

Instructions for Scoring the PSQ-18

The PSQ-18 yields separate scores for each of seven different subscales: General Satisfaction (Items 3 and 17); Technical Quality (Items 2, 4, 6, and 14); Interpersonal Manner (Items 10 and 11); Communication (Items 1 and 13); Financial Aspects (Items 5 and 7); Time Spent with Doctor (Items 12 and 15); Accessibility and Convenience (Items 8, 9, 16, and 18).

Some PSQ-18 items are worded so that agreement reflects satisfaction with medical care, whereas other items are worded so that agreement reflects dissatisfaction with medical care. All items should be scored so that high scores reflect satisfaction with medical care (see Table 1). After item scoring, items within the same subscale should be averaged together to create the 7 subscale scores (see Table 2).

We recommend that items left blank by respondents (missing data) be ignored when calculating scale scores. In other words, scale scores represent the average for all items in the scale that were answered.

Table 1
Scoring Items

Item Numbers	Original Response Value	Scored Value
1, 2, 3, 5, 6, 8, 11, 15, 18	1 ----->	5
	2 ----->	4
	3 ----->	3
	4 ----->	2
	5 ----->	1
4, 7, 9, 10, 12, 13, 14, 16, 17	1 ----->	1
	2 ----->	2
	3 ----->	3
	4 ----->	4
	5 ----->	5

Table 2
Creating Scale Scores

Scale	Average These Items
General Satisfaction	3, 17
Technical Quality	2, 4, 6, 14
Interpersonal Manner	10, 11
Communication	1, 13
Financial Aspects	5, 7
Time Spent with Doctor	12, 15
Accessibility and Convenience	8, 9, 16, 18

Note. Items within each scale are averaged after scoring as shown in Table 1.