Measure # 6: Client Perception of Coordination Questionnaire (CPCQ)

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**Client Perception of Coordination Questionnaire (CPCQ)**

The following instrument items were identified by contacting the measure developer. Item content abbreviation is available in the following article: McGuiness C, Sibthorpe B. Development and initial validation of a measure of coordination of health care. Int J Qual Health Care 2003; 15(4):309-18.

1. How often did you get the services you thought you needed?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always

2. How often did you have to wait too long to obtain a service/appointment?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always

3. How often was it difficult to get transport to services?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always

4. In the past 3 months, how often did you seem to receive the medicines you thought you needed?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always  □ Not Applicable

5. How often did providers seem to be unnecessarily repeating tests or assessments?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always  □ Not Applicable

6. How often were results of tests or assessments discussed with you, e.g. blood tests?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always  □ Not Applicable

7. In the past 3 months, how often did you feel the care you received was well coordinated?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always

8. How often were you happy with the quality of care you received?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always

9. How often were you confused about the roles of different service providers?
   - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always

10. In the past 3 months, how often have service providers responded appropriately to changes in your needs?
    - □ Never  □ Rarely  □ Sometimes  □ Mostly  □ Always  □ Not Applicable
11. How often did you seem to get conflicting advice from service providers?

- Never
- Rarely
- Sometimes
- Mostly
- Always

12. In the past 3 months, how often have you felt like complaining about any of your care?

- Never
- Rarely
- Sometimes
- Mostly
- Always

13. How often did you feel you understood your conditions?

- Not at all Well
- Fairly Well
- Very Well

14. How often did you feel you could cope with life?

- Not at all Well
- Fairly Well
- Very Well

15. Overall, how satisfied are you with the care you have received in the past 3 months?

- Very Dissatisfied
- Moderately Dissatisfied
- Neutral
- Moderately Satisfied
- Very Satisfied

Questions 16 to 19 relate to the care you have received from your General Practitioner in the past 3 months.

16. How often did you and your GP agree about your care needs?

- Never
- Rarely
- Sometimes
- Mostly
- Always

17. How often did your GP seem to be communicating with your other providers?

- Never
- Rarely
- Sometimes
- Mostly
- Always

18. How often did your GP involve you when making decisions about your care?

- Never
- Rarely
- Sometimes
- Mostly
- Always

19. How often does your GP talk with you about your future care?

- Never
- Rarely
- Sometimes
- Mostly
- Always

20. How important is it to you to be involved in decisions with your GP about your care?

- Not at all Important
- Somewhat Important
- Very Important

21. Do you currently have a “Case Manager”? (A Case Manager is a type of service provider.)

Yes. Go to 24
No. Go to next question

22. Is your GP the only service provider you have seen in the past three months?

Yes. Go to 24
23. Nominate one service provider, other than your GP, whom you have seen in the past three months.
   □ Specialist
   □ Nurse
   □ Home and Community Care
   □ Social Worker
   □ Other Specify: ________________________________

Questions 24 to 28 relate to the care you have received from your case manager or the service provider that you have just nominated, in the past 3 months.

24. How often did you and that service provider agree about your care needs?
   □ Never □ Rarely □ Sometimes □ Mostly □ Always

25. How often did that service provider seem to be communicating with your other providers?
   □ Never □ Rarely □ Sometimes □ Mostly □ Always

26. How often did that service provider involve you when making decisions about your care?
   □ Never □ Rarely □ Sometimes □ Mostly □ Always

27. How often does that service provider talk with you about your future care?
   □ Never □ Rarely □ Sometimes □ Mostly □ Always

28. How important is it to you to be involved in decisions with that service provider about your care?
   □ Not at all Important □ Somewhat Important □ Very Important

Questions 29 to 31 relate to carers. By ‘carer’ we mean someone you rely on to help with daily life, but is not paid to do so – i.e., a friend or relative.

29. Who are your carers?
   □ No carer
   □ Spouse
   □ Parent
   □ Daughter
   □ Son
   □ Other relative
   □ Friend
   □ Neighbour
   □ Other Specify: ________________________________
30. In the past 3 months, how often was your **main carer** involved in making decisions about your care?

- □ Never
- □ Rarely
- □ Sometimes
- □ Mostly
- □ Always

31. In the past 3 months, how often do you think your **main carer** was satisfied with the care you received?

- □ Never
- □ Rarely
- □ Sometimes
- □ Mostly
- □ Always