

PATIENT SATISFACTION WITH THE NAVIGATOR SCALE(S)
Source: Patient Navigation Research Program 2005-2010 (National Cancer Institute)

1. Subject ID (8-digit): ____ _ ____ _ ____ _ ____ _ ____ _
2. Interview Name and ID: (Name) _____
(PNRP ID#) ____ _ ____ _ ____ _
3. Date of Interview ____ _ / ____ _ / ____ _ ____ _ (mm/dd/yyyy)
4. Navigator name and ID: (Name) _____
(PNRP ID#) ____ _ ____ _ ____ _
5. Did the patient have any other navigators working with them? 1= Yes
0= No [Skip to #9]
6. Navigator name and ID: (Name) _____
(PNRP ID#) ____ _ ____ _ ____ _
7. Did the patient have any other navigators working with them? 1= Yes
0= No [Skip to #9]
8. Navigator name and ID: (Name) _____
(PNRP ID#) ____ _ ____ _ ____ _
9. How are you administering this survey? 1= Interviewer, in-person
2= Interviewer, telephone
3= Other
10. If administration is "other", please specify _____
11. In what language is this survey being administered? 1= English
2= Spanish
3= Other
12. Specify the type of cancer the patient had an abnormal test for. (Choose one.) 1= Breast
2= Cervix
3= Colorectal
4= Prostate
13. Has the patient received a definitive diagnosis? (i.e., cancer or non-cancer treatment)? 1= Yes, diagnosed with cancer
2= Yes, cancer excluded (non-cancer diagnosis)
3= No, has not received diagnosis

Patient Satisfaction with Logistical Aspects of Navigation Scale (PSN-L)

Your navigator, _____, may have tried to help you with these problems. I will begin by reading the statement to you.

For each problem, indicate whether you were very satisfied (very happy), a little satisfied (happy for the most part), or not satisfied (not happy) with the help you received from your navigator(s). Some things may not apply to you. If I ask about something that was never a problem for you, just say so (not a problem) and we will skip it.

	Very Satisfied	A Little Satisfied	Not Satisfied	Not a Problem N/A	Don't Know/ Refuse to answer
14. making medical appointments	3	2	1	0	98
15. understanding what you were being told to do about your care	3	2	1	0	98
16. getting results of tests you had	3	2	1	0	98
17. dealing with financial concerns related to getting the care you need	3	2	1	0	98
18. getting transportation to the doctor's office	3	2	1	0	98
19. feeling less overwhelmed by your health issues	3	2	1	0	98
20. giving you emotional support	3	2	1	0	98
21. encouraging you to talk to the doctor about your concerns	3	2	1	0	98
22. dealing with fears related to your health issues	3	2	1	0	98
23. getting the health information you needed	3	2	1	0	98
24. making you more involved in decisions about your health care	3	2	1	0	98
25. dealing with personal problems related to your health	3	2	1	0	98
26. dealing with work or employer issues related to health care	3	2	1	0	98
27. understanding the medical tests you got	3	2	1	0	98
28. understanding your health issues	3	2	1	0	98
29. knowing who to call when you had a question	3	2	1	0	98
30. learning about services in the community that are available to you	3	2	1	0	98
31. dealing with housing and landlord issues	3	2	1	0	98
32. dealing with the paperwork	3	2	1	0	98
33. understanding letters, reports, and health education materials	3	2	1	0	98
34. getting the services in the community that you are eligible for	3	2	1	0	98
35. getting child care or eldercare so that you could go to your doctors' appointments	3	2	1	0	98
36. dealing with health insurance matters	3	2	1	0	98
37. including family members in the care you received	3	2	1	0	98
38. dealing with doctors, nurses, and other health care workers who do not speak your language	3	2	1	0	98
39. overcoming barriers related to a physical disability	3	2	1	0	98

Satisfaction with the Interpersonal Relationship with the Navigator (PSN-I)

The next nine statements are related to your satisfaction with the interpersonal relationship with your navigator(s). For these next statements, I will read the statement to you and I want you to tell me if you “strongly disagree,” “disagree,” “are undecided,” “agree,” or “strongly agree” with the statement I am going to read.”

I feel my Navigator...	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Don't Know/ Refuse to answer
40. is easy to talk to	1	2	3	4	5	98
41. listens to my problems	1	2	3	4	5	98
42. is dependable	1	2	3	4	5	98
43. is easy for me to reach	1	2	3	4	5	98
44. cares about me personally	1	2	3	4	5	98
45. is courteous and respectful to me	1	2	3	4	5	98
46. gives me enough time	1	2	3	4	5	98
47. figures out the important issues in my health care	1	2	3	4	5	98
48. makes me feel comfortable	1	2	3	4	5	98

Scoring Information and References:

Patient Satisfaction with Logistical Aspects of Navigation Scale (PSN-L)

Scoring (From citation Carle A et al 2014)

Scoring Method 1: Uses a patient’s item responses and a PI-IRT based table (Table 2) to derive a score in a latent “Satisfaction with Logistical Aspect of Navigation” metric.

- First scores individual items responses in the following manner: not a problem = 0, not satisfied = 1, a little satisfied =2, very satisfied =3.
- Take the sum of the item responses across all 26 items.
- Using Table 1 (Appendix), use the summed score to estimate a patient’s latent Satisfaction score.
- Assign a standard error to the patient’s score (final column). In this way, “missing” takes a value of 0 and one can estimate a score for all individuals regardless of the number of problems for which the individual received help.

Scoring Method 2: Uses a patient’s item responses, the parameters from the PI-IRT model, and statistical software to estimate the “Navigator Satisfaction” score and its associated standard error directly.

- One possible method would be using GLLAMM and Stata
 - Input the thresholds and standard deviation from Method 1 into GLLAMM using matrices
 - Treat the thresholds, mean, and SD as known.
 - Use GLLAMM’s post-estimation commands to estimate scores for a patient or patients
 - Use observed responses converted to a series of dichotomous item responses.

Note: Method 1 and 2 provide a more reliable and valid estimate of a patient's satisfaction levels than a simple sum or other methods (e.g., single item methods). Both provide an estimate of confidence in the patient's satisfaction with navigator score.

References

Carle AC, Jean-Pierre P, Winters P, Valverde P, Wells K, Simon M, Raich P, Patierno S, Katz M, Freund KM, Dudley D, Fiscella K. Psychometric evaluation of the patient satisfaction with logistical aspects of navigation (PSN-L) scale using item response theory. *Med Care*. 2014 Apr;52(4):354-61. doi: 10.1097/MLR.000000000000089. PubMed PMID: 24848207; PubMed Central PMCID: PMC4149289.

Satisfaction with the Interpersonal Relationship with the Navigator (PSN-I)

Scoring

- Sum responses of all 9 items
- Obtain a total scale score for each patient
- A higher score on the PSN-I indicates higher satisfaction with their interpersonal relationship with the patient navigator.

References

Jean-Pierre P, Fiscella K, Winters PC, Post D, Wells KJ, McKoy JM, Battaglia T, Simon MA, Kilbourn K; Patient Navigation Research Program Group. Psychometric development and reliability analysis of a patient satisfaction with interpersonal relationship with navigator measure: a multi-site patient navigation research program study. *Psychooncology*. 2012 Sep;21(9):986-92. doi: 10.1002/pon.2002. Epub 2011 Jun 17. PubMed PMID: 21681995; PubMed Central PMCID: PMC3640800.

Jean-Pierre P, Fiscella K, Winters PC, Paskett E, Wells K, Battaglia T; Patient Navigation Research Program Group. Cross-cultural validation of a Patient Satisfaction with Interpersonal Relationship with Navigator measure: a multi-site patient navigation research study. *Psychooncology*. 2012 Dec;21(12):1309-15. doi: 10.1002/pon.2018. Epub 2011 Jul 1. PubMed PMID: 21726018; PubMed Central PMCID: PMC3634567.

Other related citations:

Jean-Pierre P, Winters PC, Clark JA, Warren-Mears V, Wells KJ, Post DM, LaVerda N, Van Duyn MA, Fiscella K; Patient Navigation Research Program Group. Do better-rated navigators improve patient satisfaction with cancer-related care? *J Cancer Educ*. 2013 Sep;28(3):527-34. doi: 10.1007/s13187-013-0498-5. PubMed PMID: 23807598; PubMed Central PMCID: PMC3755051.

Jean-Pierre P, Hendren S, Fiscella K, Loader S, Rousseau S, Schwartzbauer B, Sanders M, Carroll J, Epstein R. Understanding the processes of patient navigation to reduce disparities in cancer care: perspectives of trained navigators from the field. *J Cancer Educ*. 2011 Mar;26(1):111-20. doi: 10.1007/s13187-010-0122-x. PubMed PMID: 20407860; PubMed Central PMCID: PMC3647146.

Fiscella K, Ransom S, Jean-Pierre P, Cella D, Stein K, Bauer JE, Crane-Okada R, Gentry S, Canosa R, Smith T, Sellers J, Jankowski E, Walsh K. Patient-reported outcome measures suitable to assessment of patient navigation. *Cancer*. 2011 Aug;117(15 Suppl):3603-17. doi: 10.1002/cncr.26260. Review. PubMed PMID: 21780095; PubMed Central PMCID: PMC4407470.

**Appendix
Table 1**

Values for Scoring Method 1

Score	Approximate Satisfaction	Approximate SD
0	-3.31	0.55
1	-3.09	0.51
2	-2.88	0.47
3	-2.7	0.44
4	-2.54	0.41
5	-2.4	0.39
6	-2.26	0.37
7	-2.14	0.35
8	-2.03	0.34
9	-1.92	0.33
10	-1.82	0.32
11	-1.73	0.31
12	-1.64	0.3
13	-1.55	0.29
14	-1.47	0.28
15	-1.39	0.28
16	-1.32	0.27
17	-1.25	0.27
18	-1.17	0.26
19	-1.11	0.26
20	-1.04	0.25
21	-0.97	0.25
22	-0.91	0.25
23	-0.85	0.24
24	-0.79	0.24
25	-0.72	0.24
26	-0.67	0.24
27	-0.61	0.23
28	-0.55	0.23
29	-0.49	0.23
30	-0.44	0.23
31	-0.38	0.23
32	-0.32	0.23
33	-0.27	0.23
34	-0.22	0.22
35	-0.16	0.22
36	-0.11	0.22

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Score	Approximate Satisfaction	Approximate SD
37	-0.05	0.22
38	0	0.22
39	0.06	0.22
40	0.11	0.22
41	0.16	0.22
42	0.22	0.22
43	0.27	0.22
44	0.33	0.22
45	0.38	0.22
46	0.44	0.22
47	0.49	0.23
48	0.55	0.23
49	0.61	0.23
50	0.67	0.23
51	0.72	0.23
52	0.78	0.23
53	0.84	0.23
54	0.9	0.24
55	0.97	0.24
56	1.03	0.24
57	1.09	0.24
58	1.16	0.25
59	1.23	0.25
60	1.3	0.25
61	1.37	0.26
62	1.45	0.26
63	1.52	0.27
64	1.6	0.27
65	1.69	0.28
66	1.77	0.28
67	1.86	0.29
68	1.96	0.3
69	2.06	0.31
70	2.17	0.32
71	2.28	0.33
72	2.4	0.34
73	2.54	0.35
74	2.68	0.37
75	2.84	0.38

Score	Approximate Satisfaction	Approximate SD
76	3.02	0.39
77	3.22	0.39
78	3.43	0.37

Table 1 Citation: Carle AC, Jean-Pierre P, Winters P, Valverde P, Wells K, Simon M, Raich P, Patierno S, Katz M, Freund KM, Dudley D, Fiscella K. Psychometric evaluation of the patient satisfaction with logistical aspects of navigation (PSN-L) scale using item response theory. *Med Care.* 2014 Apr;52(4):354-61.

Patient Satisfaction with Logistical Aspects of Navigation Scale (PSN-L) Spanish

Encuesta Sobre La Satisfacción Con Su Navegador

Las siguientes preguntas son sobre problemas que puede haber tenido que enfrentar para obtener el cuidado médico desde el momento en que le dijeron sobre el [nombre del evento/condición médica]. Su navegador, [nombre del navegador], puede haber intentado ayudarlo con estos problemas. Comenzaré por leerle las oraciones. Para cada problema, indique si estuvo satisfecho (muy contento), un poco satisfecho (bastante contento), o nada satisfecho (para nada contento) con la ayuda recibida por parte de su navegador, [nombre del navegador]. Algunas cosas no corresponden en su caso. Si le pregunto algo que nunca fue un problema para usted, avíseme y lo omitimos.

	Muy satisfecho(a)	Un poco satisfecho(a)	No satisfecho(a)	Sin problemas N/A	No sé	Rehusa contestar
1. hacer citas médicas	3	2	1	0	97	98
2. entender lo que se le estaba diciendo que hiciera acerca de su cuidado de salud	3	2	1	0	97	98
3. obtener resultados de las pruebas que se le hicieron	3	2	1	0	97	98
4. manejar los problemas económicos relacionados con la obtención de los cuidados que usted necesita	3	2	1	0	97	98
5. conseguir transporte al consultorio médico	3	2	1	0	97	98
6. sentirse menos abrumado(a) con los asuntos de su salud	3	2	1	0	97	98
7. darle apoyo emocional	3	2	1	0	97	98
8. alentarle a que hable con su médico sobre sus preocupaciones	3	2	1	0	97	98
9. manejar los miedos relacionados con sus asuntos de salud	3	2	1	0	97	98
10. obtener la información sobre la salud que usted necesita	3	2	1	0	97	98
11. hacerle que participe más en las decisiones acerca de sus cuidados de la salud	3	2	1	0	97	98
12. manejar problemas personales relacionados con su salud	3	2	1	0	97	98
13. manejar asuntos del trabajo o de su empleador relacionados con los cuidados de la salud	3	2	1	0	97	98
14. entender las pruebas médicas que se le hicieron	3	2	1	0	97	98
15. entender los asuntos sobre su salud	3	2	1	0	97	98
16. saber a quién llamar cuando tenía una pregunta	3	2	1	0	97	98
17. conocer los servicios de la comunidad que están disponibles para usted	3	2	1	0	97	98
18. manejar asuntos relacionados con la vivienda o con el propietario.	3	2	1	0	97	98

	Muy satisfe cho(a)	Un poco satisfe cho(a)	No satisfe cho(a)	Sin proble mas N/A	No sé	Rehus a contes - tar
19. manejar el papeleo	3	2	1	0	97	98
20. entender las cartas, los informes y los materiales de educación sobre la salud	3	2	1	0	97	98
21. conseguir los servicios comunitarios para los que es elegible	3	2	1	0	97	98
22. conseguir un servicio de cuidado de niños o de ancianos para que usted pudiera asistir a sus citas médicas	3	2	1	0	97	98
23. manejar los asuntos del seguro médico	3	2	1	0	97	98
24. incluir a los miembros de la familia en los cuidados que usted recibió	3	2	1	0	97	98
25. tratar con médicos, enfermeros y otros trabajadores de la salud que no hablan su idioma	3	2	1	0	97	98
26. superar barreras relacionadas con una discapacidad física	3	2	1	0	97	98

Satisfaction with the Interpersonal Relationship with the Navigator (PSN-I-SP)

Yo pienso que mi Navegante [o inserte el nombre]	En complet o desacuerdo	En desacuerdo	Indeciso	De acuerdo	Complet a-mente de acuerdo	No sé	Rehusa contesta r
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1. es alguien con quien se puede hablar fácilmente	1	2	3	4	5	97	98
2. escucha mis problemas	1	2	3	4	5	97	98
3. es fiable	1	2	3	4	5	97	98
4. es fácilmente accesible	1	2	3	4	5	97	98
5. se interesa por mí personalmente	1	2	3	4	5	97	98
6. es cortés y respetuoso(a) conmigo	1	2	3	4	5	97	98
7. me da suficiente tiempo	1	2	3	4	5	97	98
8. averigua los asuntos importantes del cuidado de mi salud	1	2	3	4	5	97	98
9. me hace sentir cómodo(a)	1	2	3	4	5	97	98
10. respetuoso de mi herencia cultural	1	2	3	4	5	97	98

Citation:

Jean-Pierre P, Fiscella K, Winters PC, Paskett E, Wells K, Battaglia T; Patient Navigation Research Program Group. Cross-cultural validation of a Patient Satisfaction with Interpersonal Relationship with Navigator measure: a multi-site patient navigation research study. *Psychooncology*. 2012 Dec;21(12):1309-15.