PCSSW QUANTITATIVE EVALUATION

CODEBOOK

This document contains the questionnaires and codebook used in the evaluation of the quality of care in the clinical centers of the National Centers of Excellence in Women's Health. In the associated data file, the variable name was the same as the question number in the questionnaire. For example, question A1 in the survey of clients at the CoE sites ("First, what is your age?") is variable "A1" in the data file.

Similarly, the numeric values associated with responses are also shown in the question. For example, for question Q.A10 in the Community Benchmark Survey ("Is this health professional male or female?"), respondents who answered "male" have a value of "1" in the data file; those who answered "female" have a value of "2"; those who refused to answer have a value of "7"; and those who said "don't know" have a value of "8."

The Appendix contains the numeric values for the responses to open-ended questions and those questions which had a number of "other" responses.

Note to Users: This uniform coding booklet was developed for telephone interview coding. For mailed surveys the coding may still be used to provide uniform scoring and data comparison across studies; however, please disregard the interviewer prompts and script.

Formatting: Interviewer script is in bold.

INSTRUCTIONS TO INTERVIEWERS ARE IN CAPS.

DK = Don't Know; NA = Not Applicable; REF = refused.

Paperwork Reduction Act Statement

A federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Public reporting burden for this collection of information is estimated to vary from 13 to 22 minutes with an average of 15 minutes per response.

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1. **We are interested in your opinions about your care at** <COLLOQUIAL NAME OF SITE>**, including all the doctors, nurses and other health professionals who are involved in your care as well as the staff. First, I'm going to ask about the visit you had to** <COLLOQUIAL NAME OF SITE> **in** <month of MOST RECENT ELIGIBLE visit from A4> for <reason for MOST RECENT ELIGIBLE from A5 or A6a> **. I'm going to read a list of things about that visit. Please rate how satisfied you were with each of these things. Your choices are: not at all satisfied, somewhat satisfied, satisfied, very satisfied, and extremely satisfied .**

[IF NECESSARY, USE THIS PROBE: **"How satisfied are you about this experience?"**

	Not at all satisfied	Somewhat satisfied	Satisfied	Very satisfied	Extremely satisfied	DK	REF
1a. The courtesy of the office staff	1	2	3	4	5	7	8
1b. The staff's flexibility in scheduling my appointment around my needs	1	2	3	4	5	7	8
1c. Privacy when talking to the receptionist	1	2	3	4	5	7	8
1d. How well the staff kept me informed about the waiting time	1	2	3	4	5	7	8
1e. Help with scheduling my next visit	1	2	3	4	5	7	8
1f. The chance to talk to my health professional with my clothes on	1	2	3	4	5	7	8
1g. The amount of time I had to talk with my health professional	1	2	3	4	5	7	8
1h. My health professional's ability to answer questions in a sensitive and caring way	1	2	3	4	5	7	8
1i. My health professional's ability to explain things clearly	1	2	3	4	5	7	8
1j. My health professional's ability to help me feel comfortable talking about my concerns	1	2	3	4	5	7	8
1k. The chance to ask all of my questions	1	2	3	4	5	7	8
1l. My health professional's ability to take what I say seriously	1	2	3	4	5	7	8
1m. My health professional's willingness to explain different options for my care	1	2	3	4	5	7	8
1n. My health professional's interest in how my life affects my health	1	2	3	4	5	7	8

C2. Now, think about all the care you received at <COLLOQUIAL NAME OF SITE**> over the last 12 months. Please rate how satisfied you are with each of the items I'll read. Again, your choices are: not at all satisfied, somewhat satisfied, satisfied, very satisfied, and extremely satisfied .**

[IF NECESSARY, USE THIS PROBE: **"How satisfied are you about this experience?"**

	Not at all satisfied	Somewhat satisfied	Satisfied	Very satisfied	Extremely satisfied	DK	REF	NA
2a. The health professionals' focus on prevention	1	2	3	4	5	7	8	9
2b. The health professionals' knowledge of women's health issues	1	2	3	4	5	7	8	9
2c. The information I get about healthy living (such as diet and exercise)	1	2	3	4	5	7	8	9
2d. The health professionals' interest in my mental and emotional health	1	2	3	4	5	7	8	9
2e. Help with finding information resources in women's health	1	2	3	4	5	7	8	9
2f. How well my health care fits my stage of life	1	2	3	4	5	7	8	9
2g. Information about how to get the results of my tests	1	2	3	4	5	7	8	9
2h. How well the health professionals explain the results of my tests or procedures	1	2	3	4	5	7	8	9
2i. The chance to get both gynecological and general health care there	1	2	3	4	5	7	8	9
2j. My overall trust in the health professionals there	1	2	3	4	5	7	8	9