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## **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*

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## **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**

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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 ( $\alpha = 0.86$ ) 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.

1. Hawthorne, G. Review of Patient Satisfaction Measures. Australian Government Department of Health and Ageing; 2006

2. Hawthorne G, Sansoni J, Hayes LM, Marosszeky N & Sansoni E. Measuring Patient Satisfaction with Incontinence Treatment. Centre for Health Service Development, University of Wollongong and the Department of Psychiatry, University of Melbourne; 2006.

3. Donabedian A. The Quality of Care: How Can It Be Assessed ? JAMA. 1988; 260:1743-1748.

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