

Calculating summary scores for the FS-ICU 24R

Three summary scores can be derived from the *FS-ICU 24R* questionnaire. The *satisfaction with care* summary score is derived from the questions numbered 1 through 14 (which consists of 16 questions because question 2 has parts a, b and c). The *satisfaction with decision making* summary score is derived from questions 15 through 24 (10 questions). The *overall satisfaction* score is derived from questions 1 through 24 (26 questions). The following 4 steps can be used to calculate the three summary scores.

- STEP 1:** Verify all questions are coded as integers from 1 (worst) to 5 (best); any other responses should be corrected or set to missing.
- STEP 2:** For each of the three summary scores, calculate the average of the responses for the questions belonging to that summary score (see above).
- STEP 3:** Set summary scores to missing if more than 30% of the items contributing to the score are missing. Specifically, *Satisfaction with care* is set to missing if 5 or more questions are missing, *satisfaction with decision making* is set to missing if 4 or more questions are missing, and the *overall satisfaction* score is set to missing if 8 or more of the 26 questions are missing.
- STEP 4:** Rescale the summary scores from 1 through 5 to 0 through 100 by subtracting 1 from the scores (so they can range from 0 to 4) and then multiplying each score by 25.