Table D29. Patient satisfaction outcomes 1

| Author, Year  Trial Name | Patient satisfaction 1 | Description of Timing of Measurement of Outcome | Data source | N | Results |
| --- | --- | --- | --- | --- | --- |
| Katon et al., 199524 NA | % 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: 93.0 G2: 75.0 95% CI, NR  p: <0.03  **Minor depression group**  G1: 94.4 G2: 89.3 95% CI, NR  p: 0.30 |
| Katon et al., 199625 NA | % 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., 199926 NA  Katon et al., 200227 NA | 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: 23.51 P<0.00001  **At 6 mos**: G1: 79.5% G2: 63.5% Chi-square: 4.21 p: 0.04 |
| Mann et al., 201034  The Statin Choice | Decisional Conflict Scale--Informed subscale, with lower scores representing less conflict | Immediately after intervention and control | self-report | G1: NR  G2: NR | G1: 27.1  G2: 33.8  95% CI, NR p: 0.02 |
| Montori et al., 201135 | Mean satisfaction with knowledge transfer | NR | Self-report | G1: NR G2: NR | Amount of information G1: 6.6 G2: 6.3 95% CI, NR p: 0.798  Clarity of information G1: 6 G2: 6 95% CI, NR p: 0.296  Helpfulness of information G1: 6 G2: 5.8 95% CI, NR  p: 0.624  Would want other decisions G1: 6.1 G2: 5.8 95% CI, NR  p: 0.248  Would recommend to others G1: 6.4 G2: 6.2 95% CI, NR  p: 0.435 |
| Murray et al., 200736 NA | 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: NR G2: NR | G1: 1.0 G2: 0.7 95% CI, NR  p: 0.022 |
| Pearce et al., 200839 Cardiovascular 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: 98 G3: 86  **EP** G1 + G2: 71 G3: 67 | **BL** G1 + G2: 9.3 G3: 9.2 95% CI, NR  P (G1 + G2 vs. G3): 0.6931 (unadjusted), NA (adjusted)  **EP** G1 + G2: 9.5 G3: 9.3 95% CI, NR P (G1 + G2 vs. G3): 0.0255 (unadjusted), 0.6372 (adjusted) |
| Powell et al., 199540 NA | Assessment of videotape intervention | Once in a randomly selected subset of G1 subjects during the study's 4th month | Mailed survey | G1: 84 G2: NA | **Very useful** (N (%))  G1: 41 (48.8%) G2: NA  95% CI, NR p: NR  **Somewhat useful** (N (%))  G1: 33 (39.3%) G2: NA  95% CI, NR p: NR  **Neutral** (N (%))  G1: 2 (2.4%) G2: NA  95% CI, NR p: NR  **Not useful** (N (%))  G1: 8 (9.5%) G2: NA  95% CI, NR p: NR |
| Solomon et al., 199854  NA  Gourley et al., 199855  NA | 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: 62  G2: 68 | G1: 1.39 (0.49 SD)  G2: 1.69 (0.68 SD)  95% CI, NR  p: 0.004 |
| Waalen et al., 200959  NA | Overall my treatment for osteoporosis has been a good experience | measured at 1 year and 30 days after study entry | self-report | G1: 68 G2: 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., 200762  Statin Choice Randomized Trial  Jones et al., 200963  Statin Choice Randomized Trial | Acceptable amount of information | Once immediately after the intervention | Self-administered written questionnaire (7-point Likert scale question) | G1: 26 G2: 26 G3: 23 G4: 23  G1: 26 G2: 26 G3: 23 G4: 23 | **N (%) responding 6 or 7 of 7** G1: 23 (88%) G2: 23 (92%) G3: 16 (70%) G4: 17 (74%) 95% CI, NR p: NR  **Odds ratio for decision aid** (G1 & G2) vs. control (G3 & G4) = 3.4  95% CI, 1.7 to 6.7 p: 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, NR p: NR |
| Wilson et al., 201065  Better 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: 182  G2: 180 | G1: 3.1 +/-.06  G2: 2.5 +/-.09  p: , 0.0001 |