Author's response to reviews

Title: Composite scores as an alternative to global ratings in patient experience surveys; a comparison of four methods

Authors:

Maarten Krol (m.krol@nivel.nl)
Dolf de Boer (d.deboer@nivel.nl)
Jany Rademakers (j.rademakers@nivel.nl)
Diana Delnoij (ddelnoij@cvz.nl)

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Author's response to reviews: see over
Dear sir/madam,

Please find attached our manuscript on the use of composite measures as an alternative to a global rating for summarizing patient experiences. This is a revision, as requested by the editorial office on May 17, 2013.

First of all, I would like to offer you my sincere apologies for the omissions in the first draft of the manuscript, as observed in your request. I think I have been bit too eager to submit the paper to the journal. I hope the revised submission includes all components missing in the first submission:

1) A title page has been added to the manuscript, including the authors’ affiliations and contact details of the corresponding author.
2) The author’s contributions have been added at the end of the manuscript.
3) A statement of the competing interests (none) was also added.
4) The Background section of the abstract has been expanded. Indeed, this section was previously too limited.

As you may be aware, a global rating of healthcare by patients is a popular way of easily summarizing patients’ experiences. These summary scores can be used for comparing healthcare provider performance and provider rankings.

In this manuscript, we have constructed a number of composite scores from actual patient experiences and compared them to the global rating. In doing so, we have assessed the psychometric properties and validity of both methods.

Although composite scores have been used for summarizing clinical indicators, this is the first time (as far as we are aware) that they have been used to summarize patient experiences. This research process and our findings are presented in the manuscript.

The following authors have contributed to the manuscript:

Maarten W. Krol, M.Sc.
Netherlands Institute for Health Services Research (NIVEL); www.nivel.nl

Dolf de Boer, Ph.D.
Netherlands Institute for Health Services Research (NIVEL)

Jany J.D.J.M. Rademakers, Ph.D.
Netherlands Institute for Health Services Research (NIVEL)

Diana M. Delnoij, Ph.D., professor of Transparency in care from the patients' perspective
TRANZO (Tilburg University) / Institute for Quality in Health Care

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Data was collected in a nationwide survey on the experiences of patients with nursing home care. A
professional association of nursing homes in the Netherlands (ActiZ) granted us access to this data, unconditionally and free of charge, for the purposes of the manuscript.

We look forward to hearing from you.

Yours sincerely,

Maarten Krol
NIVEL