 2011;11(3 Suppl):S59-67.
- 924 Terada S, Oshima E, Yokota O, Ikeda C, Nagao S, Takeda N et al. Person-centered care and quality of life of patients with dementia in long-term care facilities. *Psychiatry Res* 2013;205(1-2):103-108.
- 925 Jones PW, Brusselle G, Dal Negro RW, Ferrer M, Kardos P, Levy ML et al. Patient-centred assessment of COPD in primary care: experience from a cross-sectional study of health-related quality of life in Europe. *Prim Care Respir J* 2012;21(3):329-336.
- 926 Kennedy A, Nelson E, Reeves D, Richardson G, Roberts C, Robinson A et al. A randomised controlled trial to assess the impact of a package comprising a patient-orientated, evidence-based self-help guidebook and patient-centred consultations on disease management and satisfaction in inflammatory bowel disease. *Health Technol Assess* 2003;7(28):1-113.

- 927 Smith SG, Curtis LM, Wardle J, von Wagner C, Wolf MS. Skill Set or Mind Set? Associations between Health Literacy, Patient Activation and Health. *PLoS One* 2013;8(9):e74373.
- 928 Gillespie R, Florin D, Gillam S. How is patient-centred care understood by the clinical, managerial and lay stakeholders responsible for promoting this agenda? *Health Expect* 2004;7(2):142-148.
- 929 Van Berckelaer A, DiRocco D, Ferguson M, Gray P, Marcus N, Day S. Building a patient-centered medical home: obtaining the patient's voice. *J Am Board Fam Med* 2012;25(2):192-198.
- 930 Hudon C, Fortin M, Haggerty J, Loignon C, Lambert M, Poitras ME. Patient-centered care in chronic disease management: a thematic analysis of the literature in family medicine. *Patient Educ Couns* 2012;88(2):170-176.
- 931 Ishikawa H, Hashimoto H, Kiuchi T. The evolving concept of 'patient-centeredness' in patient-physician communication research. *Soc Sci Med* 2013;96:147-153.
- 932 Eggenberger T, Garrison H, Hilton N, Giovengo K. Discharge phone calls: using person-centred communication to improve outcomes. *J Nurs Manag* 2013;21(5):733-739.
- 933 O'Dwyer C. Official conceptualizations of person-centered care: which person counts? *J Aging Stud* 2013;27(3):233-242.
- 934 Mills I, Frost J, Moles DR, Kay E. Patient-centred care in general dental practice: sound sense or soundbite? *Br Dent J* 2013;215(2):81-85.
- 935 O'Donovan A. Patient-centred care in acute psychiatric admission units: reality or rhetoric? *J Psychiatr Ment Health Nurs* 2007;14(6):542-548.
- 936 Dijkstra RF, Niessen LW, Braspenning JC, Adang E, Grol RT. Patient-centred and professional-directed implementation strategies for diabetes guidelines: a cluster-randomized trial-based cost-effectiveness analysis. *Diabet Med* 2006;23(2):164-170.
- 937 Lawton J, Rankin D, Elliott J. Is consulting patients about their health service preferences a useful exercise? *Qual Health Res* 2013;23(7):876-886.
- 938 Wunderlich T, Cooper G, Divine G, Flocke S, Oja-Tebbe N, Stange K, Lafata JE. Inconsistencies in patient perceptions and observer ratings of shared decision making: the case of colorectal cancer screening. *Patient Educ Couns* 2010;80(3):358-363.
- 939 Elwyn G, Edwards A, Wensing M, Hood K, Atwell C, Grol R. Shared decision making: developing the OPTION scale for measuring patient involvement. *Qual Saf Health Care* 2003;12(2):93-99.
- 940 Cheldelin LV, Dunham S, Stewart V. NICU patient satisfaction: how you measure counts. *J Perinatol* 2013; 33(4): 324-326.
- 941 Gribble RK, Haupt C. Quantitative and qualitative differences between handout and mailed patient satisfaction surveys. *Med Care* 2005; 43(3): 276-281.
- 942 Asprey A, Campbell JL, Newbould J, Cohn S, Carter M, Davey A, Roland M. Challenges to the credibility of patient feedback in primary healthcare settings: a qualitative study. *Br J Gen Pract* 2013;63(608):e200-208.
- 943 Nieman CL, Benke JR, Ishman SL, Smith DF, Boss EF. Whose experience is measured?: A pilot study of patient satisfaction demographics in pediatric otolaryngology. *Laryngoscope* (published online July 2013).
- 944 Lévesque JF, Haggerty J, Beninguissé G, Burge F, Gass D, Beaulieu MD et al. Mapping the coverage of attributes in validated instruments that evaluate primary healthcare from the patient perspective. *BMC Fam Pract* 2012;13:20.
- 945 Tsianakas V, Maben J, Wiseman T, Robert G, Richardson A, Madden P, Griffin M, Davies EA. Using patients' experiences to identify priorities for quality improvement in breast cancer care: patient narratives, surveys or both? *BMC Health Serv Res* 2012;12:271.
- 946 Jensen AL, Vedelo TW, Lomborg K. A patient-centred approach to assisted personal body care for patients hospitalised with chronic obstructive pulmonary disease. *J Clin Nurs* 2013;22(7-8):1005-1015.
- 947 Edvardsson D, Petersson L, Sjogren K, Lindkvist M, Sandman PO. Everyday activities for people with dementia in residential aged care: associations with person-centredness and quality of life. *Int J Older People Nurs* (published online April 2013).
- 948 Sjogren K, Lindkvist M, Sandman PO, Zingmark K, Edvardsson D. Person-centredness and its association with resident well-being in dementia care units. *J Adv Nurs* 2013;69(10):2196-2206.
- 949 Poochikian-Sarkissian S, Sidani S, Ferguson-Pare M, Doran D. Examining the relationship between patient-centred care and outcomes. *Can J Neurosci Nurs* 2010;32(4):14-21.
- 950 Wilkes MS, Day FC, Srinivasan M, Griffin E, Tancredi DJ, Rainwater JA et al. Pairing physician education with patient activation to improve shared decisions in prostate cancer screening: a cluster randomized controlled trial. *Ann Fam Med* 2013;11(4):324-334.
- 951 Flickinger TE, Saha S, Moore RD, Beach MC. Higher quality communication and relationships are associated with improved patient engagement in HIV care. *J Acquir Immune Defic Syndr* 2013;63(3):362-366.
- 952 Sheppard VB, Wallington SF, Willey SC, Hampton RM, Lucas W, Jennings Y et al. A peer-led decision support intervention improves decision outcomes in black women with breast cancer. *J Cancer Educ* 2013;28(2):262-269.
- 953 Heyland DK, Barwich D, Pichora D, Dodek P, Lamontagne F, You JJ et al. Failure to engage hospitalized elderly patients and their families in advance care planning. *JAMA Intern Med* 2013;173(9):778-787.
- 954 Suhonen R, Välimäki M, Katajisto J. Individualized care in a Finnish healthcare organization. *J Clin Nurs* 2000;9(2):218-227.
- 955 Montes G, Halterman JS. White-black disparities in family-centered care among children with autism in the United States: evidence from the NS-CSHCN 2005-2006. *Acad Pediatr* 2011;11(4):297-304.
- 956 Shields L, Tanner A. Pilot study of a tool to investigate perceptions of family-centered care in different care settings. *Pediatr Nurs* 2004;30(3):189-197.
- 957 Ozawa S, Sripad P. How do you measure trust in the health system? A systematic review of the literature. *Soc Sci Med* 2013;91:10-14.
- 958 Davis S, Byers S, Walsh F. Measuring person-centred care in a sub-acute health care setting. *Aust Health Rev* 2008;32(3):496-504.
- 959 Mackenzie LJ, Sanson-Fisher RW, Carey ML, D'Este CA. Radiation oncology outpatient perceptions of patient-centred care: a cross-sectional survey. *BMJ Open* 2013;3(2):pii:e001265.
- 960 Duffy JR, Kooken WC, Wolverson CL, Weaver MT. Evaluating patient-centered care: feasibility of electronic data collection in hospitalized older adults. *J Nurs Care Qual* 2012;27(4):307-315.
- 961 Poochikian-Sarkissian S, Wennberg RA, Sidani S. Examining the relationship between patient-centred care and outcomes on a neuroscience unit: a pilot project. *Can J Neurosci Nurs* 2008;30(2):14-19.
- 962 Steel N, Bachmann M, Maisey S, Shekelle P, Breeze E, Marmot M, Melzer D. Self reported receipt of care consistent with 32 quality indicators: national population survey of adults aged 50 or more in England. *BMJ* 2008;337:a957.
- 963 Holliday RC, Cano S, Freeman JA, Playford ED. Should patients participate in clinical decision making? An optimised balance block design controlled study of goal setting in a rehabilitation unit. *J Neurol Neurosurg Psychiatry* 2007;78(6):576-580.
- 964 Macq J, Solis A, Martinez G, Martiny P. Tackling tuberculosis patients' internalized social stigma through patient centred care: an intervention study in rural Nicaragua. *BMC Public Health* 2008;8:154.
- 965 Moore AD, Hamilton JB, Knaf J, Godley PA, Carpenter WR, Bensen JT, Mohler JL, Mishel M. Patient satisfaction influenced by interpersonal treatment and communication for African American men: the North Carolina-Louisiana Prostate Cancer Project (PCaP). *Am J Mens Health* 2012;6(5):409-419.

- 966 Roter DL, Wexler R, Naragon P, Forrest B, Dees J, Almodovar A, Wood J. The impact of patient and physician computer mediated communication skill training on reported communication and patient satisfaction. *Patient Educ Couns* 2012;88(3):406-413.
- 967 de Kok M, Sixma HJ, van der Weijden T, Kessels AG, Dirksen CD, Spijkers KF et al. A patient-centred instrument for assessment of quality of breast cancer care: results of a pilot questionnaire. *Qual Saf Health Care* 2010;19(6):e40.
- 968 Weis J, Zoffmann V, Greisen G, Egerod I. The effect of person-centred communication on parental stress in a NICU: a randomized clinical trial. *Acta Paediatr* (published online August 2013).
- 969 Smalley LP, Kenney MK, Denboba D, Strickland B. Family perceptions of shared decision-making with health care providers: results of the national survey of children with special health care needs, 2009-2010. *Matern Child Health J* (published online September 2013).
- 970 Sequist TD, von Glahn T, Li A, Rogers WH, Safran DG. Statewide evaluation of measuring physician delivery of self-management support in chronic disease care. *J Gen Intern Med* 2009;24(8):939-945.
- 971 Ludman EJ, Simon GE, Rutter CM, Bauer MS, Unützer J. A measure for assessing patient perception of provider support for self-management of bipolar disorder. *Bipolar Disord* 2002;4(4):249-253.
- 972 Ashton CM, Holt CL, Wray NP. A patient self-assessment tool to measure communication behaviors during doctor visits about hypertension. *Patient Educ Couns* 2010;81(2):275-314.
- 973 Grunfeld E, Folkes A, Urquhart R. Do available questionnaires measure the communication factors that patients and families consider important at end of life? *J Clin Oncol* 2008;26(23):3874-3878.
- 974 Mira JJ, Nebot C, Lorenzo S, Perez-Jover V. Patient report on information given, consultation time and safety in primary care. *Qual Saf Health Care* 2010;19(5):e33.
- 975 Itoh K, Andersen HB, Madsen MD, Ostergaard D, Ikeno M. Patient views of adverse events: comparisons of self-reported healthcare staff attitudes with disclosure of accident information. *Appl Ergon* 2006;37(4):513-523.
- 976 Hasegawa T, Fujita S, Seto K, Kitazawa T, Matsumoto K. Patients' identification and reporting of unsafe events at six hospitals in Japan. *Jt Comm J Qual Patient Saf* 2011;37(11):502-508.
- 977 Winning TA, Kinnell A, Wener ME, Mazurat N, J Schönwetter D. Validity of scores from communication skills instruments for patients and their dental student-clinicians. *Eur J Dent Educ* 2013;17(2):93-100.
- 978 Lu CY, Roughhead E. Determinants of patient-reported medication errors: a comparison among seven countries. *Int J Clin Pract* 2011;65(7):733-740.
- 979 Bernard AW, Lindsell CJ, Handel DA, Collett L, Gallo P, Kaiser KD, Locasto D. Postal survey methodology to assess patient satisfaction in a suburban emergency medical services system: an observational study. *BMC Emerg Med* 2007; 7: 5.
- 980 Njio BJ, ter Heege GJ, Prah-Andersen B. Quality development in a dental practice environment. A web-based system for measuring patient satisfaction. *J Orofac Orthop* 2008; 69(6): 448-462.
- 981 Chien TW, Wang WC, Lin SB, Lin CY, Guo HR, Su SB. KIDMAP, a web based system for gathering patients' feedback on their doctors. *BMC Med Res Methodol* 2009; 9: 38.
- 982 Ashley L, Jones H, Thomas J, Forman D, Newsham A, Morris E et al. Integrating cancer survivors' experiences into UK cancer registries: design and development of the ePOCS system (electronic Patient-reported Outcomes from Cancer Survivors). *Br J Cancer* 2011; 105 Suppl 1: S74-81.
- 983 Ashley L, Jones H, Forman D, Newsham A, Brown J, Downing A et al. Feasibility test of a UK-scalable electronic system for regular collection of patient-reported outcome measures and linkage with clinical cancer registry data: the electronic Patient-reported Outcomes from Cancer Survivors (ePOCS) system. *BMC Med Inform Decis Mak* 2011; 11:66.
- 984 Lagha E, Noble A, Smith A, Denvir MA, Leslie SJ. Patient Reported Experience Measures (PREMs) in chronic heart failure. *J R Coll Physicians Edinb* 2012; 42(4): 301-305.
- 985 Kamo N, Dandapani SV, Miksad RA, Houlihan MJ, Kaplan I, Regan M et al. Evaluation of the SCA instrument for measuring patient satisfaction with cancer care administered via paper or via the Internet. *Ann Oncol* 2011; 22(3): 723-729.
- 986 Noble H. How postcards that asked four simple questions improved patient feedback on safety. *Nurs Times* 2010; 106(16): 20.
- 987 Larsen D, Peters H, Keast J, Devon R. Using real time patient feedback to introduce safety changes. *Nurs Manag* 2011; 18(6): 27-31.
- 988 Jangland E, Carlsson M, Lundgren E, Gunningberg L. The impact of an intervention to improve patient participation in a surgical care unit: A quasi-experimental study. *Int J Nurs Stud* 2011 (published online November 2011).
- 989 Department of Health quoted on <http://www.patientexperience.co.uk/measuring-patient-experience/>
- 990 Dirocco DN, Day SC. Obtaining patient feedback at point of service using electronic kiosks. *Am J Manag Care* 2011; 17(7): e270-e276.
- 991 Gentles SJ, Lokker C, McKibbon KA. Health information technology to facilitate communication involving health care providers, caregivers, and pediatric patients: a scoping review. *J Med Internet Res* 2010; 12(2): e22.
- 992 Greaves F, Millett C. Consistently increasing numbers of online ratings of healthcare in England. *J Med Internet Res* 2012; 14: e94.
- 993 Pew Research Center. *Demographics of internet users*. Washington DC: Pew Research Center, 2012.
- 994 Fox S. *The social life of health information*. Washington DC: Pew Research Center, 2011.
- 995 Greaves F, Ramirez-Cano D, Millett C, Darzi A, Donaldson L. Harnessing the cloud of patient experience: using social media to detect poor quality healthcare. *BMJ Qual Saf* 2013; 22(3): 251-255.
- 996 Hodgkin PK. Doctor rating sites. Web based patient feedback. *BMJ* 2009; 338: b1377.
- 997 Greaves F, Pape UJ, King D, Darzi A, Majeed A, Wachter RM, Millett C. Associations between Internet-based patient ratings and conventional surveys of patient experience in the English NHS: an observational study. *BMJ Qual Saf* 2012; 21(7): 600-605.
- 998 Reimann S, Strech D. The representation of patient experience and satisfaction in physician rating sites. A criteria-based analysis of English- and German-language sites. *BMC Health Serv Res* 2010; 10: 332.
- 999 Reimann S, Strech D. The representation of patient experience and satisfaction in physician rating sites. A criteria-based analysis of English- and German-language sites. *BMC Health Serv Res* 2010; 10: 332.
- 1000 Blomqvist K, Theander E, Mowide I, Larsson V. What happens when you involve patients as experts? a participatory action research project at a renal failure unit. *Nurs Inq* 2010;17(4):317-323.
- 1001 Kvåle K, Bondevik M. What is important for patient centred care? A qualitative study about the perceptions of patients with cancer. *Scand J Caring Sci* 2008;22(4):582-589.
- 1002 Kendall M, Boyd K, Campbell C, Cormie P, Fife S, Thomas K et al. How do people with cancer wish to be cared for in primary care? Serial discussion groups of patients and carers. *Fam Pract* 2006;23(6):644-650.
- 1003 Lavoie JG, Wong ST, Chongo M, Browne AJ, MacLeod ML, Ulrich C. Group medical visits can deliver on patient-centred care objectives: results from a qualitative study. *BMC Health Serv Res* 2013;13:155.
- 1004 Towle A, Godolphin W. Patients as educators: interprofessional learning for patient-centred care. *Med Teach* 2013;35(3):219-225.
- 1005 Dancet EA, D'Hooghe TM, Sermeus W, van Empel I, Strohmmer H, Wyns C et al. Patients from across Europe have similar views on patient-centred care: an international multilingual qualitative study in infertility care. *Hum Reprod* 2012;27(6):1702-1711.

- 1006 Mitchell EA, McCance T. Nurse-patient encounters in the hospital ward, from the perspectives of older persons: an analysis using the Authentic Consciousness Framework. *Int J Older People Nurs* 2012;7(2):95-104.
- 1007 Kidd MO, Bond CH, Bell ML. Patients' perspectives of patient-centredness as important in musculoskeletal physiotherapy interactions: a qualitative study. *Physiotherapy* 2011;97(2):154-162.
- 1008 Dancet EA, Van Empel IW, Rober P, Nelen WL, Kremer JA, D'Hooghe TM. Patient-centred infertility care: a qualitative study to listen to the patient's voice. *Hum Reprod* 2011;26(4):827-833.
- 1009 Holm KE, Patterson JM, Gurney JG. Parental involvement and family-centered care in the diagnostic and treatment phases of childhood cancer: results from a qualitative study. *J Pediatr Oncol Nurs* 2003;20(6):301-313.
- 1010 Coleman CK, Medvene LJ, Van Haitsma K. A person-centered care intervention for geriatric certified nursing assistants. *Gerontologist* 2013;53(4):687-698.
- 1011 Rosemond CA, Hanson LC, Ennett ST, Schenck AP, Weiner BJ. Implementing person-centered care in nursing homes. *Health Care Manage Rev* 2012;37(3):257-66.
- 1012 Browall M, Koinberg I, Falk H, Wijk H. Patients' experience of important factors in the healthcare environment in oncology care. *Int J Qual Stud Health Well-being* 2013;8:20870.
- 1013 Berg M, Adolffson A, Ranerup A, Sparud-Lundin C. Person-centered web support to women with type 1 diabetes in pregnancy and early motherhood – the development process. *Diabetes Technol Ther* 2013;15(1):20-25.
- 1014 Coyle D. Impact of person-centred thinking and personal budgets in mental health services: reporting a UK pilot. *J Psychiatr Ment Health Nurs* 2011;18(9):796-803.
- 1015 McKeown J, Clarke A, Ingleton C, Ryan T, Repper J. The use of life story work with people with dementia to enhance person-centred care. *Int J Older People Nurs* 2010;5(2):148-158.
- 1016 Somner JE, Sii F, Bourne R, Cross V, Shah P. What do patients with glaucoma think about personal health records? *Ophthalmic Physiol Opt* 2013;33(6):627-633.
- 1017 Ferguson LM, Ward H, Card S, Sheppard S, McMurtry J. Putting the 'patient' back into patient-centred care: an education perspective. *Nurse Educ Pract* 2013;13(4):283-287.
- 1018 Woo J, Mak B, Cheng JO, Choy E. Identifying service needs from the users and service providers' perspective: a focus group study of Chinese elders, health and social care professionals. *J Clin Nurs* 2011;20(23-24):3463-3471.
- 1019 Clissett P, Porock D, Harwood RH, Gladman JR. The challenges of achieving person-centred care in acute hospitals: A qualitative study of people with dementia and their families. *Int J Nurs Stud* 2013;50(11):1495-1503.
- 1020 Howarth M, Warne T, Haigh C. Pain from the inside: understanding the theoretical underpinning of person-centered care delivered by pain teams. *Pain Manag Nurs* (published online February 2013).
- 1021 Hellström AL, Simeonsdotter Svensson A, Pramling Samuelsson I, Jenholt Nolbris M. A web-based programme for person-centred learning and support designed for preschool children with long-term illness: a pilot study of a new intervention. *Nurs Res Pract* 2012;2012:326506.
- 1022 Gill SD, Dunning T, McKinnon F, Cook D, Bourke J. Understanding the experience of inpatient rehabilitation: insights into patient-centred care from patients and family members. *Scand J Caring Sci* (published online June 2013).
- 1023 Lopez RP, Mazor KM, Mitchell SL, Givens JL. What is family-centered care for nursing home residents with advanced dementia? *Am J Alzheimers Dis Other Demen* (published online October 2013).
- 1024 Moreau A, Carol L, Dedianne MC, Dupraz C, Perdrix C, Lainé X, Souweine G. What perceptions do patients have of decision making (DM)? Toward an integrative patient-centered care model. A qualitative study using focus-group interviews. *Patient Educ Couns* 2012;87(2):206-211.
- 1025 Levack WM, Dean SG, Siegert RJ, McPherson KM. Navigating patient-centered goal setting in inpatient stroke rehabilitation: how clinicians control the process to meet perceived professional responsibilities. *Patient Educ Couns* 2011;85(2):206-213.
- 1026 Mazor KM, Beard RL, Alexander GL, Arora NK, Firreno C, Gaglio B et al. Patients' and family members' views on patient-centered communication during cancer care. *Psychooncology* (published online June 2013).
- 1027 Wagner EH, Aiello Bowles EJ, Greene SM, Tuzzio L, Wiese CJ, Kirlin B, Clauser SB. The quality of cancer patient experience: perspectives of patients, family members, providers and experts. *Qual Saf Health Care* 2010;19(6):484-489.
- 1028 Sinfield P, Baker R, Agarwal S, Tarrant C. Patient-centred care: What are the experiences of prostate cancer patients and their partners? *Patient Educ Couns* 2008;73(1):91-96.
- 1029 Hornsten A, Lundman B, Selstam EK, Sandstrom H. Patient satisfaction with diabetes care. *J Adv Nurs* 2005;51(6):609-617.
- 1030 Rosenbaum ME, Ferguson KJ, Herwaldt LA. In their own words: presenting the patient's perspective using research-based theatre. *Med Educ* 2005;39(6):622-631.
- 1031 Donnellan C, Martins A, Conlon A, Coughlan T, O'Neill D, Collins DR. Mapping patients' experiences after stroke onto a patient-focused intervention framework. *Disabil Rehabil* 2013;35(6):483-491.
- 1032 Mirzaei M, Aspin C, Essue B, Jeon YH, Dugdale P, Usherwood T, Leeder S. A patient-centred approach to health service delivery: improving health outcomes for people with chronic illness. *BMC Health Serv Res* 2013;13:251.
- 1033 McGilton KS, Sorin-Peters R, Sidani S, Boscart V, Fox M, Rochon E. Patient-centred communication intervention study to evaluate nurse-patient interactions in complex continuing care. *BMC Geriatr* 2012;12:61.
- 1034 Lamb BW, Taylor C, Lamb JN, Strickland SL, Vincent C, Green JS, Sevdalis N. Facilitators and barriers to teamworking and patient centeredness in multidisciplinary cancer teams: findings of a national study. *Ann Surg Oncol* 2013;20(5):1408-1416.
- 1035 Luxford K, Safran DG, Delbanco T. Promoting patient-centered care: a qualitative study of facilitators and barriers in healthcare organizations with a reputation for improving the patient experience. *Int J Qual Health Care* 2011;23(5):510-515.
- 1036 Hasnain M, Connell KJ, Menon U, Tranmer PA. Patient-centered care for Muslim women: provider and patient perspectives. *J Womens Health* 2011;20(1):73-83.
- 1037 Viau-Guay A, Bellemare M, Feillou I, Trudel L, Desrosiers J, Robitaille MJ. Person-centered care training in long-term care settings: usefulness and facility of transfer into practice. *Can J Aging* 2013;32(1):57-72.
- 1038 Downey L, Engelberg RA, Shannon SE, Curtis JR. Measuring intensive care nurses' perspectives on family-centered end-of-life care: evaluation of 3 questionnaires. *Am J Crit Care* 2006;15(6):568-579.
- 1039 West E, Barron DN, Reeves R. Overcoming the barriers to patient-centred care: time, tools and training. *J Clin Nurs* 2005;14(4):435-443.
- 1040 Snyder CF, Blackford AL, Wolff AC, Carducci MA, Herman JM, Wu AW. Feasibility and value of PatientViewpoint: a web system for patient-reported outcomes assessment in clinical practice. *Psychooncology* 2013;22(4):895-901.
- 1041 Kalenderian E, Maramaldi P, Kinnunen TH, Spinell D, Nelson LP. Assessing early performance in the patient-doctor relationship in dental education. *J Dent Educ* 2012;76(2):159-167.
- 1042 Fernandez R, Deutsch AL, Janairo MP, Compton SA. Development of a content valid tool for assessing end-of-life communication in acute care settings. *J Palliat Med* 2012;15(4):381-387.

- 1043 Codier E, Kooker BM, Shoultz J. Measuring the emotional intelligence of clinical staff nurses: an approach for improving the clinical care environment. *Nurs Adm Q* 2008;32(1):8-14.
- 1044 Grosch K, Medvene L, Walker D. Using a measure of person-perception skills to identify outstanding home care workers. *Home Health Care Serv Q* 2011;30(1):24-41.
- 1045 McGilton KS, Sorin-Peters R, Sidani S, Boscart V, Fox M, Rochon E. Patient-centred communication intervention study to evaluate nurse-patient interactions in complex continuing care. *BMC Geriatr* 2012;12:61.
- 1046 Rockwell J. From person-centered to relational care: expanding the focus in residential care facilities. *J Gerontol Soc Work* 2012;55(3):233-248.
- 1047 Rokstad AM, Vatne S, Engedal K, Selbaek G. The role of leadership in the implementation of person-centred care using Dementia Care Mapping: a study in three nursing homes. *J Nurs Manag* (published online May 2013).
- 1048 Rose P, Yates P. Person centred nursing care in radiation oncology: A case study. *Eur J Oncol Nurs* 2013;17(5):554-562.
- 1049 Westbrook JL, McIntosh CJ, Sheldrick R, Surr C, Hare DJ. Validity of dementia care mapping on a neuro-rehabilitation ward: Q-methodology with staff and patients. *Disabil Rehabil* 2013;35(19):1652-1659.
- 1050 Røsvik J, Kirkevold M, Engedal K, Brooker D, Kirkevold Ø. A model for using the VIPS framework for person-centred care for persons with dementia in nursing homes: a qualitative evaluative study. *Int J Older People Nurs* 2011;6(3):227-236.
- 1051 Kirkley C, Bamford C, Poole M, Arksey H, Hughes J, Bond J. The impact of organisational culture on the delivery of person-centred care in services providing respite care and short breaks for people with dementia. *Health Soc Care Community* 2011;19(4):438-448.
- 1052 Kontos PC, Mitchell GJ, Mistry B, Ballon B. Using drama to improve person-centred dementia care. *Int J Older People Nurs* 2010;5(2):159-168.
- 1053 Skaalvik MW, Normann HK, Henriksen N. Student experiences in learning person-centred care of patients with Alzheimer's disease as perceived by nursing students and supervising nurses. *J Clin Nurs* 2010;19(17-18):2639-2648.
- 1054 Chan EA, Jones A, Fung S, Wu SC. Nurses' perception of time availability in patient communication in Hong Kong. *J Clin Nurs* 2012;21(7-8):1168-1177.
- 1055 Jangland E, Larsson J, Gunningberg L. Surgical nurses' different understandings of their interactions with patients: a phenomenographic study. *Scand J Caring Sci* 2011;25(3):533-541.
- 1056 MacKay LJ, Gregory D. Exploring family-centered care among pediatric oncology nurses. *J Pediatr Oncol Nurs* 2011;28(1):43-52.
- 1057 Joseph ML, Laughon D, Bogue RJ. An examination of the sustainable adoption of whole-person care (WPC). *J Nurs Manag* 2011;19(8):989-997.
- 1058 Jormfeldt H, Brunt DA, Rask M, Bengtsson A, Svedberg P. Staff's experiences of a person-centered health education group intervention for people with a persistent mental illness. *Issues Ment Health Nurs* 2013;34(7):488-496.
- 1059 Steenbergen EE, van der Steen RM, Smith S, Bright C, Kaaijk MM. Perspectives of person-centred care. *Nurs Stand* 2013;27(48):35-41.
- 1060 O'Donovan A. Patient-centred care in acute psychiatric admission units: reality or rhetoric? *J Psychiatr Ment Health Nurs* 2007;14(6):542-548.
- 1061 Sawyer J, Wright FC, Moura SL, Maier BA, Fitch MI. Introducing a patient-focused care map in colorectal surgery: a pilot qualitative study of patients' and surgical oncology nurses' experiences. *Can Oncol Nurs J* 2008;18(1):25-33.
- 1062 O'Flynn N, Britten N. Does the achievement of medical identity limit the ability of primary care practitioners to be patient-centred? A qualitative study. *Patient Educ Couns* 2006;60(1):49-56.
- 1063 Mkopi A, Range N, Amuri M, Geubbels E, Lwilla F, Egwaga S, Schulze A, van Leth F. Health workers' performance in the implementation of Patient Centred Tuberculosis Treatment (PCT) strategy under programmatic conditions in Tanzania: a cross sectional study. *BMC Health Serv Res* 2013;13:101.
- 1064 Reed P, Conrad DA, Hernandez SE, Watts C, Marcus-Smith M. Innovation in patient-centered care: lessons from a qualitative study of innovative health care organizations in Washington State. *BMC Fam Pract* 2012;13:120.
- 1065 Chong WW, Aslani P, Chen TF. Multiple perspectives on shared decision-making and interprofessional collaboration in mental healthcare. *J Interprof Care* 2013;27(3):223-230.
- 1066 Matthias MS, Parpart AL, Nyland KA, Huffman MA, Stubbs DL, Sargent C, Bair MJ. The patient-provider relationship in chronic pain care: providers' perspectives. *Pain Med* 2010;11(11):1688-1697.
- 1067 Panicker L. Nurses' perceptions of parent empowerment in chronic illness. *Contemp Nurse* (published online March 2013).
- 1068 Lee P. What does partnership in care mean for children's nurses? *J Clin Nurs* 2007;16(3):518-526.
- 1069 Ng CJ, Lee PY, Lee YK, Chew BH, Engkasan JP, Irmizi ZI, Hanafi NS, Tong SF. An overview of patient involvement in healthcare decision-making: a situational analysis of the Malaysian context. *BMC Health Serv Res* 2013;13(1):408.
- 1070 Bayne H, Neukrug E, Hays D, Britton B. A comprehensive model for optimizing empathy in person-centered care. *Patient Educ Couns* 2013;93(2):209-215.
- 1071 Scavenius M, Schmidt S, Klazinga N. Genesis of the professional-patient relationship in early practical experience: qualitative and quantitative study. *Med Educ* 2006;40(10):1037-1044.
- 1072 Slatore CG, Hansen L, Ganzini L, Press N, Osborne ML, Chesnutt MS, Mularski RA. Communication by nurses in the intensive care unit: qualitative analysis of domains of patient-centered care. *Am J Crit Care* 2012;21(6):410-418.
- 1073 Bombeke K, Symons L, Vermeire E, Debaene L, Schol S, De Winter B, Van Royen P. Patient-centredness from education to practice: the 'lived' impact of communication skills training. *Med Teach* 2012;34(5):e338-348.
- 1074 Wen T, Huang B, Mosley V, Afsar-Manesh N. Promoting patient-centred care through trainee feedback: assessing residents' C-I-CARE (ARC) program. *BMJ Qual Saf* 2012;21(3):225-233.
- 1075 Wittenberg-Lyles E, Goldsmith J, Ferrell B. Oncology nurse communication barriers to patient-centered care. *Clin J Oncol Nurs* 2013;17(2):152-158.
- 1076 Hanyok LA, Hellmann DB, Rand C, Ziegelstein RC. Practicing patient-centered care: the questions clinically excellent physicians use to get to know their patients as individuals. *Patient* 2012;5(3):141-145.
- 1077 McCarthy B. Translating person-centred care: a case study of preceptor nurses and their teaching practices in acute care areas. *J Clin Nurs* 2006;15(5):629-638.
- 1078 Abdelhadi N, Drach-Zahavy A. Promoting patient care: work engagement as a mediator between ward service climate and patient-centred care. *J Adv Nurs* 2012;68(6):1276-1287.
- 1079 Sloane PD, Zimmerman S, Chen X, Barrick AL, Poole P, Reed D et al. Effect of a person-centered mouth care intervention on care processes and outcomes in three nursing homes. *J Am Geriatr Soc* 2013;61(7):1158-1163.
- 1080 Beadle-Brown J, Hutchinson A, Whelton B. Person-centred active support – increasing choice, promoting independence and reducing challenging behaviour. *J Appl Res Intellect Disabil* 2012;25(4):291-307.
- 1081 Brämberg EB, Dahlborg-Lyckhage E, Määttä S. Lack of individualized perspective: a qualitative study of diabetes care for immigrants in Sweden. *Nurs Health Sci* 2012;14(2):244-249.
- 1082 Doyle PJ, Rubinstein RL. Person-centered dementia care and the cultural matrix of othering. *Gerontologist* (published online August 2013).

- 1083 Bolster D, Manias E. Person-centred interactions between nurses and patients during medication activities in an acute hospital setting: qualitative observation and interview study. *Int J Nurs Stud* 2010;47(2):154-165.
- 1084 Mead N, Bower P. Measuring patient-centredness: a comparison of three observation-based instruments. *Patient Educ Couns* 2000;39(1):71-80.
- 1085 Martin GW, Younger D. Person-centred care for people with dementia: a quality audit approach. *J Psychiatr Ment Health Nurs* 2001;8(5):443-448.
- 1086 Légaré F, Ratté S, Stacey D, Kryworuchko J, Gravel K, Graham ID, Turcotte S. Interventions for improving the adoption of shared decision making by healthcare professionals. *Cochrane Database Syst Rev* 2010;(5):CD006732.
- 1087 Becker G, Kempf DE, Xander CJ, Momm F, Olschewski M, Blum HE. Four minutes for a patient, twenty seconds for a relative – an observational study at a university hospital. *BMC Health Serv Res* 2010;10:94.
- 1088 Butalid L, Verhaak PF, Boeije HR, Bensing JM. Patients' views on changes in doctor-patient communication between 1982 and 2001: a mixed-methods study. *BMC Fam Pract* 2012;13:80.
- 1089 Sharma S, Wallace LM, Kosmala-Anderson J, Turner A. A process evaluation using a Self Determination Theory measure of the co-delivery of self-management training by clinicians and by lay tutors. *Patient Educ Couns* 2013;90(1):38-45.
- 1090 Wrede J, Voigt I, Bleidorn J, Hummers-Pradier E, Dierks ML, Junius-Walker U. Complex health care decisions with older patients in general practice: patient-centeredness and prioritization in consultations following a geriatric assessment. *Patient Educ Couns* 2013;90(1):54-60.
- 1091 Clayman ML, Makoul G, Harper MM, Koby DG, Williams AR. Development of a shared decision making coding system for analysis of patient-healthcare provider encounters. *Patient Educ Couns* 2012;88(3):367-372.
- 1092 Cegala DJ, Chisolm DJ, Nwomeh BC. Further examination of the impact of patient participation on physicians' communication style. *Patient Educ Couns* 2012;89(1):25-30.
- 1093 Paterson C, Evans M, Bertschinger R, Chapman R, Norton R, Robinson J. Communication about self-care in traditional acupuncture consultations: the co-construction of individualised support and advice. *Patient Educ Couns* 2012;89(3):467-475.
- 1094 Wolff JL, Roter DL. Older adults' mental health function and patient-centered care: does the presence of a family companion help or hinder communication? *J Gen Intern Med* 2012;27(6):661-668.
- 1095 Bolster D, Manias E. Person-centred interactions between nurses and patients during medication activities in an acute hospital setting: qualitative observation and interview study. *Int J Nurs Stud* 2010;47(2):154-165.
- 1096 Riley R, Weiss MC, Platt J, Taylor G, Horrocks S, Taylor A. A comparison of GP, pharmacist and nurse prescriber responses to patients' emotional cues and concerns in primary care consultations. *Patient Educ Couns* 2013;91(1):65-71.
- 1097 Cruz EB, Moore A, Cross V. Clinical reasoning and patient-centred care in musculoskeletal physiotherapy in Portugal – a qualitative study. *Man Ther* 2012;17(3):246-250.
- 1098 Drach-Zahavy A. Patient-centred care and nurses' health: the role of nurses' caring orientation. *J Adv Nurs* 2009;65(7):1463-1474.
- 1099 Røstad T, Garåsen H, Steinsbekk A, Sletvold O, Grimsmo A. Development of a patient-centred care pathway across healthcare providers: a qualitative study. *BMC Health Serv Res* 2013;13:121.
- 1100 Cruz EB, Moore A, Cross V. Clinical reasoning and patient-centred care in musculoskeletal physiotherapy in Portugal – a qualitative study. *Man Ther* 2012;17(3):246-250.
- 1101 Abdelhadi N, Drach-Zahavy A. Promoting patient care: work engagement as a mediator between ward service climate and patient-centred care. *J Adv Nurs* 2012;68(6):1276-1287.
- 1102 Kisa K, Kawabata H, Itou T, Nishimoto N, Maezawa M. Survey of patient and physician satisfaction regarding patient-centered outpatient consultations in Japan. *Intern Med* 2011;50(13):1403-1408.
- 1103 Martin HM, Navne LE, Lipczak H. Involvement of patients with cancer in patient safety: a qualitative study of current practices, potentials and barriers. *BMJ Qual Saf* 2013;22(10):836-842.
- 1104 Weiner SJ, Kelly B, Ashley N, Binns-Calvey A, Sharma G, Schwartz A, Weaver FM. Content coding for contextualization of care: evaluating physician performance at patient-centered decision making. *Med Decis Making* (published online June 2013).
- 1105 Shah BK, Chewing B. Concordance between observer reports and patient survey reports of pharmacists' communication behaviors. *Res Social Adm Pharm* 2011;7(3):272-280.
- 1106 Perron NJ, Perneger T, Kolly V, Dao MD, Sommer J, Hudelson P. Use of a computer-based simulated consultation tool to assess whether doctors explore sociocultural factors during patient evaluation. *J Eval Clin Pract* 2009;15(6):1190-1195.
- 1107 Webster D. Promoting therapeutic communication and patient-centered care using standardized patients. *J Nurs Educ* (published online October 2013).
- 1108 Jucks R, Paus E, Bromme R. Patients' medical knowledge and health counseling: what kind of information helps to make communication patient-centered? *Patient Educ Couns* 2012;88(2):177-183.
- 1109 Blanch-Hartigan D, Hall JA, Roter DL, Frankel RM. Gender bias in patients' perceptions of patient-centered behaviors. *Patient Educ Couns* 2010;80(3):315-320.
- 1110 Wilkerson L, Fung CC, May W, Elliott D. Assessing patient-centered care: one approach to health disparities education. *J Gen Intern Med* 2010;25(Suppl 2):S86-90.
- 1111 Ho MJ, Yao G, Lee KL, Hwang TJ, Beach MC. Long-term effectiveness of patient-centered training in cultural competence: what is retained? What is lost? *Acad Med* 2010;85(4):660-664.
- 1112 van Zanten M, Boulet JR, Norcini JJ, McKinley D. Using a standardised patient assessment to measure professional attributes. *Med Educ* 2005;39(1):20-29.
- 1113 Weiss MC, Booth A, Jones B, Ramjeet S, Wong E. Use of simulated patients to assess the clinical and communication skills of community pharmacists. *Pharm World Sci* 2010;32(3):353-361.
- 1114 Cropley S. The relationship-based care model: evaluation of the impact on patient satisfaction, length of stay, and readmission rates. *J Nurs Adm* 2012;42(6):333-339.
- 1115 Ekman I, Wolf A, Olsson LE, Taft C, Dudas K, Schaufelberger M, Swedberg K. Effects of person-centred care in patients with chronic heart failure: the PCC-HF study. *Eur Heart J* 2012;33(9):1112-1119.
- 1116 McDonough KS, Pemberton M. Evaluation and development of an ED management model: an effort to optimize patient-centered care. *J Emerg Nurs* 2013;39(5):485-490.
- 1117 Suhonen R, Berg A, Idvall E, Kalafati M, Katajisto J, Land L et al. Adapting the Individualized Care Scale for cross-cultural comparison. *Scand J Caring Sci* 2010;24(2):392-403.
- 1118 Suhonen R, Gustafsson ML, Katajisto J, Välimäki M, Leino-Kilpi H. Individualized care scale - nurse version: a Finnish validation study. *J Eval Clin Pract* 2010;16(1):145-154.
- 1119 Wilkins A, Leonard H, Jacoby P, Mackinnon E, Clohessy P, Forouhgi S, Slack-Smith L. Evaluation of the processes of family-centred care for young children with intellectual disability in Western Australia. *Child Care Health Dev* 2010;36(5):709-718.
- 1120 Saloojee GM, Rosenbaum PR, Westaway MS, Stewart AV. Development of a measure of family-centred care for resource-poor South African settings: the experience of using a modified version of the MPOC-20. *Child Care Health Dev* 2009;35(1):23-32.
- 1121 Fordham L, Gibson F, Bowes J. Information and professional support: key factors in the provision of family-centred early childhood intervention services. *Child Care Health Dev* 2012;38(5):647-653.

- 1122 Rokstad AM, Engedal K, Edvardsson D, Selbaek G. Psychometric evaluation of the Norwegian version of the Person-centred Care Assessment Tool. *Int J Nurs Pract* 2012;18(1):99-105.
- 1123 Edvardsson D, Fetherstonhaugh D, Nay R, Gibson S. Development and initial testing of the Person-centred Care Assessment Tool (P-CAT). *Int Psychogeriatr* 2010;22(1):101-108.
- 1124 Zhong XB, Lou VW. Person-centered care in Chinese residential care facilities: a preliminary measure. *Aging Ment Health* (published online May 2013).
- 1125 Edvardsson D, Koch S, Nay R. Psychometric evaluation of the English language Person-centred Climate Questionnaire - staff version. *J Nurs Manag* 2010;18(1):54-60.
- 1126 Edvardsson D, Sandman PO, Rasmussen B. Swedish language Person-centred Climate Questionnaire - patient version: construction and psychometric evaluation. *J Adv Nurs* 2008;63(3):302-309.
- 1127 Gaugler JE, Hobday JV, Savik K. The CARES(®) Observational Tool: a valid and reliable instrument to assess person-centered dementia care. *Geriatr Nurs* 2013;34(3):194-198.
- 1128 Van Royen P, Beyer M, Chevallier P, Eilat-Tsanani S, Lionis C, Peremans L et al. The research agenda for general practice/family medicine and primary health care in Europe. Part 3. Results: person centred care, comprehensive and holistic approach. *Eur J Gen Pract* 2010;16(2):113-119.
- 1129 [www.health.org.uk/publications/measuring-patient-experience/](http://www.health.org.uk/publications/measuring-patient-experience/)
- 1130 Davies E, Shaller D, Edgman-Levitan S, Safran DG, Ofstedahl G, Sakowski J, Cleary PD. Evaluating the use of a modified CAHPS survey to support improvements in patient-centred care: lessons from a quality improvement collaborative. *Health Expect* 2008;11(2):160-176.
- 1131 Gugiu PC, Coryn C, Clark R, Kuehn A. Development and evaluation of the short version of the Patient Assessment of Chronic Illness Care instrument. *Chronic Illn* 2009;5(4):268-276.
- 1132 Schmittiel J, Mosen DM, Glasgow RE, Hibbard J, Remmers C, Bellows J. Patient Assessment of Chronic Illness Care (PACIC) and improved patient-centered outcomes for chronic conditions. *J Gen Intern Med* 2008;23(1):77-80.
- 1133 Rick J, Rowe K, Hann M, Sibbald B, Reeves D, Roland M, Bower P. Psychometric properties of the Patient Assessment Of Chronic Illness Care measure: acceptability, reliability and validity in United Kingdom patients with long-term conditions. *BMC Health Serv Res* 2012;12:293.
- 1134 Paddison C, Elliott M, Parker R, Staetsky L, Lyratzopoulos G, Campbell JL, Roland M. Should measures of patient experience in primary care be adjusted for case mix? Evidence from the English General Practice Patient Survey. *BMJ Qual Saf* 2012;21(8):634-640.
- 1135 Lyratzopoulos G, Elliott MN, Barbiere JM, Staetsky L, Paddison CA, Campbell J, Roland M. How can health care organizations be reliably compared?: Lessons from a national survey of patient experience. *Med Care* 2011;49(8):724-733.
- 1136 Llanwarne NR, Abel GA, Elliott MN, Paddison CA, Lyratzopoulos G, Campbell JL, Roland M. Relationship between clinical quality and patient experience: analysis of data from the English quality and outcomes framework and the National GP Patient Survey. *Ann Fam Med* 2013;11(5):467-472.
- 1137 Brenk-Franz K, Hibbard JH, Herrmann WJ, Freund T, Szeccsenyi J, Djalali S et al. Validation of the German version of the Patient Activation Measure 13 (PAM13-D) in an international multicentre study of primary care patients. *PLoS One* 2013;8(9):e74786.
- 1138 Mitchell SE, Gardiner PM, Sadikova E, Martin JM, Jack BW, Hibbard JH, Paasche-Orlow MK. Patient Activation and 30-Day Post-Discharge Hospital Utilization. *J Gen Intern Med* (published online October 2013).
- 1139 Moore M. What does patient-centred communication mean in Nepal? *Med Educ* 2008;42(1):18-26.
- 1140 Tsimtsiou Z, Kerasidou O, Efsthathiou N, Papaharitou S, Hatzimouratidis K, Hatzichristou D. Medical students' attitudes toward patient-centred care: a longitudinal survey. *Med Educ* 2007;41(2):146-153.
- 1141 Grilo AM, Santos MC, Rita JS, Gomes AI. Assessment of nursing students and nurses' orientation towards patient-centeredness. *Nurse Educ Today* (published online April 2013).
- 1142 Shaw WS, Woiszwilllo MJ, Krupat E. Further validation of the Patient-Practitioner Orientation Scale (PPOS) from recorded visits for back pain. *Patient Educ Couns* 2012;89(2):288-291.
- 1143 Ross EF, Haidet P. Attitudes of physical therapy students toward patient-centered care, before and after a course in psychosocial aspects of care. *Patient Educ Couns* 2011;85(3):529-532.
- 1144 Alharbi TS, Olsson LE, Ekman I, Carlström E. The impact of organizational culture on the outcome of hospital care: After the implementation of person-centred care. *Scand J Public Health* (published online August 2013).
- 1145 Carlström ED, Ekman I. Organisational culture and change: implementing person-centred care. *J Health Organ Manag* 2012;26(2):175-191.
- 1146 Chan CM, Ahmad WA. Differences in physician attitudes towards patient-centredness: across four medical specialties. *Int J Clin Pract* 2012;66(1):16-20.
- 1147 Alharbi TS, Ekman I, Olsson LE, Dudas K, Carlström E. Organizational culture and the implementation of person centered care: results from a change process in Swedish hospital care. *Health Policy* 2012;108(2-3):294-301.
- 1148 Bayne H, Neukrug E, Hays D, Britton B. A comprehensive model for optimizing empathy in person-centered care. *Patient Educ Couns* 2013;93(2):209-215.
- 1149 Birhanu Z, Assefa T, Woldie M, Morankar S. Predictors of perceived empathy among patients visiting primary health-care centers in central Ethiopia. *Int J Qual Health Care* 2012;24(2):161-168.
- 1150 Latimer M, Jackson P, Johnston C, Vine J. Examining nurse empathy for infant procedural pain: Testing a new video measure. *Pain Res Manag* 2011;16(4):228-233.
- 1151 Tavakol S, Dennick R, Tavakol M. Psychometric properties and confirmatory factor analysis of the Jefferson Scale of Physician Empathy. *BMC Med Educ* 2011;11:54.
- 1152 Rahimi-Madiseh M, Tavakol M, Dennick R, Nasiri J. Empathy in Iranian medical students: A preliminary psychometric analysis and differences by gender and year of medical school. *Med Teach* 2010;32(11):e471-478.
- 1153 Aomatsu M, Abe H, Abe K, Yasui H, Suzuki T, Sato J, Ban N, Mercer SW. Validity and reliability of the Japanese version of the CARE Measure in a general medicine outpatient setting. *Fam Pract* (published online October 2013).
- 1154 Fung CS, Hua A, Tam L, Mercer SW. Reliability and validity of the Chinese version of the CARE Measure in a primary care setting in Hong Kong. *Fam Pract* 2009;26(5):398-406.
- 1155 Wirtz M, Boecker M, Forkmann T, Neumann M. Evaluation of the 'Consultation and Relational Empathy' (CARE) measure by means of Rasch-analysis at the example of cancer patients. *Patient Educ Couns* 2011;82(3):298-306.
- 1156 Mercer SW, McConnachie A, Maxwell M, Heaney D, Watt GC. Relevance and practical use of the Consultation and Relational Empathy (CARE) Measure in general practice. *Fam Pract* 2005;22(3):328-334.
- 1157 Yu J, Kirk M. Evaluation of empathy measurement tools in nursing: systematic review. *J Adv Nurs* 2009;65(9):1790-1806.
- 1158 Yu J, Kirk M. Measurement of empathy in nursing research: systematic review. *J Adv Nurs* 2008;64(5):440-454.
- 1159 Hemmerdinger JM, Stoddart SD, Lilford RJ. A systematic review of tests of empathy in medicine. *BMC Med Educ* 2007;7:24.

- 1160 Laisaar-Powell RC, Butow PN, Bu S, Charles C, Gafni A, Lam WW et al. Physician-patient-companion communication and decision-making: a systematic review of triadic medical consultations. *Patient Educ Couns* 2013;91(1):3-13.
- 1161 Babinec PM, Rock MJ, Lorenzetti DL, Johnson JA. Do researchers use pharmacists' communication as an outcome measure? A scoping review of pharmacist involvement in diabetes care. *Int J Pharm Pract* 2010;18(4):183-193.
- 1162 Kim S, Brock DM, Hess BJ, Holmboe ES, Gallagher TH, Lipner RS, Mazor KM. The feasibility of a multi-format Web-based assessment of physicians' communication skills. *Patient Educ Couns* 2011;84(3):359-367.
- 1163 Campbell J, Narayanan A, Burford B, Greco M. Validation of a multi-source feedback tool for use in general practice. *Educ Prim Care* 2010;21(3):165-179.
- 1164 Gremigni P, Sommaruga M, Peltenburg M. Validation of the Health Care Communication Questionnaire (HCCQ) to measure outpatients' experience of communication with hospital staff. *Patient Educ Couns* 2008;71(1):57-64.
- 1165 Harlak H, Dereboy C, Gemalmaz A. Validation of a Turkish translation of the Communication Skills Attitude Scale with Turkish medical students. *Educ Health* 2008;21(1):55.
- 1166 Beaulieu MD, Haggerty JL, Beaulieu C, Bouharaoui F, Lévesque JF, Pineault R et al. Interpersonal communication from the patient perspective: comparison of primary healthcare evaluation instruments. *Healthc Policy* 2011;7(Spec Issue):108-123.
- 1167 McCormack LA, Treiman K, Rupert D, Williams-Piehotá P, Nadler E, Arora NK et al. Measuring patient-centered communication in cancer care: a literature review and the development of a systematic approach. *Soc Sci Med* 2011;72(7):1085-1095.
- 1168 Gucciardi E, Chan VW, Manuel L, Sidani S. A systematic literature review of diabetes self-management education features to improve diabetes education in women of Black African/Caribbean and Hispanic/Latin American ethnicity. *Patient Educ Couns* 2013;92(2):235-245.
- 1169 McDermott MS, While AE. Maximizing the healthcare environment: a systematic review exploring the potential of computer technology to promote self-management of chronic illness in healthcare settings. *Patient Educ Couns* 2013;92(1):13-22.
- 1170 Yank V, Laurent D, Plant K, Lorig K. Web-based self-management support training for health professionals: a pilot study. *Patient Educ Couns* 2013;90(1):29-37.
- 1171 Johnston S, Irving H, Mill K, Rowan MS, Liddy C. The patient's voice: an exploratory study of the impact of a group self-management support program. *BMC Fam Pract* 2012;13:65.
- 1172 Robertson S, Witty K, Braybrook D, Lowcock D, South J, White A. 'It's coming at things from a very different standpoint': evaluating the 'Supporting Self-Care in General Practice Programme' in NHS East of England. *Prim Health Care Res Dev* 2013;14(2):113-125.
- 1173 Boger EJ, Demain S, Latter S. Self-management: a systematic review of outcome measures adopted in self-management interventions for stroke. *Disabil Rehabil* 2013;35(17):1415-1428.
- 1174 [www.health.org.uk/publications/evidence-helping-people-help-themselves/](http://www.health.org.uk/publications/evidence-helping-people-help-themselves/)
- 1175 Kosmala-Anderson J, Wallace LM, Turner A, Barwell F. Development and psychometric properties of a self report measure to assess clinicians' practices in self-management support for patients with long-term conditions. *Patient Educ Couns* 2011;85(3):475-480.
- 1176 Shakibazadeh E, Rashidian A, Larijani B, Shojaezadeh D. Psychometric properties of the Iranian version of Resources and Support for Chronic Illness Self-management Scale in patients with type 2 diabetes. *Int J Prev Med* 2012;3(2):84-90.
- 1177 McCormack LA, Williams-Piehotá PA, Bann CM, Burton J, Kamerow DB, Squire C et al. Development and validation of an instrument to measure resources and support for chronic illness self-management: a model using diabetes. *Diabetes Educ* 2008;34(4):707-718.
- 1178 Kosmala-Anderson J, Wallace LM, Turner A, Barwell F. Development and psychometric properties of a self report measure to assess clinicians' practices in self management support for patients with long term conditions. *Patient Educ Couns* 2011;85(3):475-480.
- 1179 McCormack LA, Williams-Piehotá PA, Bann CM, Burton J, Kamerow DB, Squire C et al. Development and validation of an instrument to measure resources and support for chronic illness self-management: a model using diabetes. *Diabetes Educ* 2008;34(4):707-718.
- 1180 Petkov J, Harvey P, Battersby M. The internal consistency and construct validity of the partners in health scale: validation of a patient rated chronic condition self-management measure. *Qual Life Res* 2010;19(7):1079-1085.
- 1181 [www.health.org.uk/publications/helping-people-share-decision-making](http://www.health.org.uk/publications/helping-people-share-decision-making)
- 1182 Knox L, Douglas JM, Bigby C. Whose decision is it anyway? How clinicians support decision-making participation after acquired brain injury. *Disabil Rehabil* 2013;35(22):1926-1932.
- 1183 Say R, Murtagh M, Thomson R. Patients' preference for involvement in medical decision making: a narrative review. *Patient Educ Couns* 2006;60(2):102-114.
- 1184 O'Flynn N, Britten N. Does the achievement of medical identity limit the ability of primary care practitioners to be patient-centred? A qualitative study. *Patient Educ Couns* 2006;60(1):49-56.
- 1185 Légaré F, Politi MC, Drolet R, Desroches S, Stacey D, Bekker H; SDM-CPD Team. Training health professionals in shared decision-making: an international environmental scan. *Patient Educ Couns* 2012;88(2):159-169.
- 1186 Légaré F, Turcotte S, Robitaille H, Stewart M, Frosch D, Grimshaw J et al. Some but not all dyadic measures in shared decision making research have satisfactory psychometric properties. *J Clin Epidemiol* 2012;65(12):1310-1320.
- 1187 Pass M, Belkora J, Moore D, Volz S, Sepucha K. Patient and observer ratings of physician shared decision making behaviors in breast cancer consultations. *Patient Educ Couns* 2012;88(1):93-99.
- 1188 Joseph-Williams N, Edwards A, Elwyn G. The importance and complexity of regret in the measurement of 'good' decisions: a systematic review and a content analysis of existing assessment instruments. *Health Expect* 2011;14(1):59-83.
- 1189 Pellerin MA, Elwyn G, Rousseau M, Stacey D, Robitaille H, Légaré F. Toward shared decision making: using the OPTION scale to analyze resident-patient consultations in family medicine. *Acad Med* 2011;86(8):1010-1018.
- 1190 Weiss MC, Peters TJ. Measuring shared decision making in the consultation: a comparison of the OPTION and Informed Decision Making instruments. *Patient Educ Couns* 2008;70(1):79-86.
- 1191 Elwyn G, Edwards A, Wensing M, Hood K, Atwell C, Grol R. Shared decision making: developing the OPTION scale for measuring patient involvement. *Qual Saf Health Care* 2003;12(2):93-99.
- 1192 Mongilardi N, Montori V, Riveros A, Bernabé-Ortiz A, Loza J, Málaga G. Clinicians' involvement of patients in decision making. A video based comparison of their behavior in public vs. private practice. *PLoS One* 2013;8(3):e58085.
- 1193 Melbourne E, Roberts S, Durand MA, Newcombe R, Légaré F, Elwyn G. Dyadic OPTION: measuring perceptions of shared decision-making in practice. *Patient Educ Couns* 2011;83(1):55-57.
- 1194 Melbourne E, Sinclair K, Durand MA, Légaré F, Elwyn G. Developing a dyadic OPTION scale to measure perceptions of shared decision making. *Patient Educ Couns* 2010;78(2):177-183.

- 1195 Elwyn G, Hutchings H, Edwards A, Rapport F, Wensing M, Cheung WY, Grol R. The OPTION scale: measuring the extent that clinicians involve patients in decision-making tasks. *Health Expect* 2005;8 (1):34-42.
- 1196 Goss C, Fontanesi S, Mazzi MA, Del Piccolo L, Rimondini M, Elwyn G, Zimmermann C. Shared decision making: the reliability of the OPTION scale in Italy. *Patient Educ Couns* 2007;66(3):296-302.
- 1197 Weiss MC, Peters TJ. Measuring shared decision making in the consultation: a comparison of the OPTION and Informed Decision Making instruments. *Patient Educ Couns* 2008;70(1):79-86.
- 1198 Kriston L, Scholl I, Holzel L, Simon D, Loh A, Härter M. The 9-item Shared Decision Making Questionnaire (SDM-Q-9). Development and psychometric properties in a primary care sample. *Patient Educ Couns* 2010;80(1):94-99.
- 1199 Simon D, Schorr G, Wirtz M, Vodermaier A, Caspari C, Neuner B et al. Development and first validation of the shared decision-making questionnaire (SDM-Q). *Patient Educ Couns* 2006;63(3):319-327.
- 1200 Scholl I, Koelewijn-van Loon M, Sepucha K, Elwyn G, Légaré F, Härter M, Dirmaier J. Measurement of shared decision making – a review of instruments. *Z Evid Fortbild Qual Gesundheitswes* 2011;105(4):313-324.
- 1201 Simon D, Loh A, Härter M. Measuring (shared) decision-making – a review of psychometric instruments. *Z Arztl Fortbild Qualitatssich* 2007;101(4):259-267.
- 1202 Dy SM. Instruments for evaluating shared medical decision making: a structured literature review. *Med Care Res Rev* 2007;64(6):623-649.
- 1203 Farin E, Gramm L, Schmidt E. The congruence of patient communication preferences and physician communication behavior in cardiac patients. *J Cardiopulm Rehabil Prev* 2011;31(6):349-357.
- 1204 De Las Cuevas C, Rivero A, Perestelo-Perez L, Gonzalez M, Perez J, Peñate W. Psychiatric patients' attitudes towards concordance and shared decision making. *Patient Educ Couns* 85(3): e245-250.
- 1205 Elwyn G, Edwards A, Mowle S, Wensing M, Wilkinson C, Kinnersley P, Grol R. Measuring the involvement of patients in shared decision-making: a systematic review of instruments. *Patient Educ Couns* 2001;43(1):5-22.
- 1206 Pieterse AH, Henselmans I, de Haes HC, Koning CC, Geijsen ED, Smets EM. Shared decision making: Prostate cancer patients' appraisal of treatment alternatives and oncologists' eliciting and responding behavior, an explorative study. *Patient Educ Couns* 2011;85(3): e251-259.
- 1207 Brown RF, Butow PN, Juraskova I, Ribi K, Gerber D, Bernhard J, Tattersall MH. Sharing decisions in breast cancer care: development of the Decision Analysis System for Oncology (DAS-O) to identify shared decision making during treatment consultations. *Health Expect* 2011;14(1):29-37.
- 1208 Singh S, Butow P, Charles M, Tattersall MH. Shared decision making in oncology: assessing oncologist behaviour in consultations in which adjuvant therapy is considered after primary surgical treatment. *Health Expect* 2010;13(3):244-257.
- 1209 Arnetz JE, Höglund AT, Arnetz BB, Winblad U. Staff views and behaviour regarding patient involvement in myocardial infarction care: development and evaluation of a questionnaire. *Eur J Cardiovasc Nurs* 2008;7(1):27-35.
- 1210 Henrikson NB, Davison BJ, Berry DL. Measuring decisional control preferences in men newly diagnosed with prostate cancer. *J Psychosoc Oncol* 2011;29(6):606-618.
- 1211 Crickard EL, O'Brien MS, Rapp CA, Holmes CL. Developing a framework to support shared decision making for youth mental health medication treatment. *Community Ment Health J* 2010;46(5):474-481.
- 1212 Rockenbauch K, Schildmann J. Shared decision making (SDM): a systematic survey of terminology use and concepts. *Gesundheitswesen* 2011;73(7):399-408.
- 1213 Bennett C, Graham ID, Kristjansson E, Kearing SA, Clay KF, O'Connor AM. Validation of a preparation for decision making scale. *Patient Educ Couns* 2010;78(1):130-133.
- 1214 Siriwardena AN, Edwards AG, Champion P, Freeman A, Elwyn G. Involve the patient and pass the MRCGP: investigating shared decision making in a consulting skills examination using a validated instrument. *Br J Gen Pract* 2006;56(532):857-862.
- 1215 Giersdorf N, Loh A, Bieber C, Caspari C, Deinzer A, Doering T et al. Development and validation of assessment instruments for shared decision making. *Bundesgesundheitsblatt Gesundheitsforschung Gesundheitschutz* 2004;47(10):969-976.
- 1216 Guimond P, Bunn H, O'Connor AM, Jacobsen MJ, Tait VK, Drake ER et al. Validation of a tool to assess health practitioners' decision support and communication skills. *Patient Educ Couns* 2003;50(3):235-245.
- 1217 Godolphin W, Towle A, McKendry R. Evaluation of the quality of patient information to support informed shared decision-making. *Health Expect* 2001;4(4):235-242.
- 1218 Légaré F, Kearing S, Clay K, Gagnon S, D'Amours D, Rousseau M, O'Connor A. Are you SURE?: Assessing patient decisional conflict with a 4-item screening test. *Can Fam Physician* 2010;56(8):e308-314.
- 1219 Ferron Parayre A, Labrecque M, Rousseau M, Turcotte S, Légaré F. Validation of SURE, a Four-Item Clinical Checklist for Detecting Decisional Conflict in Patients. *Med Decis Making* 2014;34(1):54-62.
- 1220 Kawaguchi T, Azuma K, Yamaguchi T, Soeda H, Sekine Y, Koinuma M et al. Development and validation of the Japanese version of the Decisional Conflict Scale to investigate the value of pharmacists' information: a before and after study. *BMC Med Inform Decis Mak* 2013;13(1):50.
- 1221 Lam WW, Kwok M, Liao Q, Chan M, Or A, Kwong A et al. Psychometric assessment of the Chinese version of the decisional conflict scale in Chinese women making decision for breast cancer surgery. *Health Expect* (published online November 2012).
- 1222 Légaré F, O'Connor AM, Graham ID, Wells GA, Tremblay S. Impact of the Ottawa Decision Support Framework on the agreement and the difference between patients' and physicians' decisional conflict. *Med Decis Making* 2006;26(4):373-390.
- 1223 Légaré F, Leblanc A, Robitaille H, Turcotte S. The decisional conflict scale: moving from the individual to the dyad level. *Z Evid Fortbild Qual Gesundheitswes* 2012;106(4):247-252.
- 1224 Joseph-Williams N, Edwards A, Elwyn G. The importance and complexity of regret in the measurement of 'good' decisions: a systematic review and a content analysis of existing assessment instruments. *Health Expect* 2011;14(1):59-83.





The Health Foundation is an independent charity working to improve the quality of healthcare in the UK.

We are here to support people working in healthcare practice and policy to make lasting improvements to health services.

We carry out research and in-depth policy analysis, run improvement programmes to put ideas into practice in the NHS, support and develop leaders and share evidence to encourage wider change.

We want the UK to have a healthcare system of the highest possible quality – safe, effective, person-centred, timely, efficient and equitable.

The Health Foundation  
90 Long Acre  
London WC2E 9RA  
020 7257 8000  
[info@health.org.uk](mailto:info@health.org.uk)

Registered charity number: 286967  
Registered company number: 1714937

For more information, visit:  
[www.health.org.uk](http://www.health.org.uk)

Follow us on Twitter:  
[www.twitter.com/HealthFdn](https://www.twitter.com/HealthFdn)

Sign up for our email newsletter:  
[www.health.org.uk/enewsletter](http://www.health.org.uk/enewsletter)