An update on the development of the short assessment of patient satisfaction (SAPS)

Graeme Hawthorne  
*University of Melbourne*

Janet Sansoni  
*University of Wollongong, jans@uow.edu.au*

Nick Marosszeky  
*Macquarie University, marossz@uow.edu.au*

Follow this and additional works at: [https://ro.uow.edu.au/ahsri](https://ro.uow.edu.au/ahsri)

**Recommended Citation**


Research Online is the open access institutional repository for the University of Wollongong. For further information contact the UOW Library: research-pubs@uow.edu.au
An update on the development of the short assessment of patient satisfaction (SAPS)

Abstract
Introduction: This paper provides an update on the development of the short assessment of patient satisfaction (SAPS) for incontinence treatments. In 2006, Hawthorne reviewed patient satisfaction measures and recommended that a program of research be undertaken in this area [1]. A large clinical study was then commissioned as part of the National Continence Management Strategy by the Australian Government Department of Health and Ageing.

Keywords
satisfaction, saps, patient, assessment, short, development, update

Publication Details
An update on the Development of the Short Assessment of Patient Satisfaction (SAPS)

G. Hawthorne(1), J. Sansoni(2), N. Marosszeky(2)

1 Department of Psychiatry, University of Melbourne, VIC
2 Centre for Health Service Development, University of Wollongong, NSW

Introduction: This paper provides an update on the development of the short assessment of patient satisfaction (SAPS) for incontinence treatments. In 2006, Hawthorne reviewed patient satisfaction measures and recommended that a program of research be undertaken in this area [1]. A large clinical study was then commissioned as part of the National Continence Management Strategy by the Australian Government Department of Health and Ageing.

Methods: In this study [2], a number of patient satisfaction questionnaires were assessed using a clinical sample of 184 women who were recently treated for urinary incontinence with either surgical, or physiotherapy, or mixed interventions. The patient satisfaction questionnaires included: the Client Satisfaction Questionnaire (CSQ-18), the Consultation Satisfaction Questionnaire (Consult SQ), the Patient Satisfaction Index (PSI), and the Genito-Urinary Treatment Satisfaction Scale (GUTTS), and the coverage of these measures was assessed against Donabedian’s model of patient satisfaction [3]. This model postulates that satisfaction is based on the patient’s judgment on the quality of care, particularly in regard to their interpersonal relationships with clinicians. The seven dimensions include: treatment effectiveness, provision of information, technical quality of care, participation in decision making, relationship with clinician, access and facilities, plus satisfaction in general.

Results: Using iterative Mokken and partial credit Item Response Theory (IRT), the questionnaires in the patient satisfaction with incontinence treatment study, were examined to produce a short, responsive and uni-dimensional scale that was consistent with Donabedian’s model of patient satisfaction. This scale is made up of 7 items and is known as the Short Assessment of Patient Satisfaction (SAPS). The SAPS internal psychometric properties are excellent (α = 0.86) and it provides a patient satisfaction perspective that is most consistent with Donabedian’s model.

This new scale is currently undergoing further clinical validation with a group of men and women post treatment for incontinence conditions. In this study the SAPS will be compared to other emerging measures of patient satisfaction with continence treatments.

Conclusions: This new scale shows promise as a measure of patient satisfaction with continence treatments and may be applicable for more general use across a range of health conditions.


Notes: