

Appendix C

Key characteristics of instruments identified

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
	(1)													
1.	4-point Ordinal Alliance Scale (4PAS)	Misdrahi ¹	2009	France	To assess therapeutic alliance between patient and physician	patients		French	11 items	rating scale	patient-centered care: therapeutic alliance	patient-centered care	clinical integration	
	(2)													
2.	Agnew Relationship Measure	Agnew-Davies ²	1998	UK	To examine the dimensionality of the client-therapist alliance	patients and healthcare providers	clients and therapists	English	28 statements	rating scale: a 7-point scale anchored 'strongly disagree', 'moderately disagree', 'slightly disagree', 'neutral', 'slightly agree', 'moderately agree', and 'strongly agree'	patient-centered care: client-therapist alliance	patient-centered care	clinical integration	
3.		Stiles ³	2002	UK	To measure alliance between client and therapist; describing the client, the therapist, and the client-therapist relationship	patients and healthcare providers	clients and therapists drawn from participants of the collaborative psychotherapy project (CPP)	English	28 statements; five scales - Bond, which concerns the friendliness, acceptance, understanding, and support in the relationship; Partnership, which concerns working jointly on therapeutic tasks and toward therapeutic goals; Confidence, which concerns optimism and respect for the therapist's professional competence; Openness, which concerns the client's felt freedom to disclose personal concerns without fear or embarrassment; and Client Initiative, which concerns the client's taking responsibility for the direction of the therapy	rating scale 7-point scale	patient-centered care: client-therapist relationship	patient-centered care	clinical integration	
4.		Stiles ³	2002	UK	To measure alliance between client and therapist; describing the client, the therapist, and the client-therapist relationship	patients and healthcare providers	clients and therapists and observers drawn from participants of the Second Sheffield Psychotherapy Project (SPP2)	English	28 statements	rating scale 7-point scale	patient-centered care: client-therapist relationship	patient-centered care	clinical integration	
	(3)													
5.	Alberta Continuity of Services Scale-Mental Health	Durbin, J. ⁴	2004	Canada	A self-report scale that assesses continuity of care across settings and providers	patients	respondents are primarily consumers; note that there was also a staff assessment component but the tool used was different and does not measure continuity of care; Completed consumer interviews were linked with staff assessments for this study	English	43 statements	rating scale 5-point scale ranging from strongly disagree to strongly agree (midpoint anchor = "not sure")	care continuity	care continuity / comprehensive care	clinical integration	
6.		Joyce, A. S. ⁵	2010	Canada	A measure of perceived continuity of care	patients	adults with severe and persistent mental illness	English	43 items	rating scale 5-point Likert-type scale (1 = strongly disagree; 2 = disagree; 3 = not sure; 4 = agree; 5 = strongly agree)	care continuity	care continuity / comprehensive care	clinical integration	
	(4)													
7.	Ambulatory Care Experiences Survey	Safran ⁶	2006	USA	To assess patients' experience with individual primary care physicians	patients		English/ Spanish	11 items	rating scale	patient-centered care (i.e., physician patient interaction)	patient-centered care	clinical integration	
	(5)													
8.	Assertive Community Treatment (TACT) Scale	Wholey, D. R. ⁷	2012	USA	To examine the role of team processes in act performance	healthcare providers	ACT team members	English	47 items	rating scale	care integration	care coordination / case management	clinical integration	
	(6)													
9.	Assessment of Chronic Illness Care (ACIC)	Bonomi, A. E. ⁸	2002	USA	To help organizational teams identify areas for improvement in their care for chronic illnesses, and to evaluate the level and nature of improvements made in their system	healthcare providers	team of three members (generally an administrative decision maker; physician and opinion leader; and nurse manager/coordinator)	English	28 items covering the six areas of the Chronic Care Model: health care organization (6 items); community linkages (3 items); self-management support (4 items); delivery system design (6 items); decision support (4 items); and clinical information systems (5 items)	rating scale four-point scale with 11- point rating scales within each	chronic care (i.e., chronic illness care)	care integration	combination (i.e., community linkages (system), self- management support (clinical), decision support (clinical, organizational), delivery system design (clinical, system), information systems (functional), and organization of care (system)	
10.		Cramm ⁹	2011	Netherlands	To help disease management teams identify areas for improvement in chronic illness care and evaluate the level and nature of improvements made in their system	healthcare providers	professionals in a disease management program	Dutch	Original 34 items (6 subscales)	rating scale four descriptive levels of implementation ranging from "little or none" to a "fully-implemented intervention"; within each	chronic care (i.e., chronic illness care)	care integration	organizational integration	original

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										of the four levels, respondents are asked to choose the degree to which that description applies (0-11 scale), with categories defined as: 0-2 (little or no support for chronic illness care); 3-5 (basic or intermediate support for chronic illness care); 6-8 (advanced support); and 9-11 (optimal, or comprehensive, integrated care for chronic illness)				
11.		Cramm ⁹	2011	Netherlands	To help disease management teams identify areas for improvement in chronic illness care and evaluate the level and nature of improvements made in their system	healthcare providers	professionals in a disease management program	Dutch	21 items (3 per subscale) - following item reduction from the original 34 items	rating scale four descriptive levels of implementation ranging from "little or none" to a "fully-implemented intervention"; within each of the four levels, respondents are asked to choose the degree to which that description applies (0-11 scale), with categories defined as: 0-2 (little or no support for chronic illness care); 3-5 (basic or intermediate support for chronic illness care); 6-8 (advanced support); and 9-11 (optimal, or comprehensive, integrated care for chronic illness)	chronic care (i.e., chronic illness care)	care integration	organizational integration	item reduction
	(7)													
12.	Better Jobs Better Care PCC instrument	Sullivan, J. L. ¹⁰	2013	USA	To assess the quality of patient-centered care within the VA	healthcare providers	nurses, nursing assistants, recreation therapist, dietitians, chaplains, social workers, medical providers	English**	50 (personhood, knowing the person, comfort care, autonomy and choice, support relations, environmental support; staff work with residents, personal environment for residents; management/structure)	rating scale	patient-centered care	patient-centered care	clinical integration	
	(8)													
13.	California Psychotherapy Alliance Scales (CALPAS)	Barkham ¹¹	1993	UK	To measure alliance in treatment of depression	healthcare providers	raters rated twelve separate client-therapist dyads	English	4 dimensions with 6 elements each	rating scale 7-point Likert scale	care coordination (i.e., alliance)	patient-centered care	professional integration	
14.		Gaston ¹²	1991	Canada	To measure alliance; to measure four theoretically derived alliance dimensions	patients		English	24 items	rating scale 7-point scale to augment the variability of ratings (revised the original CALPAS-P with 5-point response scale)	patient-centered care (i.e., PC= Patient Commitment; PWC = Patient Working Capacity; TUI = Therapist Understanding and Involvement; WSC = Working Strategy Consensus)	patient-centered care	clinical integration	
	(9)													
15.	Cancer services integration	Dobrow, M. J. ¹³	2009	Canada	A measure of cancer services integration	healthcare providers	sample of cancer care providers and administrators	English	67-item with 12 factors	rating scale 5 point scale	care integration	care integration	clinical integration	
	(10)													
16.	Care Continuity Instrument	Bull, M. J. ¹⁴	2000	USA	Measure of continuity of care that incorporates the perspectives of elders hospitalized for a chronic illness and their family caregivers (caregiver perspective was obtained in item development but were not used as respondents)	patients	samples of elders hospitalized for a chronic condition; (a) at least 55 years of age; (b) able to speak and understand English, (c) hospitalized for an acute episode of congestive heart failure, chronic obstructive lung disease, or diabetes mellitus, (d) cognitively competent as determined by an acceptable score on a mental status questionnaire and (e) impaired in at least one ADL or IADL	English	pilot version; 13 items	rating scale 1 to 7 (none or not at all to a great deal)	care continuity	care continuity / comprehensive care	clinical integration	different tool versions in the same study
17.		Bull, M. J. ¹⁴	2000	USA	Measure of continuity of care that incorporates the perspectives of elders hospitalized for a chronic illness and their family caregivers (caregiver perspective was obtained in item development but were not used as respondents)	patients	samples of elders hospitalized for a chronic condition; (a) at least 55 years of age; (b) able to speak and understand English, (c) hospitalized for an acute episode of congestive heart failure, chronic obstructive lung disease, or diabetes mellitus, (d) cognitively competent as determined by an acceptable score on a mental status questionnaire and (e) impaired in at least one ADL or IADL	English	follow up assessment version; 13 items	rating scale 1 to 7 (none or not at all to a great deal)	care continuity	care continuity / comprehensive care	clinical integration	different tool versions in the same study
	(11)													

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18.	Care Process Self Evaluation Tool (CPSET)	Seys, D. ¹⁵	2013	Multiple Countries	To assess the care coordination processes	healthcare providers		not reported	29 items	rating scale	multiple constructs: patient-centered care, care coordination, communication with patient and family, collaboration with primary care, care transition	care integration	clinical integration	different studies
19.		Vanhaecht, K. ¹⁶	2007	Multiple Countries	To evaluate care processes	healthcare providers	medical doctor in charge, the head nurse, most involved allied health professional and clinical pathway facilitator	Dutch	87 items; 24 context items, 51 mechanism items, nine outcome items and three general CMO items	rating scale	other: care processes	care integration	clinical integration	different studies
	(12)													
20.	Care Transition Measure (CTM)	Bakshi, A. B. ¹⁷	2012	Singapore	To measure quality of care during transition, from the patients' perspective; designed to measure the overall care transition experience and not merely the hospital discharge phase	patients or patients (proxy)	patients were recruited but if unavailable or too weak, informal caregivers were interviewed as proxy patients discharged from two tertiary hospital; aged 50 years and above, hospital care by disciplines of general medicine, general surgery, orthopedics, or geriatric medicine, and home residence upon discharge	English administered in Chinese or English (as preferred by respondents)	CTM-15 English; 15 items	rating scale compared the effects of three-point and five-point Likert response scales (currently used in the CTM) on the psychometric properties of the measures	care continuity: care transition	care continuity / comprehensive care	clinical integration	different number of items and language
21.		Bakshi, A. B. ¹⁷	2012	Singapore	To measure quality of care during transition, from the patients' perspective; designed to measure the overall care transition experience and not merely the hospital discharge phase note: ctm-3 was not separately administered, scores calculated from the administration of ctm-15), the analysis of the three-scale response was for maximizing the usefulness of the instrument as fewer response choices pose less administrative and cognitive burden to respondents	patients or patients (proxy)	patients were recruited but if unavailable or too weak, informal caregivers were interviewed as proxy patients discharged from two tertiary hospital; aged 50 years and above, hospital care by disciplines of general medicine, general surgery, orthopedics, or geriatric medicine, and home residence upon discharge	English administered in Chinese or English (as preferred by respondents)	CTM-3 English; 3 items	rating scale compared the effects of three-point and five-point Likert response scales (currently used in the CTM) on the psychometric properties of the measures	care continuity: care transition	care continuity / comprehensive care	clinical integration	different number of items and language
22.		Bakshi, A. B. ¹⁷	2012	Singapore	To measure of quality of care during transition, from the patients' perspective; designed to measure the overall care transition experience and not merely the hospital discharge phase	patients or patients (proxy)	patients were recruited but if unavailable or too weak, informal caregivers were interviewed as proxy patients discharged from two tertiary hospital; aged 50 years and above, hospital care by disciplines of general medicine, general surgery, orthopedics, or geriatric medicine, and home residence upon discharge	Chinese administered in Chinese or English (as preferred by respondents)	CTM-15 Chinese; 15 items	rating scale compared the effects of three-point and five-point Likert response scales (currently used in the CTM) on the psychometric properties of the measures	care continuity: care transition	care continuity / comprehensive care	clinical integration	different number of items and language
23.		Bakshi, A. B. ¹⁷	2012	Singapore	To measure quality of care during transition, from the patients' perspective; designed to measure the overall care transition experience and not merely the hospital discharge phase note: CTM-3 was not separately administered, scores calculated from the administration of CTM-15), the analysis of the three-scale response was for maximizing the usefulness of the instrument as fewer response choices pose less administrative and cognitive burden to respondents	patients or patients (proxy)	patients were recruited but if unavailable or too weak, informal caregivers were interviewed as proxy patients discharged from two tertiary hospital; aged 50 years and above, hospital care by disciplines of general medicine, general surgery, orthopedics, or geriatric medicine, and home residence upon discharge	Chinese administered in Chinese or English (as preferred by respondents)	CTM-3 Chinese; 3 items	rating scale compared the effects of three-point and five-point Likert response scales (currently used in the CTM) on the psychometric properties of the measures	care continuity: care transition	care continuity / comprehensive care	clinical integration	different number of items and language
24.		Parry, C. ¹⁸	2008	USA	To assess the quality of care transition objectively	patients		English**	CTM-15 English; 15 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different studies
25.		Coleman ¹⁹	2005	USA	To better understand the care transition experience and to rigorously assess its quality	patients		English	CTM-15 English; 15 items	rating scale 4-point response scale: strongly agree; agree; disagree; and strongly disagree	care continuity: care transition	care continuity / comprehensive care	clinical integration	different studies
26.		Coleman ²⁰	2002	USA	To assess the quality of care transitions across healthcare settings	patients	elderly recently discharged from hospital	English	CTM English; 17 items (?)	rating scale Likert-response format	care continuity: care transition	care continuity / comprehensive care	clinical integration	different studies
27.		Shadmi ²¹	2009	Israel	To assess the quality of care transitions from the patients' perspective	patients		Hebrew	CTM-15 English; 15 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different language
28.		Shadmi ²¹	2009	Israel	To assess the quality of care transitions from the patients' perspective	patients		Arabic	CTM-15 English; 15 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different language

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	(13)													
29.	Caregivers' Satisfaction with Stroke Care Questionnaire: C-SASC	Cramm ²²	2011	Netherlands	To measure stroke caregivers' satisfaction with hospital stroke care	informal caregivers	caregivers of stroke patients	English	11 items; 8 items (final)	rating scale four-point scale ranging from 0 (strongly disagree) to 3 (strongly agree)	patient satisfaction (i.e., satisfaction with care)	care integration	clinical integration	
	(14)													
30.	CARES observation tool (COT)	Gaugler, J. E. ²³	2013	USA	To measure the presence of person-centered care elements for individuals with dementia	others: observers	observer focused on different direct care workers and persons with dementia in recording data for the COT	English	16 items	dichotomous scale	patient-centered care	patient-centered care	clinical integration	
	(15)													
31.	CareWell in Hospital Questionnaire	Bakker, F. C. ²⁴	2014	Netherlands	A questionnaire that is based on the CQI and can be used to measure the quality of individualized and integrated hospital care as experienced by inpatients age 70 years and older	patients	frail and non-frail medical and surgical inpatients who were included in the CWH before after study	English	8 items	rating scale answer categories were recoded to a 0–10 scale; 10 represents the highest quality of care	multiple constructs (i.e., quality of individualized and integrated hospital care as experienced by inpatient, i.e., continuity of care, coordination and patient centered care)	care integration	clinical integration	
	(16)													
32.	Caring Assessment Tool (CAT)	Duffy, J. R. ²⁵	2014	USA	To assess patients' perceptions of the patient– RN relationship	patients	(a) alert and oriented, (b) admitted to the hospital for at least 24 hours, and (c) could understand English	English	27 items following item reduction (initially 36 items)	rating scale 1 (low caring) to 5 (high caring) rating scale	patient-centered care (i.e., patient-nurse relationship)	patient-centered care	clinical integration	different number of items (item reduction)
33.		Duffy ²⁶	2007	USA	To assess patients' perceptions of nurse caring behaviors (original)	patients	adults from all diagnostic, socio-economic gender, and ethnic groups	English	36 items; 8 factors	rating scale closed response 5-point Likert	patient-centered care (i.e., mutual problem solving, attentive reassurance, human respect, encouraging manner, appreciation of unique meanings, healing environment, affiliation needs, and basic human needs)	patient-centered care	clinical integration	different number of items (item reduction)
	(17)													
34.	Case Management Quality Questionnaire (CMQQ)	Hadjistavropoulos, H. D. ²⁷	2003	Canada	To systematically assess strengths and weaknesses of case management; to be used with elderly clients using case management services, either as the means of obtaining community services such as HC or as a method to gain access to long-term care (LTC)	patients and healthcare providers	HC patients OR family members of LTC patients	English	30 items	rating scale 1 (strongly disagree) to 5 (strongly agree) scale, with higher scores indicating greater satisfaction; the middle score (3) is anchored with the words "hard to decide"	case management	care coordination / case management	clinical integration	
	(18)													
35.	Client Perception of Coordination Questionnaire (CPCQ)	McGuiness, C. ²⁸	2003	Australia	To assess the various domains of coordination	patients		English**	32 items	rating scale	care coordination	care coordination / case management	clinical integration	
	(19)													
36.	Client-Centered Questionnaire	de Witte, L. ²⁹	2006	Netherlands	To measure the client-centeredness of professional nursing in home care from a client perspective	patients	clients from three different home care organizations	English**	15 items	rating scale scored on a 5-point Likert scale, ranging from 'totally disagree' (1) to 'totally agree' (5)	patient-centered care	patient-centered care	clinical integration	
	(20)													
37.	Client-Centered Rehabilitation Questionnaire	Cott, C. A. ³⁰	2006	Canada	To measure client-centered rehabilitation from the client's perspective and can be used for discriminative and evaluative purposes	patients	clients who had been discharged from the two rehabilitation hospitals in Toronto during the six-month period prior to the survey mailing	English	35 items (initially 38 items)	rating scale 5-point Likert scale with 5 being strongly disagree, 4 being disagree, 3 being neither agree nor disagree, 2 being agree and 1 being strongly agree	patient-centered care	patient-centered care	clinical integration	
	(21)													
38.	Clinical Risk Monitoring Instrument	Briner, M. ³¹	2010	Switzerland	To assess clinical risk management in hospitals	healthcare providers	CRM practitioners	translated (from the original German) to French and Italian for use in the three language regions in Switzerland	28 main questions organized in three sections: 1) Implementation and organizational integration of CRM, 2) Strategic objectives and operational implementation of CRM at hospital level, and 3) Overview of CRM in different services	rating scale a rating scale showing diffusion and homogeneity; four-point Likert scale; open text fields for specific responses	other: clinical risk management	patient-centered care	combination (i.e., organizational integration in the CRM context, system and functional integration)	
	(22)													
39.	Clinician Support for Patient Activation Measure (CS-PAM)	Hibbard, J. H. ³²	2010	Multiple Countries	To determine the degree to which the patient behavior or skill is viewed as important by the clinician	healthcare providers	UK and US sample of primary care clinicians: primary care physicians, nurse practitioners and physician assistants	English	14 items	rating scale 4-point scale	other: patient self-management	patient-centered care	clinical integration	
	(23)													
40.	CollaboRATE	Barr, P. J. ³³	2014	USA	Patient reported measure of shared decision making	patients	any person visiting a health provider	English	3 items	rating scale 10 point scale	patient-centered care	patient-centered care	clinical integration	different response scales
41.		Barr, P. J. ³³	2014	USA	Patient reported measure of shared decision making	patients	any person visiting a health provider	English	3 items	rating scale 5 point scale	patient-centered care	patient-centered care	clinical integration	different response scales
42.		Elwyn ³⁴	2013	USA	Patient reported measure of shared decision making	patients	not necessarily patients (general public)	English	3 items	rating scale scale from 1 = No effort	patient-centered care	patient-centered care	clinical integration	

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										was made, to 10 = Every effort was made				
	(24)													
43.	Collaboration And Satisfaction About Care Decisions	Baggs ³⁵	1994	USA	To measure the construct of nurse-physician collaboration in making specific patient care decisions	healthcare providers	nurses and resident physicians	English	9 items	rating scale 7-point scale	care coordination (i.e., collaboration)	care coordination / case management	professional integration	
	(25)													
44.	Communication Assessment Instrument	Winning, T. A. ³⁶	2013	Multiple Countries	To measure the effectiveness of communication skills by oral healthcare student-clinicians using patient and student evaluation	patients and healthcare providers	patients and dental school clinicians	English	47 items (being caring and respectful, sharing information, tending your comfort, interacting with other team members and experience with other team members)	rating scale	patient-centered care (i.e., provider-patient communication)	patient-centered care	clinical integration	
45.		Schonwetter ³⁷	2012	Canada	To assess the quality of communication between clinicians and patients from patients perspectives	patients		English	69 items	rating scale	other: clinician patient communication	patient-centered care	clinical integration	different type of respondent
46.		Schonwetter ³⁷	2012	Canada	To assess the quality of communication between clinicians and patients from clinicians' perspectives	healthcare providers		English	69 items	rating scale	other: clinician patient communication	patient-centered care	clinical integration	different type of respondent
47.		Wener ³⁸	2011	Canada	To self-assess student clinician communication with their patients	healthcare providers	dental student clinicians	English	72 items; final communications instrument has 72 items in seven categories plus 7 demographic items	not reported	patient-centered care (i.e., communication)	patient-centered care	clinical integration	different type of respondent
48.		Wener ³⁸	2011	Canada	To assess their dental and dental hygiene student clinicians' communication	patients	patients of dental students	English	72 items; final communications instrument has 72 items in seven categories plus 7 demographic items	not reported	patient-centered care (i.e., communication)	patient-centered care	clinical integration	different type of respondent
	(26)													
49.	Components of Primary Care Index (CPCI)	Beaulieu, M. D. ³⁹	2011	Canada	Provide best description of regular doctor	patients	healthcare users balanced by English/ French language, rural/urban location, low/high level of education and poor/average/excellent overall PHC experience	French/English	6 items (one subscale)	semantic differential semantic differential opinion, 1=strongly disagree, 6=strongly agree	patient-centered care (i.e., primary care component)	patient-centered care	clinical integration	
50.		Flocke, S. A. ⁴⁰	1997	USA	To measure seven key aspects of the delivery of primary care from the perspective of patients visiting their family physician	patients	patients from clinics where physicians volunteered to participate	English	20 items	rating scale 5-point Likert-type scale, ranging from 1=strongly disagree to 5=strongly agree	multiple constructs: the seven components of primary care selected are: (1) comprehensiveness, (2) physician accumulated knowledge about patient, (3) interpersonal communication, (4) coordination of care and patient rating of the importance of coordination, (5) first-contact care, (6) continuity of care and patient rating of the importance of continuity, and (7) longitudinality	care integration	clinical integration	
51.		Haggerty, J. L. ⁴¹	2011	Canada	To measure comprehensive care	patients	healthcare users	English	6 items	semantic differential semantic differential opinion, 1=strongly disagree, 6=strongly agree	comprehensive care	care continuity / comprehensive care	clinical integration	different number of items and scales
52.		Haggerty, J. L. ⁴¹	2011	Canada	To measure primary care in community context	patients	healthcare users	English	2 items	semantic differential semantic differential opinion, 1=strongly disagree, 6=strongly agree	comprehensive care	care continuity / comprehensive care	clinical integration	different number of items and scales
53.		Burge ⁴²	2011	Canada	To measure agreement with statements about regular doctor	patients		French and English (had to check related article for this detail)	5 of 24 items	rating scale Likert evaluative	care continuity (i.e., relational continuity)	care continuity / comprehensive care	professional integration	different number of items and scales
54.		Haggerty ⁴³	2011	Canada	Mapped attributes: relational continuity, interpersonal communication, management continuity, whole person care	patients		French and English	Item distribution per subscale: Relational Continuity (5), Interpersonal Communication (6), Comprehensiveness (6), Whole-Person care (2), Management continuity [coordination of care] (8)	rating scale 1 to 6 scale	multiple constructs: care coordination, care continuity, patient-centered care, comprehensive care	care integration	combination (i.e., clinical, professional, organizational)	different number of items and scales
55.		Haggerty ⁴⁴	2011	Canada	Coordination of care subscale	patients	healthcare users	French and English	4 items	semantic differential 6-point semantic differential scale	care coordination	care integration	organizational integration	different number of items and scales
	(27)													
56.	CONNECT	Chavez, L. M. ⁴⁵	2007	Multiple Countries	A multidimensional measure designed for use with seriously mentally ill respondents	patients	adults suffering from severe depression, schizophrenia, bipolar disorders and other disorders with emotionally impairing symptoms	Spanish	12 scales and one single-item indicator	rating scale include both questions and statements, which respondents rate using five-point rating scales	care continuity	care continuity / comprehensive care	clinical integration	
57.		Ware, N. C. ⁴⁶	2003	USA	To measure continuity of care; CONNECT addresses qualities of interpersonal interaction in service-user/practitioner relationships	patients	Patients with serious mental illnesses	English**	13 scales and one single-item indicator	rating scale	care continuity	care continuity / comprehensive care	clinical integration	
	(28)													
58.	Consultation and Relational Empathy (CARE) measure	Fung, C. S. ⁴⁷	2009	Hong Kong	To assess the patients' perceptions of relational empathy and communication in the consultation; a patient-rated measure of consultation quality validated in the UK	patients	primary care patients	Chinese	10 items	rating scale 4-point scale	patient-centered care	patient-centered care	clinical integration	

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59.		Mercer ⁴⁸	2004	UK	To measure relational empathy in doctor and patient consultation	patients		English	10 items	rating scale	other: physician- patient communication	patient-centered care	clinical integration	different studies
60.		Mercer ⁴⁹	2008	Scotland	To measure relational empathy in doctor and patient consultation	patients and informal caregivers	caregivers of children were included	English	10 items	rating scale	other: empathy	patient-centered care	clinical integration	different studies
61.		Mercer ⁵⁰	2008	Scotland	To measure relational empathy in doctor and patient consultation	patients		English	10 items	rating scale	other: empathy	patient-centered care	clinical integration	different studies
62.		Mercer SW ⁵¹	2008	UK	To measure relational empathy in doctor and patient consultation	patients		English	10 items	rating scale	other: empathy (physician-patient communication)	patient-centered care	clinical integration	different studies
	(29)													
63.	Consumer Assessment of Behavioral Health Survey (CABHS)	Eisen ⁵²	2001	USA	To assess behavioral health services and insurance plans (based on CAHPS)	patients	adults enrolled in a behavioral health plan	English	not specified	rating scale a 5-point "strongly agree to strongly disagree" rating scale with "I am neutral" as the midpoint of the scale	multiple constructs (i.e., patient centeredness, coordination, continuity of care)	care integration	combination (i.e., clinical and organizational)	
	(30)													
64.	Consumer Assessment of Health Plans Survey (CAHPS)	Scholle, S. H. ⁵³	2012	USA	To measure processes of care relevant to PCMH from adult patient perspectives	patients (proxy)	parent/guardian of children	English**	115 items	not reported	patient-centered care	care integration	clinical integration	different type of respondents
65.		Scholle, S. H. ⁵³	2012	USA	To measure processes of care relevant to PCMH from adult patient perspectives	patients	adult patients	English**	115 items	not reported	patient-centered care	care integration	clinical integration	different type of respondents
66.		Arah ⁵⁴	2006	Netherlands	To measure health care experiences from the perspective of Dutch patients and consumers, and to use the resulting information for their health care purchasing purposes	patients		Dutch	70 items which included 35 core items	rating scale 1-to-4 response scale	patient-centered care (i.e., health care experiences from the perspective of Dutch patients and consumers)	care integration	clinical integration	
67.		Gallagher ⁵⁵	2009	USA	To assess ambulatory pediatric care	informal caregivers	parents of pediatric patients	English/ Spanish	12 items	other not described	patient-centered care (i.e., quality of developmental and preventive care)	care integration	clinical integration	
68.		Hargraves ⁵⁶	2003	USA	Ask consumers about experiences with and evaluations of ambulatory care received from health care professionals and health plans	patients	health insurance	English	43 items (19 core items)	rating scale core items: 0 to 10 rating scale	other: getting care when needed quickly (continuity), health plan customer service	care integration	clinical integration	
69.		Hays ⁵⁷	1999	USA	To develop an integrated and standardized set of surveys designed to collect reliable and valid information about health plan performance from consumers	patients	demonstration sample 1	English	34 items	rating scale 5-point scale	patient-centered care	care integration	clinical integration	different samples
70.		Hays ⁵⁷	1999	USA	To develop an integrated and standardized set of surveys designed to collect reliable and valid information about health plan performance from consumers	patients	demonstration sample 2	English	34 items	rating scale 5-point scale	patient-centered care	care integration	clinical integration	different samples
71.		Hays ⁵⁷	1999	USA	To develop an integrated and standardized set of surveys designed to collect reliable and valid information about health plan performance from consumers	patients	field test sample 1	English	34 items	rating scale 5-point scale	patient-centered care	care integration	clinical integration	different samples
72.		Hays ⁵⁷	1999	USA	To develop an integrated and standardized set of surveys designed to collect reliable and valid information about health plan performance from consumers	patients	field test sample 2	English	34 items	rating scale 5-point scale	patient-centered care	care integration	clinical integration	different samples
73.		Solomon ⁵⁸	2005	USA	To assess health plans in medical groups	patients		English	63 items	rating scale	patient-centered care	care integration	clinical integration	different number of items (item reduction)
74.		Solomon ⁵⁸	2005	USA	To assess health plans in medical groups	patients		English	83 items	rating scale	patient-centered care	care integration	clinical integration	different number of items (item reduction)
	(31)													
75.	Consumer Perceptions of Care (CPC)	Clark, C. ⁵⁹	2008	USA	To assess consumers perceptions of key services integrating trauma, mental health, and substance abuse issues	patients	adult women who had experienced violence or abuse, had co-occurring mental health and substance use disorders, and were high utilizers of behavioral health services	English	26 items	rating scale 4-point Likert	care integration (i.e., service integration)	care integration	clinical integration	
	(32)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
76.	Consumer Quality Index (CQI)	Berendsen, A. J. ⁶⁰	2009	Netherlands	To assess aspects of the collaboration between GPs and specialists from patients' perspective	patients	patients who had been admitted to hospital answered questions on their experiences at discharge from the hospital	English**	definitive questionnaire has 22 items divided into four domains (i.e. GP Approach; GP Referral; Specialist; Collaboration) - preliminary questionnaire had 36 items	other majority of items used the Likert scale; a few were binary; and one item was a scale of 0-10	care continuity	care integration	clinical integration	
77.		Booij, J. C. ⁶¹	2013	Netherlands	A standardized measure of patient experience; to measure both preferences and experiences of patients with all types of cancer	patients	patients, ever diagnosed with cancer, who received cancer care in any hospital in the Netherlands, or in a specialized cancer center in the last two years	English	110 items (82 on patient experiences) – Importance Scale	rating scale "Scale of 1 to 4 (except grades): 'never-sometimes-usually-always', 'no not at all-somewhat-largely-yes completely', 'none-some-most-all'; or one through ten for grades"	care continuity	care integration	clinical integration	different subscales
78.		Booij, J. C.	2013	Netherlands	A standardized measure of patient experience; to measure both preferences and experiences of patients with all types of cancer	patients	patients, ever diagnosed with cancer, who received cancer care in any hospital in the Netherlands, or in a specialized cancer center in the last two years	English	110 items (83 on patient experience) – Experience Scale	rating scale "Scale of 1 to 4 (except grades): 'never-sometimes-usually-always', 'no not at all-somewhat-largely-yes completely', 'none-some-most-all'; or one through ten for grades"	care continuity	care integration	clinical integration	different subscales
79.		Damman, O. C. ⁶²	2009	Netherlands	To measure quality of care from the perspective of patients with (suspicion of) breast cancer	patients	Inclusion criteria were (1) being older than 18 years; (2) having received breast care in the last 24 months; and (3) not being approached in the past for CQI surveys.	Dutch	152 items (118 are related to patient experience) a) General items are items that do not measure specific patient experiences, but more general aspects related to the content of the clinical pathway; b) Time schedule items are items on patients' reports of promptness of healthcare and of the availability of results; c) Experience items (1–2) are items on whether or not (yes, no) quality criteria are met according to patient; d) Experience items (1–4) are items on the frequency (never, sometimes, usually and always) with which quality criteria are met according to patients; e) Skip items are items that refer to another question when follow-up items are not applicable; f) Global ratings are items on a global evaluation of healthcare and healthcare providers on a scale from zero to ten; g) Opinion items are items on patients' evaluation of healthcare outcomes; h) Outcome items are items on healthcare outcomes; i) Experience items (1–3) are items on how much of a problem (a big problem, a small problem and no problem) certain aspects of care, related to accessibility, are to patients; j) An importance item was formulated, but this item concerned more than one experience items. For example, one item on rapid availability of research results (instead of items on all specific examinations separately) and one item on conduct of healthcare professionals (instead of items on all specialized professionals separately)	other	care continuity	care integration	professional integration	
80.		Howie ⁶³	2000	UK	Component of packages attempting to audit quality of care	patients		English	3 components: enablement score, consultation length, % of patients who know their doctor very well	rating scale 5-point Likert scale	care continuity (i.e., personal continuity of care)	care integration	clinical integration	
81.		Stubbe ⁶⁴	2007	Netherlands	To measure patients' experiences with quality of care after a cataract operation.	patients		Dutch	41 items	rating scale	patient-centered care	care integration	clinical integration	different number of items (item reduction)
82.		Stubbe ⁶⁵	2007	Netherlands	To assess patients' experiences with and evaluations of quality of care after a total hip (THA) or total knee arthroplasty (TKA).	patients		Dutch	21 items	rating scale	patient-centered care	care integration	clinical integration	different number of items (item reduction)
83.		Triemstra ⁶⁶	2010	Netherlands	To measure client experiences with long-term care in the Netherlands	patients		Dutch	83 items	rating scale	care integration	care integration	clinical integration	different number of items (item reduction)
84.		Triemstra ⁶⁶	2010	Netherlands	To measure client experiences with long-term care in the Netherlands	patients		Dutch	76 items	rating scale	care integration	care integration	clinical integration	different number of items (item reduction)
85.		Triemstra ⁶⁶	2010	Netherlands	To measure client experiences with long-term care in the Netherlands	patients		Dutch	117 items	rating scale	care integration	care integration	clinical integration	different number of items (item reduction)
	(33)													
86.	Continuity of Care - User Measure (CONTINUUM)	Rose, D. ⁶⁷	2009	UK	To assess continuity of care	patients		English**	51 items; 17 domains with 3 items each	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different studies

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
87.		Sweeney, A. ⁶⁸	2012	UK	To assess continuity of care in a group of psychotic patients	patients	patients with psychosis	English	16 items; access; range; waiting; out of hours support; hospital discharge; staff changes; information; flexibility; individual progress; day centers; care plans; crisis systems; staff communication; peer support; life histories; and avoiding services	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different studies
	(34)													
88.	Continuity of Care in Children's Mental Health (C3MH)	Tobon, J. I. ⁶⁹	2013	Canada	To assess the continuity of care in children mental health	informal caregivers	parents of children with mental illness whom had at least 3 face to face visits in the previous year	English	25 items; 42 core items, and three additional "modules" related to: having multiple providers, experiencing a change in provider and being discharged, which only some parents and youth seen at a CMH agency would complete	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different type of respondent
89.		Tobon, J. I. ⁶⁹	2013	Canada	To assess the continuity of care in children mental health	patients	youth receiving care from the mental health agencies	English	25 items; 42 core items, and three additional "modules" related to: having multiple providers, experiencing a change in provider and being discharged, which only some parents and youth seen at a CMH agency would complete	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different type of respondent
	(35)													
90.	Continuity of Care Measure (CCM)	Haggerty, J. L. ⁷⁰	2012	Canada	A generic measure of management continuity from the patient perspective	patients	adult patients aged 25 to 75 years, recruited in waiting rooms of 6 primary care clinics; had received care for the same health condition at more than one place in the last year and expected to continue to do so during the next 6 months	French and English	initial original - 80 items; refined tool - 37 items on 9 dimensions of continuity, as well as indicators of continuity problems	rating scale 5-point Likert response options; some were collapsed to 3-point scales after initial analysis	care continuity (i.e., management, relational and informational continuity)	care continuity / comprehensive care	combination (i.e., functional, organizational, and clinical integration)	
	(36)													
91.	Continuity of Care Practices Survey	Schaefer, J. A. ⁷¹	2004	USA	To measure continuity of care services that primary counselor/case managers reported each individual patients received/ were expected to receive during the transition from intensive treatment to continuing care	healthcare providers	program staff of counselor/case managers reported of individual patients	English	CCPS-P; 23 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different sample
92.		Schaefer, J. A. ⁷¹	2004	USA	To measure directors' perceptions of 4 program level continuity of care dimension	healthcare providers	director of the program	English**	CCPS-I; 23 items (provide continuity, maintain contact, connect to resources, care coordination)	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different sample
	(37)													
93.	Coordination of Handoff Effectiveness Questionnaire (CHEQ)	Block, M. ⁷²	2013	USA	To measure the quality of handoff interactions in labor and delivery	healthcare providers	nurses	English	56 items	rating scale 1-5 Likert scale; (1 =strongly disagree, 2 =disagree, 3 =neutral, 4 = agree, 5 = strongly agree), with an additional option of "not applicable"	care coordination (i.e., information and process quality in handoff)	care continuity / comprehensive care	combination (i.e., professional and organizational)	
	(38)													
94.	CPSO Peer Assessment	Wenghofer, E. F. ⁷³	2006	Canada	To assess physicians' performance	healthcare providers	physician peer	English**	46 items	rating scale	patient-centered care	care integration	clinical integration	
	(39)													
95.	Cuestionario Continuidad Asistencial Entre Niveles de Atención (CCAENA)	Aller, M. B. ⁷⁴	2013	Spain	To comprehensively assess continuity of care across care levels from the users' perspective	patients	received primary and secondary care in the study areas for the same condition in the three months prior to the survey; must understand or communicate effectively	Spanish	29 items (second section assessed for psychometric properties)	rating scale	care continuity	care continuity / comprehensive care	combination (i.e., subscales related to clinical, functional and system integration)	
	(40)													
96.	Cultural competence assessment instrument	Doorenbos ⁷⁵	2005	USA	To measure provider cultural competence; measure cultural diversity experience, cultural awareness and sensitivity, and cultural competence behaviors	healthcare providers	hospice and healthcare provider	English	38 items	rating scale 5-point Likert	patient-centered care	patient-centered care	clinical integration	
	(41)													
97.	DELTA service user assessment	Ahgren, B. ⁷⁶	2009	Sweden	To assess service integration	patients	service users of DELTA project (in Swedish 'delta' means to participate)	Swedish (assumed to be developed in Swedish)	32 items	other ordinal scales and open questions where used for the assessment	care integration (i.e., integration (dimensions of integration: structure, process, outcome))	care integration	clinical integration	
	(42)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
98.	Diabetes Continuity of Care Scale (DCCS)	Dolovich, L. R. ⁷⁷	2004	Canada	To measure continuity of care beyond that of more traditional measures	patients and healthcare providers	The number of healthcare provider participants was much smaller than the patient sample, but was included to broaden insight into patient-focused continuity of care issues from the provider perspective.	English	76 items to 56 items (item reduction)	rating scale Patients were asked to score each item on a five-point scale that ranged from 'strongly disagree' to 'strongly agree'.	care continuity	care continuity / comprehensive care	clinical integration	
	(43)													
99.	Distrust of the healthcare system (DHS)	Katapodi ⁷⁸	2010	USA	A measure of distrust	patients		English	4 items	rating scale 4-point Likert type scale	other: distrust	patient-centered care	clinical integration	
	(44)													
100.	Doctor-Patient Scale	de Monchy ⁷⁹	1988	UK	An attitude scale capable of objectively comparing individual attitudes	others	medical students, trainees and registrars	English	48 statements	rating scale 5-point scale (strongly disagree to strongly agree)	patient-centered care	patient-centered care	clinical integration	
	(45)													
101.	Dual Diagnosis Capability in Healthcare Settings (DDCHCS)	McGovern, M. P. ⁸⁰	2012	USA	To assess the degree to which an organization offers integrated behavioral health care services, both mental health and substance abuse within traditional medical settings	others: organization level assessment	DDCHC assessment teams, assessment was conducted at the organizational level	English**	36 items	rating scale	care integration	care integration	clinical integration	
	(46)													
102.	Embedded Patient-Centered Care Scale	Wilkerson, L. ⁸¹	2010	USA	To assess medical students PCC skills	others: medical students	medical students	English**	20 items	dichotomous scale	patient-centered care	patient-centered care	clinical integration	
	(47)													
103.	ENDOCARE questionnaire (ECQ)	Dancet, E. A. ⁸²	2011	Multiple Countries	To measure the patient-centeredness of endometriosis care in Europe	patients	Patients were invited by tertiary endometriosis clinics disseminating information sheets and by patients' association sending emails to their members and posting a link to the ECQ on their website.	English	43 specific statements organized according to the 10 dimensions	other two 4-point Likert response scales with open-ended questions	patient-centered care	patient-centered care	clinical integration	
	(48)													
104.	EUROPEP	Beaulieu, M. D. ³⁹	2011	Canada	To rate care by GP	patients	healthcare users balanced by English/ French language, rural/urban location, low/high level of education and poor/average/excellent overall PHC experience	French/ English	10 out of 15 items on communication	semantic differential semantic differential rating, 1=poor, 5=excellent	patient-centered care (i.e., not specific to interpersonal communication)	patient-centered care	clinical integration	
105.		Haggerty ⁴³	2011	Canada	Mapped attributes: accessibility and interpersonal communication	patients		French/ English	Item distribution: accessibility (7), interpersonal communication (16), comprehensive services (6)	rating scale 1 to 5 scale	multiple constructs: care continuity, patient-centered care, comprehensive care	care integration	combination (i.e., clinical and organizational)	different response scales
106.		Haggerty ⁸³	2011	Canada	To measure organization of care	patients	healthcare users	French/ English	7 items	semantic differential 5-point semantic differential scale	care coordination (i.e., organization of care)	care continuity / comprehensive care	organizational integration	different response scales
	(49)													
107.	Experienced continuity of care for diabetes mellitus (ECC-DM)	Gulliford, M. C. ⁸⁴	2006	UK	To evaluate patient-centered outcomes of diabetes care	patients	patients with type 2 diabetes who were registered with 19 family practices in London	English	19 items, 4 subdomains: longitudinal continuity (LC), flexible continuity (FC), relational continuity (RC), team and cross-boundary continuity (TCB)	rating scale Likert-type scales, each of which had 6 response options	care continuity	care continuity / comprehensive care	Other: longitudinal continuity (LC), flexible continuity (FC), relational continuity (RC), team and cross-boundary continuity (TCB)	
	(50)													
108.	Facilitation of Patient Involvement Scale (FPI)	Martin ⁸⁵	2001	USA	To measure degree to which individuals perceive that their physicians encourage their involvement in their own healthcare.	patients		English**	9 items	rating scale	other: physician and patient communication	patient-centered care	clinical integration	different samples
109.		Martin ⁸⁵	2001	USA	To measure degree to which individuals perceive that their physicians encourage their involvement in their own healthcare.	others: school faculty members and staff	members of the faculty and staff in Southern California School District	English**	9 items	rating scale	other: physician and patient communication	patient-centered care	clinical integration	different samples
110.		Martin ⁸⁵	2001	USA	To measure degree to which individuals perceive that their physicians encourage their involvement in their own healthcare.	patients		English**	9 items	rating scale	other: physician and patient communication	patient-centered care	clinical integration	different samples
111.		Martin ⁸⁵	2001	USA	To measure degree to which individuals perceive that their physicians encourage their involvement in their own healthcare.	patients		English**	9 items	rating scale	other: physician and patient communication	patient-centered care	clinical integration	different samples
	(51)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
112.	Family Assessment of Treatment at End of Life	Casarett ⁸⁶	2008	USA	A nationwide quality measure in the VA health care system; to assess the quality of end-of-life care in a population without respect to payer, site of care, or site of death	informal caregivers	family of deceased patient	English	final: 32 items (9 domains)	rating scale 4-point scale	patient-centered care (i.e., information and communication, patient-centeredness, access to services and benefits)	patient-centered care	clinical integration	
	(52)													
113.	Family perceived involvement (F-INVOKE)	Reid ⁸⁷	2007	Canada	To measure the extent to which facilities involved family members in the care of their loved ones	informal caregivers		English	20 items	rating scale	other: trust, involvement in care	patient-centered care	clinical integration	
	(53)													
114.	Four Habits Coding Scheme (4HCS)	Clayton, M. F. ⁸⁸	2011	USA	To teach and evaluate provider communication behaviors that are associated with adaptive patient outcomes and patient-centered care overall	others: student coders	student coders conducting the verbal coding; sample of patient-provider videotapes	English	23 behaviors grouped into four conceptual domains (or desired habits)	rating scale Coders are encouraged to use ratings of 1, 3, and 5 (anchored with evaluative components of the habit) and only use 2 or 4 to rate provider behaviors that clearly fall between anchors.	patient-centered care	patient-centered care	clinical integration	
115.		Krupat ⁸⁹	2006	USA	To assess the communication skills of physicians	others: observer/coder	coders were health profession students	English	23 behaviors	rating scale	other: physician-patient communication	patient-centered care	clinical integration	
	(54)													
116.	General Practice Assessment Questionnaire (GPAQ)	Jaturapatporn, D. ⁹⁰	2006	Thailand	Patient questionnaire to evaluate primary care in a number of key areas ranging from the access to care, the helpfulness of receptionists, the continuity of care, the doctors' communication skills, the patient's knowledge of self, the general practice care plans after consultation, and overall satisfaction	patients	patients who visited the Department of Family Medicine in October 2005 were included	Thai	19 items; 7 multi-item scales	other combination of rating scales and open text response	patient satisfaction (i.e., continuity of care, comprehensive care, accessibility)	care integration	clinical integration	
117.		Mead ⁹¹	2008	UK	To assess GP performance post consultation	patients		English	25 items	rating scale	care integration	care integration	clinical integration	different number of items (item reduction)
118.		Mead ⁹¹	2008	UK	To assess GP performance at home	patients		English	33 items	rating scale	care integration	care integration	clinical integration	different number of items (item reduction)
119.	New Zealand General Practice Assessment Questionnaire	Zwier, G. ⁹²	2013	New Zealand	To assess the quality of care provided by primary care providers (questions about access, inter-personal aspects of care and continuity of care)	patients	patients at the GP	English**	Not reported; focuses mainly on questions about access, inter-personal aspects of care and continuity of care; the basic layout, sequence and formulation of the questions and response categories in the original GPAQ are maintained; 3 questions concern "after hours services"; overall satisfaction question is also included	rating scale	patient-centered care	care integration	clinical integration	
	(55)													
120.	General Practice Assessment Survey (GPAS)	Jayasinghe, U. W. ⁹³	2008	Australia	A multi-item self-report questionnaire which measures several dimensions relating to patients' assessment of general practice (mainly access of care and patient-centeredness)	patients	patients from GP clinics	English	18 items on 'Access of care' and 'Patient-centeredness' (patient satisfaction on these domains)	Other: Only assessment items are used in the calculation of scale scores and assessment items are measured on 6 point scales. Scale scores (ranging from 0 to 100) were computed in accord with the GPAS manual.	patient satisfaction (i.e., patient satisfaction with accessibility and patient centeredness)	care integration	clinical integration	
121.		Ramsay, J. ⁹⁴	2000	UK	To measure the level of primary care activity	patients		English**	53 items	not reported	multiple constructs (i.e., access, continuity of care, communication, interpersonal care, trust, coordination, nursing care)	care integration	clinical integration	
122.		Bower ⁹⁵	2002	UK	To measure separate dimensions relating to patients' views of general practice - access, continuity of care, communication, interpersonal care, GPS knowledge of patient, specialist referral, nursing, general satisfaction and enablement	patients	different patient surveys that used GPAS	English	21 items	rating scale 6-point scale from very poor to excellent (with a does not apply option for some items); one item reverse coded	patient-centered care	care integration	clinical integration	
	(56)													
123.	General practice clinical linkages interviews (GPC-LI)^	Amoroso, C. ⁹⁶	2007	Australia	To measure the clinical linkages that a general practice maintains for the management of three common chronic diseases: asthma, type 2 diabetes, and hypertension	healthcare providers	GPC-LI were completed by GP staff (practice principal and manager); the other tools which were not developed in the study were administered to patients	English	9-item tool (resulting); nine-item tool with three underlying factors: referral and advice linkages, shared care and care planning linkages, and community access and awareness linkages	rating scale 0-5, with 5 representing the highest score	care continuity (i.e., clinical linkages)	care continuity / comprehensive care	clinical integration	only tested for the main instrument measuring inter-organizational

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
					ischemic heart disease; to assess the quality of chronic disease-related clinical linkages and relationships that exist between the practice as a whole and external providers and services		practice and principal manager							linkages in general practice (GCP-LI)
	(57)													
124.	General Practice Patient Survey	Lyratzopoulos, G. ⁹⁷	2011	USA	To assess patients experience with the GP in England	patients		English**	45 items	rating scale	patient-centered care	care integration	clinical integration	
	(58)													
125.	Geriatric Care Environment Scale (GCES)	Kim, H. ⁹⁸	2007	USA	To assess the healthcare professional's perceptions of how care provided to older adults reflects age sensitive principles and the organization practice environment that supports or hinders care delivery	healthcare providers		not reported	28 items	rating scale	multiple constructs: care coordination, comprehensive care	care integration	combination (i.e., clinical and professional integration)	
126.		Paulo de Almeida Tavares, J. ⁹⁹	2013	Portugal	To assess the nurses perception about the geriatric care environment	healthcare providers	registered nurses	Portuguese	28 items	rating scale	Other: geriatric care environment	care integration	functional integration	
	(59)													
127.	Giving Youth a Voice questionnaire (GYV)	Gan, C. ¹⁰⁰	2008	Canada	To measure youths' perceptions of rehabilitation services across four dimensions: supportive and respectful relationships, information sharing/communication, supporting independence, and teen-centered services	patients	names provided by the rehabilitation center's Health Records Department	English	56 items	rating scale the questionnaire adopts the same format and 7-point rating scale as the original MPOC	patient-centered care	patient-centered care	clinical integration	
	(60)													
128.	Group-Based Medical Mistrust Scale (GBMMS)	Thompson ¹⁰¹	2004	USA	To assess the tendency to distrust those who do not belong to one's ethnic group and/or distrust systems that do not represent one's ethnic group based upon a legacy of racism or unfair treatment.	patients		English/ Spanish	12 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(61)													
129.	Handoff clinical evaluation exercise (CEX)	Horwitz, L. I. ¹⁰²	2013	USA	To evaluate handoff quality	healthcare providers	Nurse educators (evaluations of handoff providers)	English**	10 items	rating scale 9-point scale	care coordination (i.e., handoff communication)	care continuity / comprehensive care	combination (i.e., professional and organizational)	different sample
130.		Horwitz, L. I. ¹⁰²	2013	USA	To evaluate handoff quality	healthcare providers	Nurse educators (evaluations of handoff recipients)	English**	10 items	rating scale 9-point scale	care coordination (i.e., handoff communication)	care continuity / comprehensive care	combination (i.e., professional and organizational)	different sample
131.		Horwitz, L. I. ¹⁰³	2013	USA	To evaluate handoff quality	healthcare providers	Nurse practitioners, medicine house staff and hospitalist attending; and third-party evaluator (evaluations of handoff providers)	English**	not reported; comprised of 6 domains	rating scale 9-point scale	care coordination (i.e., handoff communication)	care continuity / comprehensive care	combination (i.e., professional and organizational)	different sample
132.		Horwitz, L. I. ¹⁰³	2013	USA	To evaluate handoff quality	healthcare providers	Nurse practitioners, medicine house staff and hospitalist attending; and third-party evaluator (evaluations of handoff recipients)	English**	not reported; comprised of 6 domains	rating scale 9-point scale	care coordination (i.e., handoff communication)	care continuity / comprehensive care	combination (i.e., professional and organizational)	different sample
	(62)													
133.	Handover Performance Tool (HPT)	Pezzolesi, C. ¹⁰⁴	2013	UK	To help clinicians systematically assess the quality and safety of handovers (non-technical skills)	healthcare providers	doctors from multidisciplinary groups these doctors were tasked to rate the handover activities	English**	25 items on communication, teamwork, leadership, situation awareness, task management	rating scale	care integration	care continuity / comprehensive care	professional integration	
	(63)													
134.	Health Care Climate Questionnaire (HCCQ)	Fiscella ¹⁰⁵	2007	USA	To measure physician autonomy support, a key dimension in patient-centered communication	patients	real-life and standardized patients	English	5 items	rating scale: 5-point Likert scale (1 = strongly disagree and 5 = strongly agree) to rate physician behavior, with a score range of 5 (low support) to 25 (high support)	patient-centered care (i.e., physician-patient communication)	patient-centered care	clinical integration	
	(64)													
135.	Health Care Communication Questionnaire (HCCQ)	Gremigni, P. ¹⁰⁶	2008	Italy	To measure outpatients' experience with person-centered communication of non-medical hospital staff	patients	outpatients attending different services at the same hospital in the North of Italy, after having an encounter with a member of the hospital staff	Italian	13 items	rating scale 5-point Likert scale, ranging from 1 (not at all) to 5 (very much)	patient-centered care	patient-centered care	clinical integration	
	(65)													
136.	Health Care relationship (HCR) Trust Scale	Bova ¹⁰⁷	2006	USA	To measure patient trust from the perspective of vulnerable health care consumers	patients	PWA	English	15 items	rating scale 0 to 4	other: trust	patient-centered care	clinical integration	

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	(66)													
137.	Health Care System Distrust Scale	Rose ¹⁰⁸	2004	USA	To measure distrust within the healthcare system	others: general public	members of the public who are waiting outside of court	English**	10 items	rating scale	other: distrust	patient-centered care	clinical integration	
	(67)													
138.	Heart Continuity of Care Questionnaire (HCCQ)	Hadjistavropoulos, H. D. ¹⁰⁹	2004	Canada	To measure patient perceptions of continuity of care among patients with CHF and AF after hospital discharge	patients	cardiac patients	English	41 items	rating scale 5-point Likert scale response format anchored by strongly agree and strongly disagree	care continuity	care continuity / comprehensive care	clinical integration	
139.		Kowalyk, K. M. ¹¹⁰	2004	Canada	To assess continuity of care from patients perspective	patients		English	37 items	rating scale	care continuity	care continuity / comprehensive care	combination (i.e., clinical and professional integration)	
	(68)													
140.	Helping Alliance Questionnaire (HAQ)	Bale ¹¹¹	2006	UK	To assess the quality of the therapeutic alliance between patients with severe and long-term mental illness and their key-workers	patients	patients who had been cared for by the team for more than three months	English	5 items	other combination of graphic scale (VAS) and categorical scales	care coordination	patient-centered care	professional integration	
141.		De Weert-Van Oene ¹¹²	1999	Netherlands	A patient self-report measure which assesses the extent to which the patient experiences the therapist and the therapy as helpful: type i-perceived helpfulness (i.e., the patient's experience of the therapist as providing or being capable of providing the help that is needed); type of collaboration or bonding (i.e., patient's experience of treatment as a process of working together with the therapist toward the goals of treatment)	patients	substance-dependent patients of an addiction clinic	Dutch	11 items	rating scale 4-point scale	patient-centered care	patient-centered care	clinical integration	
	(69)													
142.	Hospital Survey of Patient Safety Culture (HSOPSC)	Nie, Y. ¹¹³	2013	China	To assess patient safety culture	healthcare providers	physicians and nurses	Chinese	29 items	rating scale	other: patient-safety culture	patient-centered care	professional integration	
	(70)													
143.	Human Service integration Measure	Browne, G. ¹¹⁴	2004	Canada	To quantify the extent, scope and depth of integration as perceived by local service providers; a quantitative integration measure for each service and a total integration measure of the level of service integration - pilot test	healthcare providers	agencies that participated included groups from health, social, education, and community resources	English	not item-based - identifies specific services in the left hand column that are participating in a program of care	rating scale ordinal scale articulates a five-domain continuum of increasing integration (0-4)	care integration (i.e., service integration)	care integration	organizational integration	
	(71)													
144.	Hybrid tool from 3 questionnaires	Burns, T. ¹¹⁵	2009	UK	to operationalize flexible continuity, relational continuity and experienced continuity	patients	service users	English	32 components: Freeman's eight definitions of continuity were operationalized using a total of 32 components for consideration for entry into the factor analysis (including the 3 questionnaires)	rating scale	care continuity	care continuity / comprehensive care	clinical integration	
	(72)													
145.	Index of GP integration (GP questionnaire)	Batterham, R. ¹¹⁶	2002	Australia	To measure integration process factors and enabling factors in gp integration	healthcare providers	general practitioners	English	70 items; 50 integration process and 20 for enabling factors	rating scale 5-point scales	care integration (i.e., patient care integration and public health integration)	care integration	combination (i.e., clinical and system integration)	
	(73)													
146.	Individualized Care Instrument (ICI)	Charalambous, A. ¹¹⁷	2012	Finland	Reflect a social and nursing long-term care context; devised for use in older people's care settings within a framework of social science, which may be more appropriate for older people in social settings	healthcare providers	nurses of older persons in the defined area in Finland	Finnish (original in English)	34 items; 2 dimensions/ scales each having 3 subscales; (ICS-A) explores the nurses' views about how they support patient individuality through nursing activities; (ICS-B) explores the nurses' views on the extent that patients' individuality is taken into account in the care delivered; 3 subscales: 1) the clinical situation (7 items), 2) the personal life situation (4 items), and 3) decisional control over care (6 items)	rating scale 4 or 5-point scale	patient-centered care (i.e., individualized care)	patient-centered care	clinical integration	
	(74)													
147.	Individualized Care Inventory	O'Rourke ¹¹⁸	2009	Canada	To assess the quality of care experience by patients	healthcare providers		English	34 items	rating scale	other: patient autonomy, staff communication, staff-patient communication	patient-centered care	combination (i.e., clinical and professional integration)	different type of respondents
148.		O'Rourke ¹¹⁸	2009	Canada	To assess the quality of care experience by patients	informal caregivers		English	34 items	rating scale	other: patient autonomy, staff communication, staff-patient communication	patient-centered care	combination (i.e., clinical and professional integration)	different type of respondents
	(75)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
149.	Individualized Care Scale (ICS)	Charalambous, A. ¹¹⁷	2012	Finland	In its original form, the tool reflects an acute nursing context; originally devised for use in acute care within a framework of nursing science, which may be more appropriate for acute health care	healthcare providers	nurses of older persons in the defined area in Finland	Finnish (developed in Finnish)	46 items (4 domains/scales); knowing the person, patient/resident autonomy, staff-to-patient or -resident communication, and staff-to-staff communication	rating scale 5 point scale	patient-centered care (i.e., individualized care)	patient-centered care	clinical integration	
150.		Petroz, U. ¹¹⁹	2011	Canada	To assess the patient centered care received by patients	patients		English	38 items	rating scale	patient-centered care	patient-centered care	clinical integration	
151.		Suhonen, R. ¹²⁰	2010	Finland	To explore nurses views on how nurses support patient individually through nursing activities and the extent to which nurses perceive the care they provide to patient is individualized	healthcare providers	nurses from university, regional, psychiatric hospitals and health centres) working in inpatient wards	Finnish**	34 items; 17 on each ICS-A and ICS-B) - clinical situation, personal life situation and decisional control over care	rating scale	patient-centered care	patient-centered care	clinical integration	different language and country
152.		Suhonen, R. ¹²¹	2000	Finland	To measure patients' views on how individuality is supported through specific nursing interventions (ICA) and how they perceive individuality in their own care (ICB) during hospitalization.	patients	adult patients discharged from one Finnish general hospital between June 26 and September 30 1996	Finnish**	43 items	rating scale	patient-centered care	patient-centered care	clinical integration	
153.		Suhonen ¹²²	2010	Finland	To assess individualized nursing care	patients		Finnish	34 items	rating scale	patient-centered care	patient-centered care	clinical integration	different language and country
154.		Suhonen ¹²²	2010	Greece	To assess individualized nursing care	patients		Greek	34 items	rating scale	patient-centered care	patient-centered care	clinical integration	different language and country
155.		Suhonen ¹²²	2010	Sweden	To assess individualized nursing care	patients		Swedish	34 items	rating scale	patient-centered care	patient-centered care	clinical integration	different language and country
156.		Suhonen ¹²²	2010	UK	To assess individualized nursing care	patients		English	34 items	rating scale	patient-centered care	patient-centered care	clinical integration	different language and country
157.		Suhonen ¹²²	2010	USA	To assess individualized nursing care	patients		English	34 items	rating scale	patient-centered care	patient-centered care	clinical integration	different language and country
	(76)													
158.	Inpatient-Treatment Alliance Scale (ITAS)	Blais ¹²³	2004	USA	To measure the patient's composite treatment alliance as it developed across the entire inpatient treatment experience	patients	inpatients in a mental psychiatric patients	English	10 items	rating scale ranged from 0 to 6	patient-centered care (i.e., treatment alliance in patient-centered care)	patient-centered care	clinical integration	
	(77)													
159.	Internal Participation Scale (IPS)	Korner, M. ¹²⁴	2013	Germany	To assess internal participants from patients' perspective	patients		German	6 items	rating scale	other: internal participation	patient-centered care	combination (i.e., clinical and professional integration)	different type of respondent
160.		Korner, M. ¹²⁴	2013	Germany	To assess internal participants from patients' perspective	healthcare providers		German	6 items	rating scale	other: internal participation	patient-centered care	combination (i.e., clinical and professional integration)	different type of respondent
	(78)													
161.	Interpersonal Processes of Care version (IPC-II)	Beaulieu, M. D. ³⁹	2011	Canada	To measure 4 subscales: elicited concerns, explained results, patient-centered decision making, hurried communication	patients	healthcare users balanced by English/ French language, rural/urban location, low/high level of education and poor/average/excellent overall PHC experience	French/ English	16 items (4 subscales); (3-4-4-5)	rating scale Likert frequency, 1=never, 5=always	patient-centered care (i.e., interpersonal process of care provision)	patient-centered care	clinical integration	
162.		Haggerty ⁴³	2011	Canada	Mapped attributes: interpersonal communication, respectfulness	patients		French/ English	Item distribution: interpersonal communication (10), respectfulness (22)	rating scale 1 to 5 scale	patient-centered care	care integration	functional integration	
	(79)													
163.	Jefferson Scale of Physician Empathy	Hojat ¹²⁵	2001	USA	Research instrument for measuring physicians' empathy	healthcare providers	physicians, residents and 3rd year medical students	English	90 items original; 45 items final	rating scale 7-point scale	patient-centered care (i.e., physician empathy)	patient-centered care	clinical integration	
	(80)													
164.	Jones Synergy Scale	Jones, J. ¹²⁶	2011	Ireland	A five-point eight-item synergy measurement tool	healthcare providers	Participants included partners from the following sectors: hospitals, community health services, health service managers, education, youth sector, sports, arts and voluntary groups.	English	8 items	rating scale Five-point Likert scales were used, where 5 is 'always' and 1 is 'never', with a 'don't know' option.	other: synergy	care coordination / case management	organizational integration	
	(81)													
165.	Kim Alliance Scale	Kim ¹²⁷	2001	USA	To measure the quality of the therapeutic alliance from the patient's perspective, also patient empowerment	patients	registered nurses were recruited but considered as patients	English	48 items	rating scale 4-point Likert-type scale ranging from 1 (never) to 4 (always)	care integration (i.e., therapeutic alliance dimensions: collaboration, communication, integration, empowerment)	care integration	clinical integration	
	(82)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
166.	Learners' Perceptions Survey—Primary Care (LPS-PC)	Byrne, J. M. ¹²⁸	2013	USA	To measure residents' perceptions about their primary and patient-centered care experiences	healthcare providers	internal medicine residents assigned to continuity clinics	English	original validated survey has 57 items and was modified to include facility-level training experience domain that asked respondents to rate the value of their pc clinical experience (poor, fair, adequate, very good, excellent); included an 18-element patient-centered care domain; and changed several questions to focus on attributes of the pc setting, including faculty and preceptors, the learning, clinical work, and physical environment, and learners' personal experiences domains; final number of items were unclear - counting items (elements in the reported tables) n was found to be = 95	rating scale Element responses were scored by assigning integer values to the 5 response categories (1= very dissatisfied, 2 = dissatisfied, 3 = neither, 4 = satisfied, 5 = very satisfied)	patient-centered care	patient-centered care	clinical integration	
	(83)													
167.	Matched-pair instrument	Campbell ¹²⁹	2007	Canada	To capture the perception of doctors and patients on communication that occurred in a single office visit	informal caregivers		English	19 items	rating scale 5-point scale	patient-centered care (i.e., doctor-patient communication)	patient-centered care	clinical integration	
	(84)													
168.	Measure of Experienced Continuity of Care (MECC)	King, M. ¹³⁰	2008	UK	To measure patients' experience of care continuity	patients		English**	18 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	
	(85)													
169.	Measure of Patient-Centered Communication (MPCC)	Clayton, M. F. ⁸⁸	2011	USA	To capture three dimensions of patient-centered communication: (a) exploration of illness and symptoms, including medical information and provider attempts to understand the patients' illness experience, (b) exploration of the whole person, by exploring contextual facets of the patients' family, work, and culture, and (c) achieving a mutual definition of the problem by establishing goals of treatment and identifying the patient and provider roles.	Others: student coders	student coders conducting the verbal coding; sample of patient-provider videotapes	English	Not reported; the MPCC describes interactions using a Yes/No format indicating the presence or absence of provider behaviors, such as validating patient concerns that indicate a patient-centered approach	dichotomous scale Yes/No	patient-centered care	patient-centered care	clinical integration	
	(86)													
170.	Measure of Processes of Care (MPOC)	Bjerre, I. M. ¹³¹	2004	Sweden	To measure the parent's perception of the habilitation process in Sweden; for evaluation of the processes of habilitation in Sweden on the five scales: (1) enabling and partnership; (2) providing general information; (3) providing specific information about the child; (4) coordinated and comprehensive care; and (5) respectful and supportive care	patients and informal caregivers	parents (to distinguish from other informal caregivers) parents in families with disabled children receiving habilitation in one of four habilitation centers	Swedish	56 questions with five scales	rating scale 7- point scale, from 'to a great extent' (7) to 'never' (1), with an additional alternative of 'not applicable' (0)	patient-centered care	care integration	clinical integration	
171.		Himuro, N. ¹³²	2013	Japan	To assess parents' self-reported experiences of family-centered behaviors of rehabilitation services providers	informal caregivers	caregivers of children with various diagnoses was recruited through seven children's rehabilitation centers in Hokkaido	Japanese	56 items	rating scale Response options range from one (Not at all) to seven (To a very great extent). A 'Not applicable' category is also included.	patient-centered care (i.e., family-centeredness)	care integration	clinical integration	different number of items (item reduction)
172.		Himuro, N. ¹³²	2013	Japan	To assess parents' self-reported experiences of family-centered behaviors of rehabilitation services providers	informal caregivers	caregivers of children with various diagnoses was recruited through seven children's rehabilitation centres in Hokkaido	Japanese	20 items	rating scale Response options range from one (Not at all) to seven (To a very great extent). A 'Not applicable' category is also included.	patient-centered care (i.e., family-centeredness)	care integration	clinical integration	different number of items (item reduction)
173.		Klassen, A. F. ¹³³	2009	Canada	To measure parental perception of the extent to which specific behaviors of healthcare professionals occur	informal caregivers		English**	20 items	rating scale	patient-centered care	care integration	clinical integration	different study
174.		Saloojee, G. M. ¹³⁴	2009	South Africa	To assess the level of processes in care delivery	informal caregivers	caregivers of children aged 1-18 with cerebral palsy living in poorly resourced peri-urban, urban and/or rural areas who received rehabilitation therapy services at public hospital	local South African language	22 items	rating scale	patient-centered care	care integration	clinical integration	different study
175.		Tang, H. N. ¹³⁵	2012	Singapore	To measure the extent to which service providers perceived that FCSS were implemented in the program	healthcare providers	teachers, therapists, psychologist and social workers	English**	27 items; interpersonal sensitivity (SIS), providing general information (PGI), communicating specific information (CSI) and treating people respectfully (TPR)	rating scale	patient-centered care	care integration	clinical integration	different study
176.		King ¹³⁶	2004	Canada	To measure of parents' perceptions of the extent to which specific behaviors of	informal caregivers	parents of children with chronic health conditions	English	20 items	rating scale A random selection of 25% of the sample completed	care continuity (i.e., comprehensive care)	care integration	clinical integration	different study and number of items

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
					health care professionals occur					MPOC-20 using the original response scaling (i.e., with only the endpoints and midpoint having a descriptive phrase). The remaining 75% of the sample received the revised MPOC-20 with the new response options. Each of the seven response options were labeled rather than just the two extreme points and the midpoint.				
177.		King ¹³⁷	1996	Canada	To assess parents' experiences and perceptions of specific behaviors of healthcare professionals	informal caregivers		English	59 items	rating scale	patient-centered care	care integration	clinical integration	different study and number of items
178.		McConachie ¹³⁸	2003	UK	To reflect parents' perceptions of the quality of services received.	informal caregivers		English	55 items	rating scale	patient-centered care	care integration	clinical integration	
179.		McConachie ¹³⁸	2003	UK	To reflect parents' perceptions of the quality of services received.	informal caregivers		English	55 items	rating scale	patient-centered care	care integration	clinical integration	different samples in the same study
180.		McConachie ¹³⁸	2003	UK	To reflect parents' perceptions of the quality of services received.	informal caregivers		English	55 items	rating scale	patient-centered care	care integration	clinical integration	different samples in the same study
181.		McConachie ¹³⁸	2003	UK	To reflect parents' perceptions of the quality of services received.	informal caregivers		English	55 items	rating scale	patient-centered care	care integration	clinical integration	different samples in the same study
182.		McConachie ¹³⁸	2003	UK	To reflect parents' perceptions of the quality of services received.	informal caregivers		English	55 items	rating scale	patient-centered care	care integration	clinical integration	different samples in the same study
183.		Siebes ¹³⁹	2007	Netherlands	To assess the quality of care processes	informal caregivers		Dutch	20 items	rating scale	patient-centered care	care integration	clinical integration	different study and number of items
184.		Woodside ¹⁴⁰	2001	Canada	To measure the family-centered behaviors of health professionals working with children with chronic health or development problems	healthcare providers	health professionals working with children with chronic health problems	English	38 items	rating scale indicated that family-centered behaviors were displayed to a very great extent; 6 bore the response option to a great extent; 5, to a fairly great extent; 4, to a moderate extent; 3, to a small extent; 2, to a very small extent; 1, not at all; and 0 indicated that the item Was not applicable	patient-centered care (i.e., family-centeredness)	patient-centered care	clinical integration	different study and number of items
	(87)													
185.	Measure of Trust in Insurers	Goold ¹⁴¹	2006	USA	A comprehensive measure of insurer trust that is well grounded in the theoretical and empirical literature on trust in organizations and healthcare context	patients	respondents older than 18 with any type of health insurance, including Medicare and/or Medicaid	English	117 items (includes insurer trust, satisfaction with care, and doctor trust scales)	rating scale 5-point Likert scale	other: trust, satisfaction with care	patient-centered care	clinical integration	
	(88)													
186.	Measuring instrument for individualized care	Chappell ¹⁴²	2007	Canada	To assess individualized care	healthcare providers	care aides	English	47 items (3 domains of individualized care: knowing the person/resident; resident autonomy and choice; and communication [staff-to-staff and staff-to-resident])	rating scale 4/5-point Likert scale	patient-centered care (i.e., individualized care)	patient-centered care	clinical integration	
	(89)													
187.	Medical Care Questionnaire (MCQ)	Harley, C. ¹⁴³	2009	UK	To measure oncology patients' perceptions of the continuity and coordination of their medical care and communication with their doctors	patients	cancer patients	English	15 items (from a preliminary 21-item pool)	rating scale 5-point Likert scale response format anchored by strongly agree and strongly disagree	multiple constructs: coordination subscale reflects care continuity experience; 2 other subscales measure communication and preferences, which may be relevant to patient-centered care	care integration	clinical integration	
	(90)													
188.	Medical Communication Competence Scale	Cegala ¹⁴⁴	1998	USA	To measure perceptions of self- and other-communication during medical consultations	patients and healthcare providers		English	physician and patient versions; Stage 1 = 56 items, physician version consisted of 33 self-competence items and 23 other-competence (i.e., patient-competence) Stage 2 = 25 self-competence items and 13 other-competence items (38 items for physician); 16 self-competence and 25 other-competence items (41 items for patients); Except for the 3 additional items on the patient MCCS, the items comprising the two versions were parallel	rating scale 5-point scale	patient-centered care	patient-centered care	clinical integration	
	(91)													
189.	Medical Home Index (MHI)	Cooley, W. C. ¹⁴⁵	2003	USA	To assess their implementation of the medical home concept	healthcare providers	pediatric primary care offices	English	25 themes	other index score: Each domain	care coordination (i.e., organizational capacity, chronic condition management, care coordination,	care integration	organizational integration	

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										has anywhere from 2 -7 themes, these themes are represented with progressively comprehensive care processes and are expressed as a continuum from Level 1 through Level 4	community outreach, data management, and quality improvement)			
	(92)													
190.	Mental Health Statistics Improvement Program (MHSIP)	Eisen ⁵²	2001	USA	To assess quality of mental health treatment provided within statewide public mental health systems	patients	adults enrolled in a behavioral health plan	English	40 items	rating scale a 5-point "strongly agree to strongly disagree" rating scale with "I am neutral" as the midpoint of the scale	patient satisfaction (i.e., access, quality/appropriateness of care, outcome, and general satisfaction)	care integration	clinical integration	
	(93)													
191.	Multi-country Survey Study Responsiveness Questionnaire	Valentine, N. B. ¹⁴⁶	2007	Multiple Countries	To assess the non-clinical and non-financial aspects of quality of healthcare	patients	inpatients and outpatients from hospitals in 41 countries	Multiple based on country where administered	33 (performance (judgments of experiences), importance questions and expectations)	rating scale polytomous	patient-centered care	patient-centered care	clinical integration	
	(94)													
192.	Multidimensional Trust in Health Care Systems Scale (MTHCSS)	Egede, L. E. ¹⁴⁷	2008	USA	To examine the multiple objects of trust in the health care system	patients	patients (final sample) attending a primary care clinic at an academic medical center	English	17-item scale: 10 items measuring trust in health care providers, 4 items measuring trust in health care payers, and 3 items measuring trust in health care institutions	rating scale 5-point Likert scale with scores ranging from 5 (strongly agree) to 1 (strongly disagree)	other: trust in healthcare system	patient-centered care	combination (i.e., organizational and system integration)	
	(95)													
193.	National health and health services use questionnaire	Bentler, S. E. ¹⁴⁸	2014	USA	To identify factors affecting enrollment in Medicare managed care plans; collected self-reported data on usual primary provider and place of care, as well as data on the quality and duration of the patients' relationship with their provider	patients	community-residing Medicare beneficiaries 65 years old or older	English	only considered items used in the CFA models (13 items)	rating scale	care continuity	care continuity / comprehensive care	clinical integration	
	(96)													
194.	Nijmegen Continuity Questionnaire (NCQ)	Uijen, A. A. ¹⁴⁹	2011	Netherlands	To measure continuity of care from the patient's perspective as a multidimensional concept and across multiple care settings	patients	patients with one or more chronic conditions	Dutch	16 items about the patient provider relationship to be answered for five different care providers and 14 items each on the collaboration between four groups of care providers	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different study and number of items
195.		Uijen, A. A. ¹⁵⁰	2012	Netherlands	To measure patients' perceptions of personal, team, and cross boundary continuity, regardless of morbidity and care setting, was developed	patients	patients with chronic conditions	Dutch	28 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	different study and number of items
	(97)													
196.	Nursing Practice Models Questionnaire	Mueller, C. ¹⁵¹	2010	USA	To evaluate the nursing practice model in long term care facilities	healthcare providers		English**	37 items	rating scale	multiple constructs: care continuity, patient- centered care, long-term care	care integration	clinical integration	
	(98)													
197.	Observing patient involvement scale (OPTION)	Elwyn, G. ¹⁵²	2003	UK	To assess the extent to which practitioners involve patients in decision making processes	others: independent raters	independent raters (assess a sample of audiotaped consultations collected from the routine clinics of 21 GPs)	English	16-item scale (reduced from 18 items)	rating scale 6 point scale: strongly agree, agree, neutral, disagree, strongly disagree (in the pilot study: 5-point scale, anchored at both ends with the words "strongly agree" and "strongly disagree", was used to avoid the loss of scoring efficiency in dichotomized measures.	patient-centered care (i.e., shared decision making)	patient-centered care	clinical integration	
	(99)													
198.	Oncology Patients' Perception of the Quality of Nursing Care	Radwin, L. ¹⁵³	2003	USA	To assess the quality of care experience by oncology department	patients	patients with cancer	English**	59 items (professional knowledge, continuity, attentiveness, coordination, partnership, individualization, rapport and caring) 2 open-ended questions and 11 demographic questions	rating scale	patient-centered care	patient-centered care	clinical integration	
	(100)													
199.	OutPatient Experiences Questionnaire (OPEQ)	Garratt ¹⁵⁴	2005	Norway	To measure patient experiences in hospitals throughout Norway	patients		Norwegian**	26 items	rating scale 10-point scale	patient-centered care (i.e., clinic access, communication, and organization, hospital standards, information)	patient-centered care	clinical integration	
	(101)													
200.	Pain Care Quality (PainCQ)	Pett, M. A. ¹⁵⁵	2013	USA	To assess the quality of interdisciplinary care related to pain management	patients	cancer patients	English**	11 items	rating scale	patient-centered care	care integration	clinical integration	different number of items (item reduction)
201.		Pett, M. A. ¹⁵⁵	2013	USA	To assess the quality of nursing care	patients	cancer patients	English**	22 items	rating scale	patient-centered care	care integration	clinical integration	different number of

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
														items (item reduction)
202.		Beck ¹⁵⁶	2010	USA	To measure both the nursing and the interdisciplinary aspects of care related to pain management	patients		English	44 items (final)	rating scale 6-point Likert type	patient-centered care i.e., being treated right (13 items), safety net (9 items), efficacy of pain management (8 items), and partnership with the healthcare team (14 items)	patient-centered care	clinical integration	different studies and samples
203.		Beck ¹⁵⁷	2010	USA	To measure the quality of nursing and interdisciplinary care related to pain management	patients		English	44 items	rating scale 6-point Likert type	patient-centered care i.e., being treated right (13 items), safety net (9 items), efficacy of pain management (8 items), and partnership with the healthcare team (14 items)	patient-centered care	clinical integration	different studies and samples
	(102)													
204.	Parent's Perceptions of Primary Care measure (P3C)	Seid ¹⁵⁸	2001	USA	To measure the quality of primary care received, rather than the quality of a particular provider of primary care.	informal caregivers		English/ Spanish/Vietnamese/Tagalog	23 items	rating scale	multiple constructs: continuity, access, communication, comprehensiveness, coordination	care integration	clinical integration	
	(103)													
205.	Parents' Perceptions of Continuity Scale (PPCS)	Epstein, E. G. ¹⁵⁹	2013	USA	To measure relational continuity of care as perceived by parents whose children are hospitalized in intensive care	others: parents of NICU infants	parents (to distinguish from other informal caregivers); parents of infants who had been in the NICU for 7 days or longer were invited to participate in the study if they spoke English and were older than 15 years	English	modified version of the Perception of Continuity Scale; 24 items	rating scale 5-point Likert scale	multiple constructs (i.e., care continuity (main) and family-centeredness)	care continuity / comprehensive care	clinical integration	
	(104)													
206.	Patient Activation Measure (PAM)	Fowles, J. B. ¹⁶⁰	2009	USA	To measure the skills, knowledge, beliefs and behaviors that combine to create an activated patient	Others: patients and employees	patients and employees	English	13 items that assess patient knowledge, skill and confidence for self-management	rating scale 5-point Likert scale	patient-centered care	patient-centered care	clinical integration	different study
207.		Skolasky, R. L. ¹⁶¹	2011	USA	To measure patient activation	patients		English	13 items	rating scale	other: patient activation	patient-centered care	clinical integration	different study
208.		Hibbard ¹⁶²	2005	USA	To assess patient knowledge, skill, and confidence for self-management	patients		English	13 items (short form (22 items original))	rating scale theoretical 0-100 point scale	patient-centered care	patient-centered care	clinical integration	different number of items (item reduction)
209.		Hibbard ¹⁶³	2004	USA	A measure of activation	patients		English	22 items	rating scale theoretical 0-100 point scale	patient-centered care	patient-centered care	clinical integration	different number of items (item reduction)
	(105)													
210.	Patient Acuity Case management Evaluation (PACE tool)	Balstad, A. ¹⁶⁴	2006	USA	To capture the workload acuity of case management nursing services; workload is defined by the degree of difficulty and time requirement associated with case management interventions	healthcare providers	case managers - the CRM sample population used throughout this study included the 15 inpatient case managers at Saint Alphonsus Regional Medical Center who perform case management functions	English	throughout the phases, six key areas were collapsed into four, and within those four key areas the 34 patient need categories were reduced to 26 by combining similar themes to create broader categories	rating scale structured into an acuity tool using a five-point scale (1-5)	case management i.e., workload in case management (based on patient needs)	care coordination / case management	clinical integration	
	(106)													
211.	Patient Assessment of Chronic Illness Care (PACIC)	Cramm, J. M. ¹⁶⁵	2012	Netherlands	To evaluate the delivery of the chronic care model	patients	all CVD patients participating within the DMPs	Dutch	20 items	rating scale 5 point scale	chronic care (i.e., related to patient centered care and coordination)	care integration	clinical integration	different number of items (item reduction)
212.		Cramm, J. M. ¹⁶⁵	2012	Netherlands	To evaluate the delivery of the chronic care model	patients	all CVD patients participating within the DMPs	Dutch	11 items	rating scale 5 point scale	chronic care (i.e., related to patient centered care and coordination)	care integration	clinical integration	different number of items (item reduction)
213.		Glasgow, R. E. ¹⁶⁶	2005	USA	To complement the assessment of chronic illness care (ACIC) by providing a patient perspective on receipt of chronic illness care	patients	enrollees age 50 or older receiving care from 7 primary care clinics within Group Health Cooperative	English	20 items	rating scale Each item was scored on a 5-point scale ranging from 1 (no or never) to 5 (yes or always)	chronic care	care integration	combination (i.e., organizational and system integration)	different study
214.		Gugiu, P. C. ¹⁶⁷	2009	USA	To provide a patient perspective on receipt of chronic illness care	patients	type 2 diabetic patients	English	20 items	rating scale 11-point percentage scale ranging from 0% to 100% by units of 10%; two end points, 0% and 100%, were anchored by the labels 'Never' and 'Always', respectively	chronic care	care integration	clinical integration	different study
215.		Rosemann, T. ¹⁶⁸	2007	Germany	To measure the behavior of professionals and practice teams from a patients' perspective	patients	patients with osteoarthritis	German	Note reported; assumed to be 26 items (present behavior, patient counselling, agreement with the patient about realistic goals, assisting patient during his/her lifestyle changes, frequent follow up)	rating scale	chronic care (i.e., chronic care management)	care integration	clinical integration	different study
216.		Aragones ¹⁶⁹	2008	USA	To assess care delivered according to the chronic care model in a heterogeneous Spanish-speaking population; provide a patient-centered assessment of the quality of chronic illness care, helping health care teams better understand the level of integration of CCM care in their practices	patients		Spanish	20 items	rating scale 5-point Likert scale (none of the time to always)	chronic care (i.e., level of integration of the chronic care model; chronic care management)	care integration	clinical integration	different study

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
217.		Gugiu ¹⁷⁰	2010	USA	A self-report instrument designed to measure the extent to which patients with chronic illness receive care congruent with the chronic care model	patients		English	20 items	rating scale changed to an 11-point scale ranging from 0% to 100% by units of 10%, with 0% anchored by the label 'Never' and 100% anchored by the label 'Always'	care coordination	care integration	clinical integration	different study
218.		Wensing ¹⁷¹	2008	Netherlands	To measure patient-reported structured chronic care	patients	patients with diabetes or COPD	Dutch	Dutch version; 20 items: five pre-defined domains: patient activation (3 items), delivery system/practice design (3 items), goal setting/tailoring (5 items), problem solving/contextual (4 items), follow-up/coordination (5 items)	rating scale five point response scale (ranging from 1 = 'almost never' to 5 = 'almost always')	care integration 5 pre-defined domains: patient activation (3 items), delivery system/practice design (3 items), goal setting/tailoring (5 items), problem solving/contextual (4 items), follow-up/coordination (5 items)	care integration	clinical integration	different study
	(107)													
219.	Patient Career Diary	Baker ¹⁷²	1999	UK	To measure patients' attitudes to care across the interface	patients		English	109 items	rating scale 5-point scale	care continuity (i.e., attitudes toward care across the interface between primary and secondary care)	care integration	clinical integration	
	(108)													
220.	Patient Continuity of Care Questionnaire (PCCQ)	Hadjistavropoulos, H. ¹⁷³	2008	Canada	To measure continuity of care	patients	patients discharged from either an Orthopedics unit at one hospital or a Family Medicine unit at a second hospital (Orthopedic inpatients, who had multiple disciplines involved in their care, and Family Medicine inpatients, who were older, suffered from multiple comorbidities and experienced longer lengths of stay due in part to difficulties in discharging patients to the care of community providers)	English	41 items; 27 items prior discharge and 14 items post discharge	rating scale 5-point Likert scale response format anchored by strongly agree and strongly disagree	care continuity	care continuity / comprehensive care	clinical integration	
	(109)													
221.	Patient Experiences Questionnaire (PEQ)	Pettersen ¹⁷⁴	2004	Norway	To assess patients' care experiences	patients		not reported	35 items	rating scale	patient-centered care	care integration	clinical integration	different study
222.		Steine ¹⁷⁵	2001	Norway	To understand complex process that takes place in a consultation and indicate specific areas for improvement	patients		English/ Norwegian**	25 items	rating scale	other: quality of care	care integration	clinical integration	different study
	(110)													
223.	Patient Perception of Patient-Centeredness Questionnaire (PPPCQ)	Constand, M. K. ¹⁷⁶	2014	Canada	To measure patient perspectives on how patient-centered their care is; a valid self-report questionnaire developed for measurement in family practice	patients	patients with a distal radius fracture and being able to participate in the study within 10 days of fracture	English	14 items total; Subscale 1 (items 1-4) relates to how patient illness experiences have been explored; Subscale 2 (items 5-13) relates to how well clinicians and patients were able to find common ground; item 14, relates to patient perceptions of how the clinician attempted to understand him/her as a whole person	rating scale 1 - completely to 4 - not at all	patient-centered care	patient-centered care	clinical integration	
	(111)													
224.	Patient Perceptions of Integrated Care Survey	Singer, S. J. ¹⁷⁷	2013	USA	To measure level of integration from patients' perspective	patients	patients with multiple chronic conditions	English/Spanish/Portuguese	29 items	other dichotomous and Likert scale	care integration	care integration	combination (i.e., clinical and professional integration)	
	(112)													
225.	Patient Reactions Assessment	Galassi ¹⁷⁸	1992	USA	A visit-specific measure of the perceived quality of the patient-provider relationship that is completed by the patient	patients	cancer patients	English	15 items (3 subscales)	rating scale 7-point Likert scale	patient-centered care (i.e., quality of patient-provider relationship)	patient-centered care	clinical integration	
	(113)													
226.	Patient Responses to Nursing Behaviors (PRNB)	Kemppainen, J. K. ¹⁷⁹	1999	USA	To measure cultural competency in African American within the health system	patients	in-patients with AIDS/HIV	not reported	36 items	rating scale	other: patient engagement	patient-centered care	clinical integration	
	(114)													
227.	Patient trust in community pharmacists (TRUST-Ph)	Ngorsuraches ¹⁸⁰	2008	Thailand	To assess patients' trust on community pharmacists	patients		Thai	40 items	dichotomous scale	other: trust	patient-centered care	clinical integration	different number of items (item reduction)
228.		Ngorsuraches ¹⁸⁰	2008	Thailand	To assess patients' trust on community pharmacists	patients		Thai	47 items	dichotomous scale	other	patient-centered care	clinical integration	different number of items (item reduction)
	(115)													
229.	Patient-centered family-focused care (PCFFC)	Hannum Rose, J. ¹⁸¹	2007	USA	To measure patient-centered, family-focused care	patients and informal caregivers	patient and caregiver dyad	English	8-item PCFFC scale	rating scale 4 or 5-point scale	patient-centered care (i.e., patient satisfaction, patient- and family-centeredness)	patient-centered care	clinical integration	
	(116)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
230.	Patient-Centered Medical Home tool (PCMH)	Alexander, J. A. ¹⁸²	2013	USA	A measure of PCMH implementation suitable for designation, practice improvement, and research purposes	healthcare providers	self-assessment of primary care practices (as an institution)	English	13 domains (with 128 capabilities/items)	dichotomous scale capabilities reported as "fully in place" were assigned a value of 1, while capabilities reported as "not in place" were assigned a value of 0; for multiple gradients, we calculated the capability score as a proportion of the maximum gradient	patient-centered care	care integration	clinical integration	
	(117)													
231.	Patient-Centered Observation Form (PCOF)	Chesser, A. ¹⁸³	2013	USA	An educational assessment tool to improve resident physician-patient communication	others: observers	direct observers: Four independent observers (two faculty clinicians and two social scientists)	English	6 items	graphic scale rate according to number of elements that apply, i.e., 1 to 3 points indicating provider centered biomedical focus (1) to Patient centered biopsychosocial focus (3)	patient-centered care	patient-centered care	clinical integration	
	(118)													
232.	Patient-centered questionnaire (PCQ)	Pedro, J. ¹⁸⁴	2013	Portugal	To assess the patient centered care received by individuals seeking treatment for infertility	patients		Portuguese	46 items	rating scale	patient-centered care	patient-centered care	clinical integration	different study
233.		van der Eijk, M. ¹⁸⁵	2012	Netherlands	To measure patient experience in PD care	patients	patients with Parkinson's' disease	Dutch	82 items	rating scale	patient-centered care	patient-centered care	clinical integration	different study
234.		van Empel, I. W. ¹⁸⁶	2010	Netherlands	To measure patient-centeredness in fertility care	patients	infertile couples	Dutch	46 items (7 subscales)	other a mix of dichotomous and Likert scale	patient-centered care	patient-centered care	clinical integration	different study
	(119)													
235.	Patient-centered score sheet	Henbest ¹⁸⁷	1989	Canada	To measure patient-centered care and was based on the doctor's response to the patient's offer which allowed assessment of the response in the context of the preceding statements by the patient	healthcare providers	reviewer of doctor-patient interactions	English	none - score sheet depends on a list of items the patient offers the doctor during consultation	rating scale 4-point scale 0-3 ranging from ignored, open-response, closed-response, and specific facilitation	patient-centered care	patient-centered care	clinical integration	
	(120)													
236.	Patient-centered care competency (PCC)	Hwang, J. I. ¹⁸⁸	2013	South Korea	To measure patient-centered care competency (PCC) among hospital nurses in a reliable and economical way (hospital setting)	healthcare providers	nurses in 2 teaching hospitals	English**	25 items initially; 17 items, final version	rating scale 5-point Likert	patient-centered care	patient-centered care	clinical integration	
	(121)													
237.	Patient-centered instrument for assessment of quality of breast cancer care	de Kok, M. ¹⁸⁹	2010	Netherlands	To combine experiences and needs of breast cancer patients into outcome measures, and offers specific information about the quality of breast cancer care and the need for improvement	patients	breast cancer patients operated on in the previous 3e15 months in five participating hospitals	Dutch	33 items (after piloting)	Other: mixed scales: Four-point Likert-type (1=never; 2=sometimes; 3=usually; 4=always) scales were used for most questions and for a set of items binary (yes, no) answering categories were applied	patient-centered care	patient-centered care	clinical integration	
	(122)													
238.	Patient-Centeredness Multi-Choice Questionnaire x (PMQX)	Rolfe ¹⁹⁰	1993	UK	To assess patient centeredness	healthcare providers		English	10 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(123)													
239.	Patient-Doctor Depth of Relationship Scale	Ridd ¹⁹¹	2011	UK	To specifically measure patient-doctor depth of relationship.	patients		English	8 items	rating scale	patient-centered care (i.e., physician patient relationship)	patient-centered care	clinical integration	
	(124)													
240.	Patient-Doctor Relationship Questionnaire	Mingote Adan, J. ¹⁹²	2009	Spain	To assess the quality of patient-doctor relationship	patients		Spanish	15 items	rating scale	patient-centered care (doctor-patient relationship)	patient-centered care	clinical integration	
241.		Van der Feltz-Cornelis ¹⁹³	2004	Netherlands	A brief measure of the therapeutic aspects of the patient-doctor relationship in the primary care setting	patients		Dutch	initial 15-item questionnaire reduced to 9 items	rating scale 5-point response scale	patient-centered care (doctor-patient relationship)	patient-centered care	clinical integration	
	(125)													
242.	Patient-relevant hierarchy of needs	Juhnke, C. ¹⁹⁴	2013	Germany	To identify characteristics, which determine utility, motivation and quality of care from the patient perspective	patients and healthcare providers	based on inclusion and exclusion criteria (age, language skills, cognitive ability, and health status)	German**	84 items	rating scale 5-point response scale: The scale ranged from 'very important', 'important', 'so-so', 'less important' to 'not important'	patient-centered care	patient-centered care	clinical integration	
	(126)													
243.	Patient-reported Interpersonal Processes of Care	Stewart, A. L. ¹⁹⁵	2007	USA	To assess the quality of patient care	patients	adult patients with at least one visit in the prior 12 months sampled from a patient database of adult general	English/ Spanish	started with 85 - 59 - 25 and finally 18 items (communication, decision making and interpersonal style)	rating scale	patient-centered care	patient-centered care	clinical integration	

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
							medicine practices at an academic health center							
	(127)													
244.	Patient's Perception of Continuity (PC)	Chao, J. ¹⁹⁶	1988	USA	To describe various aspects of the patient-physician relationship	patients	patients in the practice database (at least 18 years old, with initial visit in the past 2 years; had a more recent visit in the past 2 years)	English	23 items	rating scale 5-point (agree strongly to disagree strongly; definitely true to definitely false)	care continuity	care continuity / comprehensive care	clinical integration	
	(128)													
245.	Pediatric Patient-Family- Centered Care Benchmarking Survey	Carmen, S. ¹⁹⁷	2008	Multiple Countries	To evaluate level of pediatric Patient-Family-Centered Care (PFCC)	Others: families, institutional leaders and staff	institutional leadership and staff, and families	English	Staff version includes 17 subscales with 107 items; Families version includes only 10 subscales with 58 items because questions related to internal policies that families could not answer were eliminated	rating scale Each item was rated on a 4- point Likert scale ranging from 1 (strongly disagree) (the respondent did not perceive that the PFCC concept was being practiced in the hospital at all) to 4 (strongly agree) (the respondent strongly perceived that the PFCC concept was being fully practiced in the hospital)	patient-centered care	patient-centered care	clinical integration	
	(129)													
246.	Pediatric Trust in Physician Scale (Pedi-TiPS)	Moseley ¹⁹⁸	2006	USA	To assess caregivers' trust on their children's doctors	informal caregivers		English	11 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(130)													
247.	Perceived Involvement in Care Scale	Smith ¹⁹⁹	2006	USA	To assess pain patients' perceptions of patient health care provider communication during the medical consultation	patients		English/ Spanish	20 items	rating scale	patient-centered care (doctor-patient relationship)	patient-centered care	clinical integration	
	(131)													
248.	Perceptions of Involvement in Care Scale	Lerman ²⁰⁰	1990	USA	Assessed patients' perceptions of doctor and patient behaviors that occur during a routine medical visit.	patients		English	13 items	dichotomous scale	other: perceived involvement	patient-centered care	clinical integration	
	(132)													
249.	Person-centered Care Assessment Tool (P-CAT)	Rokstad, A. M. ²⁰¹	2012	Norway	To rate to what extent care is person centered (by care staff)	healthcare providers	care staff working with elderly people in municipalities from every part of Norway	Norwegian	13 items; personalizing care, organizational support and environmental accessibility	rating scale	patient-centered care	patient-centered care	clinical integration	different study
250.		Sjogren, K. ²⁰²	2012	Sweden	To measure the extent to which staff members rate the care provided as being person- centered	healthcare providers	staff at residential unit for older people	Swedish	13 items	rating scale	patient-centered care	patient-centered care	clinical integration	different study
251.		Edvardsson ²⁰³	2010	Australia	To measure the extent to which long-term aged care staff rate their settings to be person- centered	healthcare providers	staff employed in long-term care facilities	English	13 items (final); 39-items (initial)	rating scale 5-point Likert-type scale was used for scoring purposes (ranging from 1 = "Disagree completely" to 5 = "Agree completely")	patient-centered care	patient-centered care	clinical integration	different study
	(133)													
252.	Person-centered care of Older People with Cognitive Impairment in Acute Care (POPAC)	Nilsson, A. ²⁰⁴	2013	Sweden	To assess the perceived levels of person-centeredness in acute setting	healthcare providers	staff in acute hospitals involved in patient -related work (assistant nurses, registered nurses and physicians)	Swedish	15 items	rating scale	patient-centered care	patient-centered care	clinical integration	
253.		Edvardsson, D. ²⁰⁵	2013	Australia	To measure the extent to which acute nursing staff report using best practice care processes	healthcare providers	acute care nursing staff	English	15 items (from a preliminary 21-item pool)	rating scale a six-point Likert type scale with the following response options rated as 1-6: never, very rarely, rarely, frequently, very frequently and always	patient-centered care	patient-centered care	clinical integration	different study
	(134)													
254.	Processes Index (measure of person-centered planning) ^{^^}	Holburn, S. ²⁰⁶	2000	USA	To measure processes of person-centered planning	healthcare providers	planning teams (person- centered and traditional interdisciplinary)	English	20 items	rating scale response options were presented in the order of most to least desirable	patient-centered care	care integration	clinical integration	analysis was performed using the combined items in the Process and Outcome indicators only
	(135)													
255.	Outcomes index (measure of person- centered planning) ^{^^}	Holburn, S. ²⁰⁶	2000	USA	To measure experiences of person-centered planning	healthcare providers	planning teams (person- centered and traditional interdisciplinary)	English	51 items	rating scale response options were presented in the order of most to least desirable	patient-centered care	care integration	clinical integration	analysis was performed using the combined items in the Process and Outcome indicators only

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
	(136)													
256.	Person-centered Climate Questionnaire (PCCQ)	Bergland, A. ²⁰⁷	2012	Norway	To measure the extent to which staff perceive the nursing home climate to be person-centered (i.e., climate, holistic experience of the environment)	healthcare providers	healthcare and support	Norwegian (originally developed in Swedish)	14 items; three subscales (safety, everydayness, and community)	rating scale 6-point Likert scale (1 = no, I disagree completely, to 6 = yes, I agree completely)	patient-centered care	patient-centered care	clinical integration	different study
257.		Edvardsson, D. ²⁰⁸	2009	Australia	A self-report instrument designed for use for evaluating to what extent the climate of health care settings are perceived as being person centered	patients	hospital patients	English	17 items (climate of the unit being indicative of the climate in the setting)	rating scale 7-step Likert scale (ranging between 1 = no, I disagree completely to 7 = yes, I agree completely)	patient-centered care	patient-centered care	clinical integration	different study
258.		Edvardsson, D. ²⁰⁹	2010	Australia	To evaluate to what extent the climates of health care settings are perceived as being person centered by staff	healthcare providers	health care and support staff working at an Australian hospital facility providing short-stay elective surgery, diagnostic procedures and other planned services for public hospitals	English	14 items	rating scale Likert scale (ranging from 1 = No, I very strongly disagree to 6 = Yes, I very strongly agree)	patient-centered care	patient-centered care	clinical integration	different study
259.		Edvardsson, D. ²¹⁰	2008	Sweden	To measure the extent to which the climate (physical and psychosocial environment) of acute to sub-acute hospital care settings is person-centered, i.e., supports the patient as person and places their needs and expectations at the center of care.	patients	hospital patients (medical, surgical and psychiatric inpatient)	Swedish	17 items (initially 45 items) with three factors	rating scale 7-point Likert scale was used for response options (ranging 1 = No, I disagree completely to 7 = Yes, I agree completely)	patient-centered care	patient-centered care	clinical integration	different study
260.		Edvardsson, D. ²¹¹	2009	Sweden	To measure to what extent the climate of health care settings is experienced as person centered by staff	healthcare providers	all healthcare staff in a sample of 25 hospital wards	Swedish	14 items (initially 45)	rating scale 6-point scale (1 = No, I disagree completely, to 6 = Yes, I agree completely)	patient-centered care	patient-centered care	clinical integration	different study
	(137)													
261.	Person-Centered Health Care for Older Adults Survey	Dow, B. ²¹²	2013	Australia	To measure current practice in person-centered care in the inpatient hospital setting from the point of view of healthcare staff	healthcare providers		English	31 items following item reduction (initially 48 items)	rating scale 5-point scale ranging from 1 (strongly disagree) to 5 (strongly agree) for the attitude and belief questions or 1 (never) to 5 (always) for the practice questions	patient-centered care	patient-centered care	clinical integration	
	(138)													
262.	Person-directed Care (PDC)	White, D. L. ²¹³	2008	USA	To assess the person directed practices in long term care	healthcare providers	Direct Care Workers (DCWs), nurses, administrators, housekeeping, therapists, social services	English	64 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(139)													
263.	Pharmacy Service Orientation Measure	Clark, B. E. ²¹⁴	2006	USA	To assess pharmacists' impressions of pharmacy practice sites	healthcare providers	pharmacy graduates	English	3 items	semantic differential semantic differential scale evaluations of a pharmacy worksite by a person working at that site	patient-centered care	patient-centered care	clinical integration	
	(140)													
264.	Pickier Commonwealth Patient Centered Care Questionnaire	Ryan, M. E. ²¹⁵	1995	USA	To assess patient and family perception of hospital experience and to further assess the extent to which hospitalized patients experience problems with care	patients		English**	90-95 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(141)													
265.	Postoperative Handover Assessment Tool (PoHAT)	Nagpal, K. ²¹⁶	2011	Multiple Countries	To assess the quality of handover	others	trained researchers	English**	29 items; patient information. Anesthetic information, surgical information. Tasks - equipment tasks and patient specific tasks	not reported	care continuity	care continuity / comprehensive care	clinical integration	
	(142)													
266.	Prescriptions, Ready to reenter the community, Placement, Assurance of Safety, Realistic Expectations, Empowerment, Directed to appropriate services (PREPARED)	Grimmer ²¹⁷	2001	Australia	To gather information on community stakeholder perceptions of the quality of the process and outcome of discharge planning activities	patients and informal caregivers	patients, carers (hospital staff interviews for instrument development only)	English	16 process and 7 outcome questions (patients); 14 process and 6 outcome questions (carers)	other not reported (searched for the tool, 4-point response scale)	care coordination (i.e., discharge planning quality, care coordination, care continuity, management)	care coordination / case management	clinical integration	
	(143)													
267.	Primary Care Assessment Survey (PCAS)	Beaulieu, M. D. ³⁹	2011	Canada	To rate aspect of talking with regular doctor (for interpersonal communication subscale); rate the personal aspects of care from regular doctor (for the interpersonal treatment subscale)	patients	healthcare users balanced by English/ French language, rural/urban location, low/high level of education and poor/average/excellent overall PHC experience	French/English	11 items (2 subscales) = 6 (interpersonal communication); 5 (interpersonal treatment)	rating scale Likert evaluative; 1=very poor to 6=excellent	patient-centered care (i.e., interpersonal communication)	patient-centered care	clinical integration	different study

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
268.		Burge ⁴²	2011	Canada	To rate the frequency of seeing the regular doctor (not an assistant or partner) for a check-up or routine care; when sick	patients		French and English (had to check related article for this detail)	2 of 24 items	rating scale Likert frequency	care continuity (i.e., relational continuity)	care continuity / comprehensive care	professional integration	different study
269.		Haggerty ⁴³	2011	Canada	Mapped attributes: accessibility, relational continuity, interpersonal processes of care, respectfulness, management continuity	patients		French and English	Item distribution: Accessibility (6), Relational Continuity [Visit-based] (2), Interpersonal comma (14), respectfulness (5), Management continuity [Integration] (6)	rating scale 1 to 6 scale	multiple constructs: care integration, care continuity, patient-centered care	care integration	combination (i.e., clinical and organizational integration)	different study
270.		Haggerty ⁴⁴	2011	Canada	To assess primary care in terms of the integration subscale	patients	healthcare users	French and English	6 items	rating scale Likert scale 1 to 6	care integration	care integration	organizational integration	different study
271.		Haggerty ⁸³	2011	Canada	To measure organizational access - rate doctor's office for: location, hours, usual wait for an appointment; usual wait at the clinic, ability to get through to the doctor's office or to speak to the doctor by phone	patients	healthcare users	French and English	6 items	rating scale Likert evaluative (1 to 6)	other: organizational access	care continuity / comprehensive care	organizational integration	different study
272.		Safran ²¹⁸	1998	USA	To measure the primary care performance	patients		English**	49 items	rating scale	other: financial, organizational access, contextual knowledge of patient, integration, communication, interpersonal treatment, trust	patient-centered care	combination (i.e., clinical, organization, normative)	different study
	(144)													
273.	Primary Care Assessment Tool (PCAT)	Haggerty, J. L. ⁴¹	2011	Canada	To measure comprehensive services available	patients	healthcare users	English	4 items	rating scale Likert evaluative; 1=definitely not to 4= definitely	comprehensive care	care continuity / comprehensive care	clinical integration	different study
274.		Haggerty, J. L. ⁴¹	2011	Canada	To measure first contact utilization	patients	healthcare users	English	3 items	rating scale Likert evaluative; 1=definitely not to 4= definitely	comprehensive care	care continuity / comprehensive care	clinical integration	different study
275.		Haggerty, J. L. ⁴¹	2011	Canada	To measure community orientation	patients	healthcare users	English	3 items	rating scale Likert evaluative; 1=definitely not to 4= definitely	comprehensive care	care continuity / comprehensive care	clinical integration	different study
276.		Jeon, K. Y. ²¹⁹	2011	South Korea	A primary care assessment tool - short form of the original PCAT	patients	Patients (consumers or clients) were eligible if they were above 17 years of age and were visitors to various kinds of specialty or general clinics which participated in first-contact care.	Korean	37 items	rating scale 4-point scale	multiple constructs: first contact utilization, first contact accessibility, ongoing accountable care (ongoing care and coordinated rapport care), integrated care (patient-centered care with integration between primary and specialty care or between different specialties), comprehensive care, community-oriented care and culturally-oriented care	care integration	clinical integration	different number of items (item reduction)
277.		Jeon, K. Y. ²¹⁹	2011	South Korea	To measure seven characteristic domains of primary care with only minor modifications and covers the original, classic concept of primary care	patients	Patients (consumers or clients) were eligible if they were above 17 years of age and were visitors to various kinds of specialty or general clinics which participated in first-contact care.	Korean	30 items	rating scale 4-point scale	multiple constructs: first contact utilization, first contact accessibility, ongoing accountable care (ongoing care and coordinated rapport care), integrated care (patient-centered care with integration between primary and specialty care or between different specialties), comprehensive care, community-oriented care and culturally-oriented care	care integration	clinical integration	different number of items (item reduction)
278.		Burge ⁴²	2011	Canada	To measure likelihood of seeing same doctor or nurse each time; ability to phone the doctor or nurse who knows best; known as a person, not only as a medical problem; provider knows what problems are most important for the respondent	patients		French and English (had to check related article for this detail)	4 of 24 items	rating scale Likert evaluative	care continuity (i.e., relational continuity)	care continuity / comprehensive care	professional integration	different study
279.		Cassady ²²⁰	2000	USA	To evaluate the attainment of the key characteristics of primary care services for children and youth	informal caregivers	parents/guardians of offspring 18 years old or less	English	33 primary care items in 5 domains	rating scale Likert scale (1 to 4)	multiple constructs: comprehensive care, care coordination, integration	care integration	organizational integration	different study
280.		Haggerty ⁴³	2011	Canada	To measure accessibility/comprehensiveness, relational continuity, whole person care, management continuity	patients		French and English	Subscale version: accessibility/comprehensiveness, relational continuity, whole person care, management continuity Item distribution: Accessibility (7), Relational Continuity [Visit-based] (4), Comprehensiveness (4), Whole-person care (3), Management Continuity [coordination] (4)	rating scale 1 to 4 scale	multiple constructs: care integration, care continuity, patient-centered care, comprehensive care	care integration	combination (i.e., clinical and organizational)	different versions and subscales
281.		Haggerty ⁴⁴	2011	Canada	To assess primary care in terms of the coordination subscale	patients		French and English	Subscale version: coordination 4 items	rating scale 4-point scale	care coordination	care integration	organizational integration	different versions and subscales
282.		Haggerty ⁸³	2011	Canada	To assess primary care in terms of first-contact utilization and access	patients		French and English	Subscale version: first-contact utilization and access 7 items	rating scale Likert evaluative (1 to 4)	care coordination	care continuity / comprehensive care	organizational integration	different versions and subscales
283.		Lee ²²¹	2009	South Korea	To assess the performance of the primary care	patients and informal caregivers		Korean	21 items	rating scale	care integration	care integration	clinical integration	different study

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
284.		Macinko ²²²	2007	Brazil	To assess the performance of primary care	patients		Portuguese	100 items	rating scale	multiple constructs: accessibility, coordination, family focused, community orientation, provider characteristics	care integration	clinical integration	different study
285.		Shi ²²³	2001	USA	To measure the extent and quality of primary care services	patients		English	92 items	rating scale	care integration	care integration	clinical integration	different study
	(145)													
286.	Primary Care Behavioral Health Provider Adherence Questionnaire (PPAQ)	Beehler, G. P. ²²⁴	2013	USA	A self-report measure of BHP (behavioral health provider) protocol adherence to ccc (co-located collaborative care) models	healthcare providers	VA BHPs who provided clinical services in primary care for at least 25 % of their duties, had an active VA email account, and with sufficient time to complete a brief online survey	English	54 items	rating scale five-point Likert-type response scale ranging from "never" to "always"	care integration (note: healthcare integration is measured as "protocol adherence to CCC (co-located collaborative care) models")	care integration	professional integration	
	(146)													
287.	Prostate Care Questionnaire for Patients (PCQ-P)	Tarrant ²²⁵	2009	UK	To measure patient experience of prostate cancer care	patients		English	106 items plus 10 demographic questionnaires	rating scale	patient-centered care	care integration	clinical integration	
	(147)													
288.	Quality Care Questionnaire-End of Life (QCQ-EOL)	Yun ²²⁶	2006	South Korea	To measure the quality of EOL care	patients		Korean	16 items	rating scale 4-point scale	care integration (i.e., multiple constructs of quality of care)	care integration	clinical integration	
	(148)													
289.	Quality from Patient's Perspective	Wilde ²²⁷	1994	Sweden	To measure quality of care from a patient perspective	patients	patients with infectious diseases	Swedish**	56 items	rating scale	patient-centered care	patient-centered care	clinical integration	different samples in the same study
290.		Wilde ²²⁷	1994	Sweden	To measure quality of care from a patient perspective	patients	nursing students (as patient)	Swedish**	56 items and 41 items (short form)	rating scale	patient-centered care	patient-centered care	clinical integration	different samples in the same study
	(149)													
291.	Quality of Care Through the Patients' Eyes (QUOTE)	van Weert, J. C. ²²⁸	2009	Netherlands	To assess patients' perception of the extent to which specific aspects of information and communication was considered important at the beginning	patients	patients diagnosed with cancer	Dutch	Quality Of Care Through The Patients' Eyes (QUOTE) – Chemo: Importance; 69 items	rating scale	patient-centered care (i.e., patient-centered care communication)	patient-centered care	clinical integration	different response scales
292.		van Weert, J. C. ²²⁸	2009	Netherlands	To assess patients opinion on their experience in communication	patients	patients diagnosed with cancer	Dutch	Quality Of Care Through The Patients' Eyes (QUOTE) – Chemo: Performance; 69 items	dichotomous scale	patient-centered care (i.e., patient-centered care communication)	patient-centered care	clinical integration	different response scales
293.		Nijkamp ²²⁹	2002	Netherlands	To measure the quality of care from a cataract patient's perspective, which attempts to overcome these problems	patients		Dutch	Quality Of Care Through The Patients' Eyes (QUOTE) – Cataract; 31 items	rating scale	other: quality of care	care integration	clinical integration	different versions
294.		Sixma ²³⁰	2000	Netherlands	To assess the quality of care from the perspective of an elderly person	patients		Dutch	Quality Of Care Through The Patients' Eyes (QUOTE) – Elderly; 59 items (37 generic and 22 category specific quality aspects)	rating scale	other: quality of care	care integration	clinical integration	different versions
295.		van Campen ²³¹	1998	Netherlands	To measure quality of health care services from the perspective of customers	patients	rheumatic patients	Dutch	Quality Of Care Through The Patients' Eyes (QUOTE) – Rheumatic Patient; 32 indicators of quality of health care: 16 generic and 16 rheumatism-specific indicators	rating scale 4-point scale	care integration i.e., subscales of structure quality (eight indicators), process quality (eight indicators) for the general part, generic quality (16 indicators) and rheumatism-specific quality (16 indicators)	care integration	clinical integration	different versions
296.		van der Eijk ²³²	2001	Multiple Countries	To measure quality of care through the eyes of patients with IBD	patients	validation of the questionnaire were conducted in The Netherlands and involved only Dutch patients	Dutch	Quality Of Care Through The Patients' Eyes (QUOTE) – Inflammatory Bowel Disease; 23 items	rating scale 4-point scale	care integration i.e., multiple constructs - accessibility, costs, accommodation, continuity of care, courtesy, information, competence, and autonomy	care integration	clinical integration	different versions
	(150)													
297.	Quality of Dying and Death (QODD)	Curtis, J. R. ²³³	2002	USA	To elicit the families' perspectives of patients' experiences with the goal of measuring the degree to which a person's preferences for dying and the moment of death are consistent with observations of how the person actually died as reported by others	informal caregivers	decedent's next of kin	English	31 items	rating scale rated on a scale from 0 (terrible experience) to 10 (almost perfect experience)	chronic care (i.e., Quality of Dying and Death, subscale of "Communication with the Health Care Team, Satisfaction with Care")	care integration	clinical integration	
	(151)													
298.	Quality of End-of-life care and Satisfaction with Treatment (QUEST)	Sulmasy ²³⁴	2002	USA	To assess patients and surrogates perception of quality and satisfaction of the health services they received	patients and informal caregivers		English/ Spanish	30 items	rating scale	other: quality of care - patient centered care	patient-centered care	clinical integration	
	(152)													
299.	Quality of end-of-life communication (QOC)	Engelberg ²³⁵	2006	USA	A patient-centered, patient-completed questionnaire evaluating satisfaction with the quality of physicians' communication about end-of-life care	patients and informal caregivers	hospice and COPD patients, and family members	English	13 items	rating scale scale from 0 to 10	patient-centered care (i.e., communication)	patient-centered care	clinical integration	
	(153)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
300.	Quality of Family Experience (QUAL-E FAM)	Steinhauser, K. E. ²³⁶	2014	USA	To measure the quality of family experience	informal caregivers	family members of terminally ill patients admitted to general medicine service	English**	The resulting version of the QUAL-E (Fam) included 25 items: eight causal indicators for symptoms and preparation (assessing financial strain, level of preparedness, level of peace, and level of peace about care), 15 effect indicators, and two individual items representing quality of experience (overall experience) and quality of life (you overall)	rating scale	other: quality of care	patient-centered care	clinical integration	
	(154)													
301.	Quality of Psychiatric Care	Schroder, A. ²³⁷	2010	Sweden	To assess the quality of high quality psychiatric care	patients	inpatient admitted to general psychiatric ward	Swedish**	69 items; dignity, security, participation, recovery, environment	rating scale	patient-centered care	care integration	clinical integration	
	(155)													
302.	Race-based Medical Mistrust	Shelton ²³⁸	2010	USA	To measure race-based medical mistrust: the suspicion of mainstream health care systems and professionals and the treatment provided to individuals of the respondent's ethnic/ racial group	others: general public	members of the public	English	12 items	rating scale	Other: mistrust	patient-centered care	clinical integration	
	(156)													
303.	Relational and management continuity of care Questionnaire	Gulliford, M. ²³⁹	2011	UK	To measure continuity of care in long-term illness	patients	people aged 60 years and older from 15 general practices (with 0-more than 4 long-term conditions)	English	7 items on management continuity, 10 items on relational continuity, 4 items on access and flexibility = 21 total for continuity and access items; 13 items on Self-Administered Comorbidity Questionnaire	rating scale 4-point Likert	care continuity	care continuity / comprehensive care	clinical integration	
	(157)													
304.	Relational Communication Scale	Gallagher ²⁴⁰	2001	USA	An observational instrument to rate doctor patient interaction	others: observers	doctor-patient interactions; medical students and standardized patients were rated	English	34 items	other direct observation	patient-centered care (i.e., doctor-patient relationship)	patient-centered care	clinical integration	different versions
305.	Relational communication scale for observational measurement (RCS-O)	Gallagher, T. J. ²⁴¹	2005	USA	To measure the nonverbal communication of physicians interacting with patients	others: observers	trained observers	English	34 items	rating scale 7-point Likert scale ranging from "strongly disagree" to "strongly agree"	patient-centered care (i.e., doctor-patient communication)	patient-centered care	clinical integration	different versions
	(158)													
306.	Revised Health Care System Distrust Scale	Shea ²⁴²	2008	USA	To measure distrust on the health system from patients' perspective	patients		English	26 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(159)													
307.	Rochester Participatory Decision-Making Scale (RPAD)	Shields ²⁴³	2005	USA	To assess objective measure of physician behaviors that encourage participatory decision making	others: independent raters	independent raters	English	9 items	rating scale	patient-centered care (i.e., physician-patient collaboration in decision making)	patient-centered care	clinical integration	
	(160)													
308.	Safety Net Medical Home Scale (SNMHS)	Birnberg, J. M. ²⁴⁴	2011	USA	To evaluate PCMH interventions in safety-net clinics; to describe PCMH adoption in safety-net clinics beginning a PCMH intervention	healthcare providers	single respondent per organization	English	52 items: with 16 core items, that were organized into six domains: Access and Communication (12 items, 4 core items), Patient Tracking and Registry (7 items, 3 core items), Care Management (8 items, 2 core items), Test and Referral Tracking (4 items, 2 core items), Quality Improvement (10 items, 2 core items), and External Coordination (11 items, 3 core items)	dichotomous scale 40 items (dichotomous)	patient-centered care (i.e., adoption of patient-centered medical home, measure PCMH domains)	care integration	clinical integration	
	(161)													
309.	Scale of Functional Integration	Ahgren, B. ²⁴⁵	2005	Sweden	To evaluate the degree of integration in local health care and similar arrangements of integrated care	healthcare providers	integration ranks were reported per healthcare unit based on consensus	English	one scale is used to derive integration ranks for specific health care units identified (28 health care units)	graphic scale integration rank	care integration (i.e., degree of integration)	care integration	other: functional clinical integration	
	(162)													
310.	Scale To Assess Therapeutic Relationships in Community Mental Health Care (STAR)	McGuire-Snieckus ²⁴⁶	2007	Sweden	To measure the therapeutic relationships in community mental health care	patients		Swedish	12 items	rating scale	other: therapeutic relationship between patients and clinicians	patient-centered care	clinical integration	different type of respondents
311.		McGuire-Snieckus ²⁴⁶	2007	Sweden	To assess therapeutic relationships in community mental health care from clinicians perspectives	healthcare providers	community psychiatric nurses (68%), social workers (17%), occupational therapists (8%), psychologists (3%), and psychiatrists (1%)	Swedish	12 items	rating scale	other: therapeutic relationship between patients and clinicians	patient-centered care	clinical integration	different type of respondents
	(163)													
312.	Service Quality Questionnaire	Tomes ²⁴⁷	1995	UK	To assess service quality in inpatient setting	patients		English	49 items	rating scale	patient-centered care	care integration	clinical integration	
	(164)													
313.	SERVQUAL	Babakus, E. ²⁴⁸	1992	USA	To measure service quality that would apply across a broad range of services with minor modifications in the scale	patients		English	22 pairs (expectations and perceptions)	rating scale 7-point Likert scale (later modified to 5-point scale)	patient satisfaction (i.e., service quality)	care integration	clinical integration	different study

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
314.		Vandamme ²⁴⁹	1993	Belgium	A multiple item scale for measuring consumer perception of service quality (applied in the healthcare sector)	patients	volunteer patients	English**	28 items (quality related: tangibles, reliability, responsiveness, assurance, empathy)	rating scale 7point Likert scale	care integration (i.e., multiple constructs related to integrated care)	care integration	clinical integration	different study
	(165)													
315.	Survivor Unmet Needs Survey (SUNS)	Campbell, H. S. ²⁵⁰	2014	Canada	A standardized measure of unmet needs for cancer survivors; developed and psychometrically evaluated with a population-based sample of cancer survivors	patients	sample of cancer survivors from 3 cancer registries; 19 years of age and over at diagnosis, alive, with a histologically confirmed cancer diagnosis in the preceding 12 to 60 months	English	89 original SUNS; item reduction resulted in a total of 30 items for the final shortened version	rating scale response options range from 0 to 4, with 0 representing 'no unmet need' and 4 representing a 'very high unmet need'	multiple constructs: unmet needs based on 5 main domains: information; financial concerns; access and continuity of care; relationships; emotional health (most relevant constructs would be patient-centered care and continuity of care)	patient-centered care	clinical integration	different study
316.		Campbell, H. S. ²⁵¹	2010	Canada	To measure unmet needs in six domains: information (15 items), job and financial needs (14 items); daily living needs (four items); medical care (55 items); relationship needs (26 items) and emotional and mental health (38 needs). an open-ended question allowed additional unmet needs	patients	cancer survivors	English	89 items across five subscales	rating scale five-point Likert type scale ranging from zero (no unmet need) to four (very high unmet need) was adopted since consumer feedback indicated that this was easiest to understand	multiple constructs	patient-centered care	clinical integration	different study
317.		Hodgkinson, K. ²⁵²	2007	Australia	To help address the gap in the literature regarding the supportive care needs of partners of long term cancer survivors	others: partners of cancer survivors	partners who were recruited through survivors participating in one of three separate studies	English	47 items	rating scale Frequency of need; The response format was based upon the format in the CaSUN. Partners are asked to indicate whether they have (a) 'no need, or need is not applicable', or (b) 'have need, but need is being met' or, (c) if they do experience a need, how strong the need is ('weak'/'moderate'/'strong'). Positive change items offer four response options ('yes, but I have always been like this', 'yes, this has been a positive outcome', 'no, and I would like help to achieve this', or 'no, and this is not important to me').	patient-centered care	patient-centered care	clinical integration	different number of items (item reduction)
318.		Hodgkinson, K. ²⁵³	2007	Australia	A self-report measure of cancer survivors' supportive care needs	patients	Eligibility criteria included receiving a cancer diagnosis one or more years earlier, disease-free, over 18 years of age at the time of diagnosis, able to communicate in English, and the absence of major psychiatric or intellectual impairment	English	after modification: 35 unmet need items, 6 positive change items and an open-ended question	rating scale Responses were therefore scored in respect to no need =0; met need =1; and unmet need =2	patient-centered care	patient-centered care	clinical integration	different number of items (item reduction)
	(166)													
319.	Systematic Culture Inquiry On Patient safety in primary care (SCOPE)	Zwart, D. L. ²⁵⁴	2011	Netherlands	To measure patient safety culture in GP	healthcare providers	GP, medical administrative assistant, practice nurse	Dutch	46 items (dimension: teamwork, adequate shift changes, frequency of event reporting, non-punitive response to error, communication openness, feedback and communication about error, supervisor expectations and action promoting patient safety, hospital mgmt., staff,	rating scale	Other: patient safety	patient-centered care	clinical integration	
	(167)													
320.	Systematic Monitoring of Male Circumcision Scale-Up	Omondi Aduda ²⁵⁵	2014	Kenya	A service quality assessment tool to assess availability of guidelines, supplies and equipment, infection control, and continuity of care services	others: observers	direct observation	English	54 item measures	other direct observation	care continuity (i.e., quality of care including care continuity)	care continuity / comprehensive care	clinical integration	
	(168)													
321.	Team Emergency Assessment Measure (TEAM)	Cooper ²⁵⁶	2010	Australia	Teamwork assessment measure for emergency resuscitation team performance	healthcare providers	expert assessors (resuscitation trainers/clinicians)	English	12 items	rating scale 5-point scale (0-4, never to always)	other: teamwork	care coordination / case management	professional integration	
	(169)													
322.	Team Evaluation and Assessment Measure (TEAM)	Taylor, C. ²⁵⁷	2012	UK	To measure the performance of multidisciplinary care team	healthcare providers	team members of cancer multidisciplinary care teams	English**	47 items covered all 17 subdomains of team working with particular emphasis on Leadership and Chairing; Team working and Culture; Patient-centered care; Clinical decision-making process; and Organization and administration during meeting	rating scale	care coordination (i.e., team based care)	care coordination / case management	combination (i.e., clinical, professional and normative integration)	
	(170)													

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
323.	The Human Connection Scale	Mack ²⁵⁸	2009	USA	To measure the extent to which patients felt a sense of mutual understanding, caring, and trust with their physicians.	patients		English/Spanish	16 items	rating scale	other: therapeutic alliance - physician and patients interaction	patient-centered care	clinical integration	
	(171)													
324.	Therapy Alliance Scale	Pinsof, W. M. ²⁵⁹	2008	USA	To assess the quality of care received by clients during couple therapy	patients	clients seeking help for couple	not reported	40 items	rating scale	patient-centered care	patient-centered care	clinical integration	different sample and number of items
325.		Pinsof, W. M. ²⁵⁹	2008	USA	To assess the quality of care (relationship) with therapies during family therapy	patients	clients seeking help for family	not reported	40 items	rating scale	patient-centered care	patient-centered care	clinical integration	different sample and number of items
326.		Pinsof, W. M. ²⁵⁹	2008	USA	To assess team work between therapies and patients during treatment	patients	clients seeking help for individual	not reported	36 items	rating scale	patient-centered care	patient-centered care	clinical integration	different sample and number of items
	(172)													
327.	Trust in Nurses Scale	Radwin ²⁶⁰	2010	USA	To assess patients trust on nurses services received	patients		English**	5 items	rating scale	other: trust	patient-centered care	clinical integration	different number of items
328.		Radwin ²⁶⁰	2010	USA	To assess patients trust on nurses services received	patients		English**	4 items	rating scale	other: trust	patient-centered care	clinical integration	different number of items
329.		Radwin ²⁶¹	2005	USA	To measure the level of trust of patients towards nurses	patients		English	5 items	rating scale	other: trust	patient-centered care	clinical integration	different study
	(173)													
330.	Trust in Oncologist Scale (TiOS)	Hillen ²⁶²	2012	Netherlands	To measure cancer patients' trust in their oncologist	patients		Dutch	33 items initially; 18 items following item reduction	rating scale 5-point Likert scale ('strongly disagree'=1 to 'strongly agree'=5)	other: trust	patient-centered care	clinical integration	
	(174)													
331.	Trust in Physicians Scale	Anderson ²⁶³	1990	USA	To assess each patient's interpersonal trust in his primary care physician within the context of the management of chronic disease	patients	outpatients	English	11 items	rating scale five-point Likert format, with response options ranging from "strongly agree" to "strongly disagree"	other: trust	patient-centered care	clinical integration	different study
332.		Freburger ²⁶⁴	2003	USA	Focuses on the process of care and includes questions on the patient's trust in the physician's advice, opinions, and choice of medical treatment. it does not examine beliefs about the physician's ability to affect health outcomes	patients	rheumatology clinic patients	English	11 items	rating scale 5-point Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree)	other: trust	patient-centered care	clinical integration	different study
333.		Thom ²⁶⁵	1999	USA	To assess the trust towards physicians	patients		English	11 items	rating scale	patient-centered care	patient-centered care	clinical integration	different study
	(175)													
334.	Trust in the Medical Profession	Hall ²⁶⁶	2002	USA	A multi-item measure for general trust in physicians	patients	with regular physician and source of payment	English	11 items (resulting scale)	rating scale 5-point scale	other: trust	patient-centered care	clinical integration	
	(176)													
335.	Tucker Culturally Sensitive Healthcare Inventory (T- CUSHCI)	Mirsu-Paun, A. ²⁶⁷	2010	USA	To measure the behaviors and attitudes that mostly low income racially/ethnically diverse primary care patients have indicated to be important for promoting trust with their provider	healthcare providers	medical students (in healthcare provider role)	English**	141 items	rating scale	other: cultural competency	patient-centered care	clinical integration	different study
336.		Tucker, C. M. ²⁶⁸	2007	USA	To assess cultural competency of the health system	patients	primary care patients	English**	T-CUSHCI African American; 125 items	rating scale	patient-centered care	patient-centered care	clinical integration	different versions in the same study
337.		Tucker, C. M. ²⁶⁸	2007	USA	To measure culturally competency provided to non- Hispanic white American patient	patients	primary care patients	English	T-CUSHCI-non-Hispanic White American; 134 (provider trust, provider comfort, provider respect, office staff, center policies and physical environment)	rating scale	patient-centered care	patient-centered care	clinical integration	different versions in the same study
	(177)													
338.	Unnamed 1	Adams, R. ²⁶⁹	2012	Australia	To establish demographics and explore three aspects of how individuals perceive the doctor- patient relationship in a population sample	patients and healthcare providers	chronic disease patients; To qualify for the study, people were only recruited if they currently had a diagnosed chronic condition and had an established relationship in managing this with their primary care physician.	English	71 items	rating scale a five-point scale ranging through strongly agree, to strongly disagree, were used in addition to "don't know" and "refused"; with categorical response type of questions	patient-centered care	patient-centered care	clinical integration	
	(178)													
339.	Unnamed 12	McLaughlin, S. E. ²⁷⁰	2008	USA	To assess transition process	healthcare providers	center directors, nurse coordinators, care directors, nurses, nutritionists, respiratory therapists,	English**	105 questions (3 close ended items on demographics, 96 close ended grouped within domains of transition services, 3 closed ended questions for subjective	rating scale	care continuity	care continuity / comprehensive care	clinical integration	

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
	(179)						clinicians and social workers		reporting under mandate and financial impact of transition and 3 open-ended questioned for add info)					
340.	Unnamed 14	Nuno-Solinis, R. ²⁷¹	2013	Spain	To assess collaboration between clinical professionals from two different care levels (primary and specialized care), according to the clinicians' own perceptions	healthcare providers	primary care nurses, 31% primary care doctors (GP or pediatrician), 18.5% hospital specialists and 6% hospital nurses	Spanish	10 items	rating scale	care coordination (i.e., inter-professional collaboration between 2 different care levels)	care integration	professional integration	
	(180)													
341.	Unnamed 15	Ouwens, M. ²⁷²	2010	Netherlands	To assess the quality of patient-centered care	patients		English**	56 indicators	rating scale	patient-centered care	patient-centered care	clinical integration	
	(181)													
342.	Unnamed 16	Samele, C. ²⁷³	2002	UK	To assess patients' perceptions of their case managers	patients	patients with severe psychosis	English	9 items	rating scale	case management	care coordination / case management	clinical integration	
	(182)													
343.	Unnamed 17	Shields, L. ²⁷⁴	2004	Australia	To assess family centered care in various pediatric settings	others: informal caregivers and staff	informal caregivers and staff	English	20 items (respect, collaboration, support)	rating scale	patient-centered care	patient-centered care	clinical integration	
	(183)													
344.	Unnamed 18	Sidani, S. ²⁷⁵	2008	Canada	To assess the extent to which ACNP encourage patients participation in care	patients	patients admitted into the acute care hospitals and assigned to the care of ACNPs	English	5 items	rating scale	patient-centered care	patient-centered care	clinical integration	different number of items and subscale
	(184)													
345.	Unnamed 19	Sidani, S. ²⁷⁵	2008	Canada	To assess the extent in which ACNPs attended to patients' needs and resolved their problems	patients	patients admitted into the acute care hospitals and assigned to the care of ACNPs	English	7 items (4 captured attendance to patients' physical and psychosocial needs and 3 items reflected resolution of the patients' health related problems during hospitalization and discharge)	rating scale	patient-centered care	patient-centered care	clinical integration	different number of items and subscale
	(185)													
346.	Unnamed 20	Straten, G. F. ²⁷⁶	2002	Netherlands	To measure the dimension of public trust in health care in Netherlands	others: members of the consumer panel	members of the consumer panel	Dutch	Trust in the patient-focus of health care providers'. 'Trust in the expertise of health care providers' 'trust that policies at the macro-level will be without consequences for the patient', trust in the quality of care', trust in information supply and communication by care providers', 'trust in the quality of cooperation', trust in the availability of care, and trust in the time spent on patients'.	rating scale	other: public trust	patient-centered care	clinical integration	
	(186)													
347.	Unnamed 21	Uyei, J. ²⁷⁷	2014	South Africa	To assess the delivery of TB, pre-art and art services in the clinic	healthcare providers	clinicians (doctors and nurses)	English	35 items	rating scale	care integration	care integration	combination (i.e., functional, organizational, clinical integration)	
	(187)													
348.	Unnamed 22	Van den Broeck, U. ²⁷⁸	2012	Belgium	To assess the quality of infertility care	patients	Patients who completed infertility diagnosis and at least one embryo transfer as a result of an assisted reproduction treatment or one intrauterine insemination (IUI) were eligible.	not reported	48 items; access, cost, humaneness or emotional support, competence, amount of information, communication between patients and doctors, waiting times, facilities and continuity and outcome of care	rating scale	patient-centered care	patient-centered care	clinical integration	
	(188)													
349.	Unnamed 23	Wei, X. ²⁷⁹	2008	China	To measure continuity of care in a community based diabetes control program in china	patients	patients with diabetes	Chinese	36 items	rating scale	care continuity	care integration	clinical integration	
	(189)													
350.	Unnamed 24	Zineldin, M. ²⁸⁰	2011	Kazakhstan	To measure the quality of care in the healthcare system in Kazakhstan	patients	inpatients in the hospitals	not reported	39 items	not reported	other: quality of care	care integration	combination (i.e., clinical, functional, system, integration)	
	(190)													
351.	Unnamed 25	de Kok ²⁸¹	2007	Netherlands	To assess quality of care by patients operated on with breast cancer	patients	breast cancer patients	Dutch	55 items in 6 clusters	other concept mapping	multiple constructs: patient centeredness and continuity of care	care integration	clinical integration	
	(191)													
352.	Unnamed 27	Grol ²⁸²	1990	Multiple Countries	To determine whether attitudes of physicians are patient-centered	healthcare providers	validation study done in Dutch general practitioners [Note: details of comparative study not included]	Dutch and English	not specified	rating scale 5-point Likert scale	patient-centered care	patient-centered care	clinical integration	
	(192)													
353.	Unnamed 29	Kelly ²⁸³	2005	USA	To measure patient trust in an emergency department	patients	emergency department patients	English	18 of 42 potential items	rating scale 5-point scale	other: trust	patient-centered care	clinical integration	

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
	(193)													
354.	Unnamed 31	Leisen ²⁸⁴	2001	USA	To assess trust between physician and patients	patients		English	51 items	rating scale	other: trust	patient-centered care	clinical integration	
	(194)													
355.	Unnamed 32	Temkin-Greener ²⁸⁵	2004	USA	To measure interdisciplinary team processes and perceived effectiveness in a long term care setting	healthcare providers		English	59 items	rating scale	care coordination	care coordination / case management	professional integration	
	(195)													
356.	Unnamed 33	Little ²⁸⁶	2001	UK	To assess patients' perspectives of patient centered care	patients		English	23 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(196)													
357.	Unnamed 34	Thom ²⁸⁷	2011	USA	To measure physician trust in patients	patients		English	18 items	rating scale	patient-centered care	patient-centered care	clinical integration	
	(197)													
358.	Unnamed 35	Wressle ²⁸⁸	2008	Sweden	A questionnaire for use in telephone interviews with relatives of patients discharged from geriatric wards to measure their perceptions of the quality of care	informal caregivers	relatives of patients discharged from geriatric wards	Swedish**	49 items (26 items final form)	rating scale 5-point scale	care integration (i.e., multiple constructs of quality of care)	care integration	clinical integration	
	(198)													
359.	Unnamed 36	Young ²⁸⁹	2011	Australia	To measure patients' experience of cancer care coordination	patients	sample 1 - patients with a range of cancer types, treatment modalities and geographical location; sample 2 - patients with a newly diagnosed colorectal cancer who were participating in an ongoing randomized trial	English	40 items	rating scale 5-point scale	care coordination	care coordination / case management	clinical integration	
	(199)													
360.	Unnamed 37	Zhang ²⁹⁰	2009	Singapore	To measure patients' trust in pharmacists	patients	English-speaking Singaporeans	English	18 items (reduced to 12 items): factors (benevolence, technical competence, global trust)	rating scale 5-point scale	patient-centered care (i.e., trust in pharmacists)	patient-centered care	clinical integration	
	(200)													
361.	Unnamed 39	Saturno ²⁹¹	2015	Spain	A quality monitoring tool	others: observers	observed cases Lot Quality Acceptance Sampling (LQAS) method and estimates of compliance	Spanish	22 indicators	other direct observation	patient-centered care	patient-centered care	clinical integration	
	(201)													
362.	Unnamed 4	Hiidenhovi, H. ²⁹²	2001	Finland	To assess service quality improvement needs in individual units and for making cross-departmental comparisons	patients and healthcare providers	staff survey was included in the second stage to assess the second draft version of the questionnaire	English	Version 1 = 47 items (to ascertain the clarity and comprehensibility of the instrument's questions, to select a rating scale and to determine the best point in time for the survey) Version 2 = 43 items	rating scale pilot survey used 4 and 5-point scale and eventually changed to 6-point scale with 'cannot say' and 'irrelevant/no need at current visit' options included	patient-centered care (i.e., patient-oriented services)	patient-centered care	clinical integration	
	(202)													
363.	Unnamed 40	Haddad ²⁹³	2000	Canada	A scale for measuring patient perception of quality of care following a visit to a doctor	patients		French	22 item validated scale	rating scale 5-point Likert scale	patient-centered care i.e., patient-physician relationship (five items); the technical aspects of care (12 items); and the outcomes of the visit (five items)	care integration	clinical integration	
	(203)													
364.	Unnamed 7	Lukas, C. V. ²⁹⁴	2002	USA	To measure the level of integration	healthcare providers		English**	Not reported;11 domains	rating scale	care integration	care integration	combination (i.e., clinical, professional, system, normative)	
	(204)													
365.	Unnamed 8	Masters, S. ²⁹⁵	2010	Australia	To measure patient experience of transition care	patients or patients (proxy)	patients and proxy	English**	11 items	rating scale	care continuity	care continuity / comprehensive care	clinical integration	
	(205)													
366.	Vanderbilt Therapeutic Alliance Scale (VTAS-R)	Shelef ²⁹⁶	2008	Israel	To assess physician and patient interaction	patients		English**	5 items	rating scale	other: therapeutic alliance	patient-centered care	clinical integration	different type of respondents
367.		Shelef ²⁹⁶	2008	Israel	To assess physician and patient interaction	informal caregivers		English**	5 items	rating scale	other: therapeutic alliance	patient-centered care	clinical integration	different type of respondents
	(206)													
368.	Verona medical interview classification system (VR-MICS)	Del Piccolo, L. ²⁹⁷	2005	Multiple Countries (UK and Italy)	To study interactions between general practitioners (GPs) and patients presenting with medical problems who may also be emotionally distressed, with the aim of helping GPs improve detection of such patients	others: observers	trained observers	English	Original version; 22-category coding system	rating scale	patient-centered care	patient-centered care	clinical integration	different versions

	Index Instrument (209 index instruments; 379 validation studies)	Reference Study (300 articles)	Year	Country	Purpose of instrument	Type of respondent	Sample population	Language	Description of version, items, and subscales	Response options	Construct purported to measure	Construct classification	Domain classification	Remarks
369.		Del Piccolo, L. ²⁹⁷	2005	Multiple Countries (UK and Italy)	To study interactions between general practitioners (GPS) and patients presenting with medical problems who may also be emotionally distressed, with the aim of helping GPS improve detection of such patients	others: observers	trained observers	English	Patient version; 22-category coding system	rating scale	patient-centered care	patient-centered care	clinical integration	different versions
370.		Del Piccolo, L. ²⁹⁷	2005	Multiple Countries (UK and Italy)	To study interactions between general practitioners (GPS) and patients presenting with medical problems who may also be emotionally distressed, with the aim of helping GPS improve detection of such patients	others: observers	trained observers	English	Doctor version; 22-category coding system	rating scale	patient-centered care	patient-centered care	clinical integration	different versions
	(207)													
371.	Veterans Affairs Outpatient Community Services	Haggerty ⁷⁰	2011	Canada	Mapped attributes: overall coordination of care, specialty provider access	patients		French and English	10 items on management continuity [coordination]	rating scale 0 to 6 scale	multiple constructs: care continuity, care coordination	care integration	combination (i.e., professional and organizational)	different response scales
372.		Haggerty ⁴⁴	2011	Canada	To measure overall coordination and specialty access subscales	patients	healthcare users	French and English	4 items	dichotomous scale Likert-type with dichotomous ratings	care coordination	care integration	organizational integration	different response scales
	(208)													
373.	Wake Forest Physician Trust Scale	Bachinger ²⁹⁸	2009	Netherlands	To measure patients' trust in their physician	patients	outpatients	Dutch	10 items	rating scale 5-point-Likert scale ('totally agree' = 1, to 'totally disagree' = 5)	other: trust	patient-centered care	clinical integration	different study
374.		Hall ²⁹⁹	2002	USA	To measure trust in physicians	patients	health insurance pays for medical costs seen by doctor or health professional; random national sample	English	10 item unidimensional scale	rating scale Likert-type categories: strongly agree (SA), agree (A), neutral (N), disagree (DA), and strongly disagree (SDA)	other: trust	patient-centered care	clinical integration	different samples in the same study
375.		Hall ²⁹⁹	2002	USA	To measure trust in physicians	patients	health insurance pays for medical costs seen by doctor or health professional; random regional sample (from an HMO)	English	10 item unidimensional scale	rating scale Likert-type categories: strongly agree (SA), agree (A), neutral (N), disagree (DA), and strongly disagree (SDA)	other: trust	patient-centered care	clinical integration	different samples in the same study
	(209)													
376.	Working Alliance Inventory (WAI)	Bale ¹¹¹	2006	UK	To measure the therapeutic alliance mostly within the context of psychotherapy	patients	patients who had been cared for by the team for more than three months	English	36 items	rating scale 7-point Likert scale	care coordination (i.e., therapeutic alliance)	patient-centered care	professional integration	different study
377.		Hatcher ³⁰⁰	2006	USA	To assess the alliance in psychotherapy	patients	outpatient facilities and psychotherapy clinic	English	36 items	rating scale 7-point scale	patient-centered care	patient-centered care	clinical integration	different sample and number of items
378.		Hatcher ³⁰⁰	2006	USA	To assess the alliance in psychotherapy	patients	outpatient facilities and psychotherapy clinic	English	12 items	rating scale 7-point scale	patient-centered care	patient-centered care	clinical integration	different sample and number of items
379.		Hatcher ³⁰⁰	2006	USA	To assess the alliance in psychotherapy	patients	outpatient facilities and psychotherapy clinic	English	12 items (alternative)	rating scale 7-point scale	patient-centered care	patient-centered care	clinical integration	different sample and number of items

* Index instruments are the main instruments validated in studies included in the review; other instruments used as gold standard for criterion validity or comparators to test convergent/divergent validity are not presented in the summary

** Assumed when not specified in the paper

^ described other instruments but only tested for the main instrument measuring inter-organizational linkages in general practice (GCP-LI); no psychometric properties for the other 3 tools (which were used to validate the GCP-LI)

^^ described other instruments but analysis was only performed using the combined items in the Process and Outcome index tools

Boldface: Example of different studies measuring different constructs using the same instrument

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