Calculating summary scores for the FS-ICU 24

The *FS-ICU 24* questionnaire can be summarized by an **overall satisfaction** score, a **satisfaction with care** subscale score and a **satisfaction with decision making** subscale score. The **satisfaction with care** subscale score is derived from the 14 questions under the heading "PART 1: SATISFACTION WITH CARE." The **satisfaction with decision making** subscale score is derived from the first 10 questions under the heading "PART 2: FAMILY SATISFACTION WITH DECISION-MAKING IN CRITICALLY ILL PATIENTS." The **overall satisfaction** score is derived from the 24 items contributing to its two subscales. Follow the 3 steps below to calculate the 3 aforementioned summary scores.

STEP 1: Verify that all questions have valid response values. Integers from 1 to 5 are valid responses for all questions except question 10 from PART 2 which should only be coded as 1 or 2. Any other response values should be corrected or treated as missing so they are not used in the calculation of the scores.

STEP 2: Rescale all questions so 0 is worst and 100 is best. For each question (X) make a new variable (Y) where 0 is least satisfied and 100 is most satisfied using the formulae from the following table. Verify all rescaled variables range from 0 to 100.

Rescale formula	Apply to questions
$Y=(5-X)*25$	1 to 13 from PART 1 and 1 to 6 from PART 2
$Y=(X-1)*25$	14 from PART 1 and 7 to 9 from PART 2
$Y=(X-1)*100$	10 from PART 2

STEP 3: Calculate summary scores from rescaled questions. The summary scores are simply the average values of the non-missing rescaled questions contributing to the given subscale or overall score. If more than 30% of the questions are missing for a given subject then the corresponding score should be considered missing. All 3 summary scales range from 0 (least satisfied) to 100 (most satisfied).

Summary score	Contributing questions	Set to missing if
Satisfaction with care	PART 1: questions 1 to 14	5 or more questions missing
Satisfaction with decision making	PART 2: questions 1 to 10	4 or more questions missing
Overall satisfaction	All 24 questions from both subscales	8 or more questions missing