

# Scoring the Patient Perceptions of Patient-Centeredness (PPPC) Questionnaire

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*You've sent out the questionnaire and your patients have responded. You've pulled all those responses together, but now what? How do you know how your team scored? Read on to understand how the score is calculated. Use the attached calculator to do the math for you.*

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The PPC measures how well your patients think your team is doing at providing patient-centred care. Your **overall patient-centredness score** is a number between 1 and 4, where 1 is the highest possible score (your care is seen as most patient-centred) and 4 is the lowest (least patient-centred).

Your overall score is an average of **three components of patient-centredness**:

- **Patient perception that the illness experience has been explored:** Questions 1-4.
- **Patient perception that the patient and physician found common ground:** Questions 5-13
- **Patient perception that they are understood as a whole person:** Question 14

Numeric values are assigned to patients' responses as they would be assigned to the choices in a 4-point Likert scale. **In this case, lower numbers are better.**

- Completely / Yes / Very Well / Very Satisfied / Very Much = 1 point
- Mostly / Probably / Well / Satisfied / A fair amount = 2 points
- A little / Unsure / Somewhat / Somewhat satisfied = 3 points
- Not at all / No / Not satisfied = 4 points

## **How to use the calculator:**

1. **Enter your team's data as follows:** For EACH QUESTION, enter the NUMBER of patients who chose each type of response as listed above.
2. **The calculator will automatically calculate the following:**
  - **Your team's overall score for each question.** This is essentially an average of the number of points assigned to the patients' responses. It is calculated by multiplying the number of patients who chose each response by the number of points given to that response (4, 3, 2, or 1) and dividing it by the number of patients who answered the question. Blank or "n/a" responses are excluded.
  - **Your team's overall score for each component of patient centredness.** This is an average of all the overall scores for each question within each dimension. For example, the average overall score for questions 1-4 is your overall score for the dimension "illness experience has been explored."
  - **Your team's overall patient-centredness score.** This is an average of all the overall scores for all 14 questions in the PPC questionnaire.

**Questions? Comments? Send them to us at [improve@afhto.ca](mailto:improve@afhto.ca)!**