Relationship-based care

Whole-person knowledge

These next questions are about the care you get from your usual family doctor or nurse practitioner (herein referred to as a nurse) at this place…
1) How well does your family doctor or nurse seem to know about your whole medical history?
2) Does your family doctor or nurse seem to know about what worries you most about your health?
3) Does your family doctor or nurse seem to know about your responsibilities at work or home?
4) Does your family doctor or nurse seem to know about your personal values?

Each of these 4 questions have the following potential responses:
1 Hardly at all
2 A little
3 Moderately
4 A lot
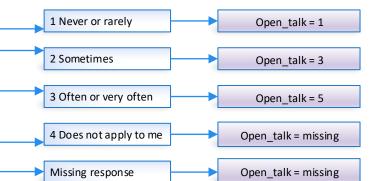5 Totally

If at least 3 of these questions are answered,
Whole_person_knowledge = mean of the non-missing items

If < 3 of these questions are answered,
Whole_person_knowledge = missing

Open talk

These next question is about the care you get from your usual family doctor or nurse practitioner (herein referred to as a nurse) at this place…
How often does your family doctor or nurse seem open to talking about sensitive issues for example grief, mental health problems or abuse experiences?

Response	Value
1 Never or rarely	Open_talk = 1
2 Sometimes	Open_talk = 3
3 Often or very often	Open_talk = 5
4 Does not apply to me	Open_talk = missing
Missing response	Open_talk = missing

Relationship_base_score created from Whole_person_knowledge and Open_talk as follows:
If both non-missing, Relationship_base_score = mean of Whole_person_knowledge and Open_talk
Else if Whole_person_knowledge non-missing and Open_talk missing, Relationship_base_score = Whole_person_knowledge
(Otherwise, Relationship_base_score = missing)
Relationship_base_score, when non-missing, has the potential range of 1 to 5

Elicitation

These next questions are about the care you get from your usual family doctor or nurse practitioner (herein referred to as a nurse) at this place…
1) How good was the family doctor or nurse at giving you enough time?
2) How good was the family doctor or nurse at listening to you?

Each of these 2 questions has the following potential responses:
1 Very poor
2 Poor
3 Fair – neither good nor poor
4 Good
5 Very good

Elicitation_adjustment created as follows:
If responses to both questions are Very Poor to Fair, Elicitation_adjustment = -1

If responses to both questions are Very Good, Elicitation_adjustment = +1

For all other combinations of responses (including missing), Elicitation_adjustment = 0

Relationship-based_care = Relationship_base_score + Elicitation_adjustment

Normalize to a 1 – 10 scale: Relationship-based_care_N = (((Relationship-based_care) / 6) * 9) + 1