Table D29. Patient satisfaction outcomes 1

| Author, YearTrial Name | Patient satisfaction 1 | Description of Timing of Measurement of Outcome  | Data source | N | Results |
| --- | --- | --- | --- | --- | --- |
| Katon et al., 199524NA | % of patients rating quality of depression care as good to excellent | baseline, 4 months | self-report | **Major depression group** N=91**Minor depression group** N=126 | **Major depression group** G1: 93.0G2: 75.095% CI, NR p: <0.03**Minor depression group** G1: 94.4G2: 89.395% CI, NR p: 0.30 |
| Katon et al., 199625NA | % Rating the quality of care good or excellent | 4-month follow up | questionnaire |  | **Major Depression Group**G1: 88.5%G2: 56%p: <0.009 **Minor Depression Group**G1: 97.1%G2: 71.4%p: 0.003 |
| Katon et al., 199926NAKaton et al., 200227NA | Percent of patients who rated quality of care received for depression as good to excellent(Reported in Katon et al., 1999) | Measured at 3 mos, 6 mos. | Self-report | NR | **At 3 mos**:G1: 94.5%G2: 63.9%Chi-square: 23.51P<0.00001**At 6 mos**:G1: 79.5%G2: 63.5%Chi-square: 4.21p: 0.04 |
| Mann et al., 201034The Statin Choice | Decisional Conflict Scale--Informed subscale, with lower scores representing less conflict | Immediately after intervention and control | self-report | G1: NRG2: NR | G1: 27.1G2: 33.895% CI, NR p: 0.02 |
| Montori et al., 201135 | Mean satisfaction with knowledge transfer | NR | Self-report | G1: NRG2: NR | Amount of informationG1: 6.6G2: 6.395% CI, NRp: 0.798Clarity of informationG1: 6G2: 695% CI, NRp: 0.296Helpfulness of informationG1: 6G2: 5.895% CI, NR p: 0.624Would want other decisionsG1: 6.1G2: 5.895% CI, NR p: 0.248Would recommend to othersG1: 6.4G2: 6.295% CI, NR p: 0.435 |
| Murray et al., 200736NA | Improvement in patient satisfaction with pharmacy services from baseline to 12 months | Timeframe somewhat unclear; Baseline and 12 month values reported, so duration b/t measures 12 mos | Validated questionnaire | G1: NRG2: NR | G1: 1.0G2: 0.795% CI, NR p: 0.022 |
| Pearce et al., 200839Cardiovascular Risk Education and Social Support (CaRESS) Trial | Rating of primary doctor | Twice over a 12-month period, at baseline and endpoint | Patient Healthcare Satisfaction Survey | **BL**G1 + G2: 98G3: 86**EP**G1 + G2: 71G3: 67 | **BL**G1 + G2: 9.3G3: 9.295% CI, NR P (G1 + G2 vs. G3): 0.6931 (unadjusted), NA (adjusted)**EP**G1 + G2: 9.5G3: 9.395% CI, NRP (G1 + G2 vs. G3): 0.0255 (unadjusted), 0.6372 (adjusted) |
| Powell et al., 199540NA | Assessment of videotape intervention | Once in a randomly selected subset of G1 subjects during the study's 4th month | Mailed survey | G1: 84G2: NA | **Very useful** (N (%)) G1: 41 (48.8%)G2: NA 95% CI, NRp: NR**Somewhat useful** (N (%)) G1: 33 (39.3%)G2: NA 95% CI, NRp: NR**Neutral** (N (%)) G1: 2 (2.4%)G2: NA 95% CI, NRp: NR**Not useful** (N (%)) G1: 8 (9.5%)G2: NA 95% CI, NRp: NR |
| Solomon et al., 199854NAGourley et al., 199855NA | Hypertension group: Technical-Professional dimension- "Makes me feel secure about taking my medications" (item1 ) | One measurement at final visit | Pharma Care Questionnaire (PCQ)- Likert scale of 1 (strongly agree) to 5 (strongly disagree) | G1: 62G2: 68 | G1: 1.39 (0.49 SD)G2: 1.69 (0.68 SD)95% CI, NRp: 0.004 |
| Waalen et al., 200959NA | Overall my treatment for osteoporosis has been a good experience | measured at 1 year and 30 days after study entry | self-report | G1: 68G2: 58 | **All/most of the time**N (%)G1: 58 (85.3)G2: 52 (89.7) **Some of the time**N (%)G1: 4 (5.9)G2: 0 (0)**A little / none of the time**N (%)G1: 6 (8.8)G2: 6 (10.3) Overall p: 0.17 |
| Weymiller et al., 200762Statin Choice Randomized TrialJones et al., 200963Statin Choice Randomized Trial | Acceptable amount of information | Once immediately after the intervention | Self-administered written questionnaire (7-point Likert scale question) | G1: 26G2: 26G3: 23G4: 23G1: 26G2: 26G3: 23G4: 23 | **N (%) responding 6 or 7 of 7**G1: 23 (88%)G2: 23 (92%)G3: 16 (70%)G4: 17 (74%)95% CI, NRp: NR**Odds ratio for decision aid** (G1 & G2) vs. control (G3 & G4) = 3.4 95% CI, 1.7 to 6.7p: NR**Mean (95% CI)**G1: 7.0 (6-7)G2: 7.0 (6-7)G3: 7.0 (5-7)G4: 7.0 (5-7)95% CI, NRp: NR |
| Wilson et al., 201065Better Outcomes of Asthma Treatment (BOAT) | Patient-Perceived Roles in Treatment Decision Making - patient vs. asthma care manager; only obtained for those in SDM and CDM but not UC | once following session 1; reported as mean rating of involvement on 5-point scale | survey - mailed in post cards | G1: 182G2: 180 | G1: 3.1 +/-.06G2: 2.5 +/-.09p: , 0.0001 |