

## Patient Experience of Integrated Care Scale (PEICS)

Participant number:

Date:

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Hi,

I am going to ask you 13 questions with a choice of answers. You can give me the answer that you think that best fits your experience. Please don't hesitate to tell me if you have any questions.

*Thinking back about the care you received in the past 6 months...*

### 1. Have all your needs been assessed by health and social care professionals?

- (4)  All of my needs have been assessed
- (3)  Most of my needs have been assessed
- (2)  Some of my needs have been assessed
- (1)  Few of my needs have been assessed
- (0)  None of my needs have been assessed

### 2. Were you involved as much as you wanted to be in decisions about your care and support?

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**3. Was your family or carer involved in decisions about your care and support as much as you wanted them to be?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never
- (X)  I have no family or carer available to be involved
- (X)  I don't want or I don't need family or a carer to be involved in decisions about my care and support

**4. Did health and social care professionals tell you what would happen next in your care?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**5. Have you received the care or treatment that health and social care professionals had planned with you?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**6. Has your health care been reviewed by health and social care professionals as you think it should be?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**7. Did you know who to contact if you had questions about your condition or treatment?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

*Thinking back about the care you received in the past 6 months...*

**8. Did the different people treating and caring for you work well together to give you the best possible care and support?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**9. As much as possible, did health and social care professionals help you live the life you want?**

- (4)  Totally
- (3)  A lot
- (2)  Moderately
- (1)  A little
- (0)  Hardly at all

**10. Have health and social care professionals given you information about other services that are available to someone in your situation, including support organizations?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**11. Was the information provided to you in a way that you could understand?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**12. Have you been able to contact a health and social care professional when you have more questions or would like to discuss options?**

- (4)  Always
- (3)  Usually
- (2)  Sometimes
- (1)  Rarely
- (0)  Never

**13. If you still needed contact with previous health and social care professionals, is it possible for you to get in touch with them?**

- (4)  Always  
(3)  Usually  
(2)  Sometimes  
(1)  Rarely  
(0)  Never

**Thank you, your participation is greatly appreciated. The information you provide is very important to us.**

**Score calculation**

The instrument uses a 5-point Likert scale ranging from 0 (negative experience) to 4 (positive experience).

The total score is the sum of all the questions.

The possible score on the scale ranges from 0 to 52, 0 meaning a very poor experience of integrated care, and 52 meaning an excellent experience of integrated care.

In item #3, determine whether the answer is a missing value.

- If there is no missing value, the Picker's total score is equal to the sum of the values (e.g. 22).
- If there is a missing value in question #3, a rule of three must be performed to bring the score back to a total of 52.

Example:

22 / 48 (total with the missing value)

→ X / 52 (total without the missing value)

$$X = 22 \times 52 \div 48 = 23,8$$

**Score:**

**Reference**

Joober H, Chouinard MC, King J, Lambert M, Hudon É, Hudon C. The Patient Experience of Integrated Care Scale: A Validation Study among Patients with Chronic Conditions Seen in Primary Care. *Int J Integr Care*. 2018 Oct 12;18(4):1. doi: 10.5334/ijic.4163. <https://ijic.org/articles/10.5334/ijic.4163>