Development and validation of the Person-Centeredness of Research Scale

Consuelo H Wilkins*,†,1,2,3, Victoria Villalta-Gil‡,1, Mckenzie M Houston1, Yvonne Joosten2, Alan Richmond4, Yolanda C Vaughn5, Sarah C Stallings1,2 & Kenneth A Wallston2,6

1Meharry-Vanderbilt Alliance, Vanderbilt University Medical Center. 37208, Nashville, TN, USA
2Department of Medicine. Vanderbilt University Medical Center, 37232, Nashville, TN, USA
3Meharry Medical College, 37208, Nashville, TN, USA
4Community Campus Partners for Health, 27605, Raleigh, NC, USA
5Neighborhoods Resource Center, 37228, Nashville, TN, USA
6School of Nursing, Vanderbilt University, 37232, Nashville, TN, USA

*Author for correspondence: consuelo.h.wilkins@Meharry-Vanderbilt.org
†Authors contributed equally

Aim: Person-centeredness shifts the focus of healthcare and research to the needs and priorities of patients and communities, and may improve health outcomes. There are no instruments available, however, with which we can assess the degree to which research is indeed person-centered. Our aim was to develop and validate a quantitative instrument to rate person-centeredness of research. Materials & methods: Scale development and validation entailed a multistep approach that led to the seven-item Person Centeredness of Research Scale (PCoR Scale) that uses a 5-point Likert rating scale. The scale was validated using ratings of the Patient-Centered Outcomes Research Institute-funded research abstracts or abstracts submitted to a translational science meeting. Results: Psychometric properties of the PCoR Scale showed high internal consistency (α = 0.96). All seven items were highly correlated with the total score (rs range from 0.63 to 0.90). An exploratory factor analysis demonstrated that all of the items loaded on a single factor, explaining 80% of the variance. The Patient-Centered Outcomes Research Institute-funded research abstracts had a mean PCoR Scale score of 6.52 (±8.01) that was significantly higher than the abstracts submitted to the translational science meeting (-2.56 (±9.18); t = 8.09; p < 0.0001). Inter-rater reliability in the validation of the revised instrument was high (Intraclass Correlation Coefficient [ICC]group1 = 0.89; ICC[group2] = 0.95). Conclusion: This brief, quantitative rating scale is the first to assess the main constructs that describe person-centeredness of research products. The PCoR Scale can be used to assess person-centeredness in research products; for example, by funders evaluating proposals, data networks evaluating data requests or researchers evaluating their research designs.

First draft submitted: 24 May 2018; Accepted for publication: 14 September 2018; Published online: 9 November 2018

Keywords: patient-centered • person-centered • research • scale development • scale validation

The term ‘patient-centered’ was introduced in the mid-1980s [1] and gained increasing recognition in the 1990s in an effort to define healthcare delivery organized around patients rather than providers and health systems [2]. The number of publications focused on ‘patient-centered care’ has increased exponentially since then and the term has evolved to emphasize patient preferences, needs and values [3–7]. Person-centered is often used interchangeably with patient-centered, but it adds nuances to its meaning [8,9]. Person-centered defines approaches to delivering care centered on the individual independent of the clinical setting [10] and it also signifies the person is an active partner in healthcare processes [9], as well as considering the individual as a whole (person) rather than as a temporary role (e.g., client, participant, resident, patient) [11].

Recently, patient-centeredness has been described as one of the primary goals the US healthcare system should address to improve its quality [12–14]. While this is a relevant goal, advances in healthcare delivery build on discoveries
in health research. For healthcare delivery to include patient-centered principles, those principles must be applied across the continuum of healthcare delivery, including effective application in research.

Initiatives aimed to promote and facilitate the implementation of patient-centered principles in research [15] have been twofold: allow patients and other stakeholders to assess the value of healthcare options to accelerate the translation of research into practice [16–19]; and allow the public to fund research that matters to persons and their caregivers. While different tools have been developed to assess the extent to which a healthcare service or intervention is patient-centered [21–23], no such tools exist to assess patient-centered principles in research. A survey assessing research participants’ perceptions of how to improve future research is available [24], but no instruments have been developed to measure the extent of patient-centeredness (or person-centeredness) of proposed research studies or research study products, such as reports, abstracts or publications.

This study fills the need for a quantitative tool to assess the extent of person-centeredness of research products. The PCoR Scale, will allow researchers, health professionals, funders, healthcare consumers, policy makers and other stakeholders to compare and assess person-centeredness in a variety of research products.

Materials & methods
This methodological study used a multistep process to develop and validate the Person-Centeredness of Research Scale (PCoR Scale). These steps included: generation of possible items for the scale; a pilot study of the initial item pool; refinement of the initial version of the scale and establishing the initial psychometric properties of the instrument. The original focus of the instrument was on patient-centeredness; however, after the pilot study, the focus changed to person-centeredness to encompass the needs, preferences and priorities of persons outside the clinical setting.

Step 1: item generation
The first step in the development of an instrument aimed at assessing patient-centeredness of research products was to create a set of questions relevant to the construct to be assessed based upon a conceptual framework.

A review of the literature for instruments and tools to assess patient-centeredness of research (conducted in June 2014) produced no results. The literature review found several conceptual frameworks focused on patient-centered care [25], which informed the generation of items; however, the instruments measuring patient-centered care were of limited value because they focused on care delivery, not research. Item generation was guided by the Patient-Centered Outcomes Research Institute (PCORI) Engagement Rubric [25] that establishes principles for engagement in patient-centered research and provides guidance on how to engage patients, families and other stakeholders in research. Key concepts from the literature review were a focus on the values, needs and preferences of patients and families. The initial set of items included 17 questions, some of which followed definitions of key terms. A panel of academic researchers and community stakeholders (nonacademics) experienced in research refined the items and narrowed the pool to 11 items, each of which were to be rated using a 4-point ordinal rating scale ranging from ‘No, completely’ (1 point) to ‘Yes, completely’ (4 points). (See Table 1 for this initial version of the scale.)

Step 2: pilot study
This initial version of the scale was then used to rate 60 research abstracts (see Supplementary Table 1 for abstract titles) including 30 from PCORI-funded research and 30 abstracts submitted to the Association for Clinical and Translational Science 2015 Annual Conference. The hypothesis was that abstracts of PCORI-funded research would have higher ratings on patient-centeredness than the abstracts submitted to the translational science meeting. A total of 17 raters who were blinded to the origin of the abstracts used the initial version of the rating scale to assess the extent of patient-centeredness of the submitted abstracts. Of these raters, nine were patient and/or community stakeholders while the other eight raters were researchers based in academic institutions. Two raters assessed each abstract and each rater assessed either seven or eight abstracts, some from each conference. Raters were also asked for qualitative feedback on the items and the overall rating instrument.

Analysis of the pilot study data
The average rating across the two independent raters for each question for each of the 60 abstracts was computed, and the average item scores were summed over the 11 questions to get a total score for each abstract. Higher item and total scores indicated higher patient-centeredness. These average ratings for each question were used to conduct an exploratory principal component factor analysis to determine how many latent dimensions could
This page is discussing the development and validation of the PCoR scale, a tool for assessing patient-centeredness in research abstracts. The page explains the 11 questions included in the scale and the methodology used to validate it. The scale was designed to assess the patient-centeredness of research projects, particularly those funded by the Patient-Centered Outcomes Research Institute (PCORI). The page also describes the pilot study and results discussion, which involved a principal components factor analysis to determine the internal consistency of the rating scale using Cronbach’s alpha. The analysis was performed with SPSS version 25. The page includes a table showing counts of abstracts and a discussion on the reliability of the scale.
for the PCORI-funded research abstracts (M = 2.91; SD: 0.71) compared with those submitted to the translational science meeting (M = 2.13; SD: 0.89).

Table 1 shows the items of the scale and the abstracts’ counts by consistency of item ratings by the pairs of raters who judged the PCORI-funded abstracts. Although there was a fair amount of inter-rater inconsistency, four questions (#s 4, 5, 6 and 10) stand out as having the greatest amount of inter-rater unreliability (see the last column in Table 1).

Qualitative feedback from the raters recommended different wording for some of the questions and changing the rating scale from four response options to five options, thus allowing raters to indicate that an abstract was neither patient-centered nor not patient-centered on a given attribute. It was also recommended that the definitions of terms such as beliefs, attitudes, concerns and values be removed from the questions themselves and placed elsewhere, perhaps in the instructions for raters. It was also suggested that the scale be renamed to assess person-centeredness rather than patient-centeredness, emphasizing the need to consider preferences and values of individuals outside of the clinical setting.

The results of the pilot study suggest that the initial 11-item version of the PCoR Scale was a reliable, unidimensional scale. Yet, because we found that all 11 questions loaded into a single, highly internally consistent factor we recognized that it might be possible to reduce the scale to fewer items (see Step 3 section). We revised the scale’s title (to Person-Centeredness of Research Scale), changed the item wording to declarative statements instead of questions and conducted a validation study of this new, shorter version of the PCoR Scale.

**Step 3: refinement & validation of the seven-item version of the PCoR Scale**

To address feedback from the raters, each item in the revised PCoR Scale was changed to a 5-point Likert rating scale (from ‘Strongly disagree’ [-2] to ‘Strongly agree’ [+2], with ‘0’ indicating ‘Neither Agree nor Disagree.’ In addition, the total number of items was reduced from 11 to 7 by eliminating four items that showed the least consistency between raters in the pilot study. The total summed score for the new PCoR Scale could range from -14 to +14, with the higher scores indicating greater person-centeredness of the research product. This new PCoR Scale was then used to rate 40 of the same abstracts that had been rated in the pilot study. The number of abstracts to be rated was reduced by discarding those 20 abstracts that had consistently high or low patient-centeredness scores in the pilot study with a stringent goal of demonstrating that the revised scale could discriminate in the middle ground between extremes of high and low person-centeredness.

A total of 12 raters, all of whom had participated in the previous pilot study, used the new PCoR Scale to assess the extent of person-centeredness of the abstracts. Of these raters, seven were community stakeholders while the other five raters had academic affiliations. Two teams of six raters were randomly created and balanced based on their affiliation. Each rater assessed 20 abstracts and was blind to each abstract’s origin. Two different packets of abstracts were created (each packet containing a total of 20 abstracts from both sources), thus enabling us to increase the total number of abstracts assessed by the same team of raters. Each rater in each team received one packet of abstracts in a random order to control for order effects in the ratings. This design allowed assessment of inter-rater reliability within each team. Qualitative feedback on this version of the scale was also gathered. A principal components factor analysis was conducted to explore the number of latent factors underlying the PCoR Scale’s items. This was followed by an item analysis to compute the scale’s internal consistency (i.e., Cronbach’s $\alpha$). Intraclass correlation coefficients were computed to establish the inter-rater reliabilities of the judges in the validation study. A discriminant analysis was performed to confirm that the revised scale could successfully assign the abstracts to the appropriate group. We also compared the mean PCoR ratings of academic researchers versus community stakeholders, as well as between abstracts submitted to the two different types of research conferences.

**Validation of the new PCoR Scale: results & discussion**

Table 2 shows the mean scores of each item, their factor loadings and the correlation of each item with the total scale score. The items loaded on a single factor with an eigenvalue of 5.29, explaining a total of 75.63% of the variance. An item analysis showed high internal consistency (Cronbach’s $\alpha = 0.95$) for the seven items. Mean ratings (SD) for those abstracts funded by PCORI were 6.52 (8.01), compared with -2.56 (9.18) for those submitted to the translational science conference. The difference in mean PCoR ratings of the abstracts was highly significant ($t = 8.09; p < 0.0001$), larger than four-times its standard error. Discriminant analysis showed that the new version of the scale successfully classified 71.4% of the abstracts as belonging to the appropriate group. Inter-rater reliability was high, with an average intraclass correlation coefficient of 0.89 ($p < 0.001$) for one team of raters and 0.95
(p < 0.001) for the other team of raters. No differences were found (t = 0.247; p = 0.805) in the ratings of the PCORI-funded research abstracts made by community stakeholders (mean [SD] = 6.67 [8.36]) and raters with an academic affiliation (mean [SD] = 6.32 [7.63]). Differences were also not found (t = 0.517; p = 0.606) in the ratings of abstracts submitted to the translational science meeting between community stakeholders (mean [SD] = -2.18 [9.59]) and raters with an academic affiliation (mean [SD] = -3.11 [8.61]). All raters expressed satisfaction with this version of the PCoR Scale and had no more suggestions for changes.

**Discussion**

The results of this validation of the new PCoR Scale confirm that it is unidimensional, possess high levels of internal consistency and inter-rater reliability and discriminate well between research products that are hypothesized to differ on their person-centeredness. The PCoR Scale is the first validated quantitative scale to assess person-centeredness of research products. This 7-item scale allows an objective and structured assessment of the extent to which research reflects the needs, priorities and values of patients, families, individuals and communities that are the focus of the research. This instrument will help funding organizations, policy makers, researchers, patients, community organizations and other stakeholders objectively assess research products and will inform the healthcare community on the extent of person-centered approaches in research and the evolution of those methods over time. Importantly, the scale was validated using both academic-based researchers and community stakeholders as raters and there was no difference in ratings between these two groups. This result suggests that raters do not have to be credentialed to use this instrument.

In comparison to previous scales or questionnaires on patient- or person-centeredness, the PCoR Scale is explicitly designed to assess research, not healthcare service delivery. For instance, the Person-Centered Climate Questionnaire [20] explicitly assesses aspects of person-centeredness related to the setting of a clinical unit, and the Patient-Centered Inpatient Scale [21] assesses the extent of patient-centeredness of health delivery processes in acute care settings. Although the scales assessing patient-centeredness in healthcare are extremely valuable to improve healthcare delivery, none of the scales can be reliably used to assess person-centeredness of research.

One of the limitations of this study is the lack of concurrent validity assessment. The absence of other rating scales assessing the same (or similar) construct on research products did not allow us to assess the extent to which the PCoR Scale ratings correlate with other measures. Further research should include the assessment of other research products such as proposals, reports, presentations and publications to assess whether the psychometric properties observed when rating abstracts are similar to those other types of products. A second limitation is that the only type of research product examined in this article is abstracts submitted to research conferences. Another limitation is that both the pilot study of the initial version of the PCoR Scale and the validation study of the final version of the scale made use of the same set of research abstracts and also, to some extent, the same set of researchers.

| PCoR scale items                                                                 | Factor loadings | Mean (SD) | Pearson r |
|---------------------------------------------------------------------------------|----------------|-----------|-----------|
| 1. There is evidence that beliefs relevant to the population of interest or to patients/community members in general are included or addressed in the research. | 0.85           | 0.22 (1.62) | 0.85†     |
| 2. There is evidence that attitudes relevant to the population of interest or to patients/community members in general are included or addressed in the research. | 0.92           | 0.26 (1.61) | 0.92†     |
| 3. There is evidence that concerns relevant to the population of interest or to patients/community members in general are included or addressed in the research. | 0.90           | 0.59 (1.55) | 0.89†     |
| 4. Person/community-centered goals and/or outcomes are included or addressed in the research. | 0.89           | 0.61 (1.56) | 0.89†     |
| 5. Research priorities of interest to the patient/community are included or addressed in the research. | 0.86           | 0.50 (1.52) | 0.86†     |
| 6. The needs of the patient/community are included or addressed in the research. | 0.87           | 0.40 (1.56) | 0.87†     |
| 7. Individuals representing patients and/or communities are engaged in the research as stakeholders, advisors, consultants or team members (beyond serving as research participants or volunteers). | 0.78           | -0.18 (1.72) | 0.80†     |
| Total PCoR Score                                                               | N/A            | 2.41 (9.67) | N/A       |

†p < 0.001.
N/A: Non applicable; PCoR: Person Centeredness of Research; SD: Standard deviation.
**Conclusion**

Overall, the PCoR Scale provides a quantifiable measurement of the extent of person-centeredness of research products and has the potential to be used to assess person-centeredness in a wide variety of research products. Training in the use of the PCoR Scale can be accomplished in one short session, and despite being brief it allows the rating of seven aspects of person-centered research for a given product. The PCoR Scale fills an important gap in instruments to measure the person-centeredness of research and may help identify opportunities to make research, and ultimately healthcare, more person-centered.

**Summary points**

- Person-centered principles in research allow patients to assess the value of healthcare options to accelerate the translation of research into practice.
- Person-centered principles in research allow the public to fund research that matters to persons and their caregivers.
- There are no instruments available to assess the degree to which research is person-centered.
- The Person-Centeredness of Research (PCoR) Scale is brief.
- The PCoR Scale is the first to assess the main constructs that describe person-centeredness of research products.
- The PCoR Scale can be used to assess person-centeredness in research products.

**Supplementary data**

Supplementary Table 1 describes the title of the abstracts that were submitted to both the translational Science meeting (Association for Clinical and Translational Science) and were funded research by the Patient-Centered Outcomes Research Institute. Those in cursive were reviewed in both steps of the development of the scale and were those rated in the validation study of the final version of the Person-Centeredness of Research Scale.

To view the supplementary data that accompany this paper please visit the journal website at: www.futuremedicine.com/doi/full/10.2217/cer-2018-0046

**Author contributions**

CH Wilkins, KA Wallston and V Villalta-Gil interpreted the data and drafted the article. CH Wilkins, KA Wallston, Y Joosten, A Richmond and YC Vaughn were involved in the conception and design of the study. KA Wallston, SC Stallings, MM Houston and V Villalta-Gil were involved in the design of the study. MM Houston and SC Stallings collected the data. V Villalta-Gil and KA Wallston analyzed the data. KA Wallston and CH Wilkins provided the final approval of the version to be published. All the authors provided a critical revision of the article.

**Financial & competing interests disclosure**

This work was primarily supported by a research award from the Patient Centered Outcomes Research Institute: ME 1306-03342. The work was also supported by the National Institutes of Health under the following award numbers: U54-MD007593 and UL1-TR000445. The authors have no other relevant affiliations or financial involvement with any organization or entity with a financial interest in or financial conflict with the subject matter or materials discussed in the manuscript apart from those disclosed.

No writing assistance was utilized in the production of this manuscript.

**Ethical conduct of research**

The authors state that they have obtained appropriate institutional review board approval or have followed the principles outlined in the Declaration of Helsinki for all human or animal experimental investigations. In addition, for investigations involving human subjects, informed consent has been obtained from the participants involved.

**Open access**

This work is licensed under the Attribution-NonCommercial-NoDerivatives 4.0 Unported License. To view a copy of this license, visit http://creativecommons.org/licenses/by-nc-nd/4.0/
References

Papers of special note have been highlighted as: • of interest

1. McWhinney IR. Patient-centred and doctor-centred models of clinical decision-making [Internet]. In: Decision-Making in General Practice. Sheldon M, Brooke J, Rector A (Eds). MacMillan Education, London, UK, 31–46 (1985). https://doi.org/10.1007/978-1-349-07159-3_4

2. Sherer JL, Anderson HJ, Lumsdon K. Putting patients first. Hospitals work to define patient-centered care. Hospitals 67(3), 14–24, 26 (1993).

3. Rathert C, Wyrwich MD, Boren SA. Patient-centered care and outcomes: a systematic review of the literature. Med. Care Res. Rev. 70(4), 351–379 (2013).

4. Lewin SA, Skea ZC, Entwistle V, Zwarenstein M, Dick J. Interventions for providers to promote a patient-centred approach in clinical consultations. Cochrane Database Sys. Rev. (4), CD003267 (2001).

5. Mead N, Bower P. Patient-centred consultations and outcomes in primary care: a review of the literature. Patient Educ. Couns. 48(1), 51–61 (2002).

6. Dwamena F, Holmes-Rovner M, Gaulden CM et al. Interventions for providers to promote a patient-centred approach in clinical consultations. Cochrane Database Sys. Rev. 12, CD003267 (2012).

7. Stewart M, Brown JB, Weston WW, McWhinney IR, McWilliam CL. Patient-Centered Medicine: Transforming the Clinical Method (2nd Ed.). Radcliffe Medical Press, Abingdon, UK (2003).

8. WHO | WHO global strategy on people-centred and integrated health services. www.who.int/servicedeliverysafety/areas/people-centred-care/global-strategy/en/

9. Santana MJ, Manalili K, Jolley RJ, Zelinsky S, Quan H, Lu M. How to practice person-centred care: a conceptual framework. Health Expect. 21(2), 429–440 (2017).

10. Morgan S, Yoder L.H. A concept analysis of person-centered care. J. Holist. Nurs. 30(1), 6–15 (2012).

• Comprehensive review of person-centeredness.

11. Calisi R, Boyko S, Vendette A, Zagar A. What is person-centred care? A qualitative inquiry into oncology staff and patient and family experience of person-centred care. J. Med. Imaging Radiat. Sci. 47(4), 309–314 (2016).

12. Baker A. Crossing the quality chasm: a new health system for the 21st century. Br. Med. J. Lond. 323(7322), 1192 (2001).

• Outlines the need for person-centeredness to improve health system.

13. Squires D, Anderson C. U.S. Health Care from a Global Perspective. (2015). www.commonwealthfund.org/publications/issue-briefs/2015/oct/us-health-care-from-a-global-perspective

14. Berwick DM. A user's manual for the IOM's “Quality Chasm” report. Health Aff. Proj. Hope. 21(3), 80–90 (2002).

15. Frank L, Basch E, Selby JV, The Patient-Centered Outcomes Research Institute. The PCORI perspective on patient-centered outcomes research. JAMA 312(15), 1513–1514 (2014).

16. Crowley WF, Sherwood L, Salber P et al. Clinical research in the United States at a crossroads: proposal for a novel public-private partnership to establish a national clinical research enterprise. JAMA 301(9), 1120–1126 (2004).

17. Fleurence R, Selby JV, Odom-Walker K et al. How the Patient-Centered Outcomes Research Institute is engaging patients and others in shaping its research agenda. Health Aff. (Millwood). 32(2), 393–400 (2013).

18. Krumholz HM. Seeing through the eyes of patients: the Patient-Centered Outcomes Research Institute Funding Announcements. Ann. Intern. Med. 157(6), 446–447 (2012).

19. Pignone M. Challenges to implementing patient-centered research. Ann. Intern. Med. 157(6), 450–451 (2012).

20. Edvardsson D, Koch S, Nay R. Psychometric evaluation of the English language Person-Centered Climate Questionnaire – Patient Version. West. J. Nurs. Res. 31(2), 235–244 (2009).

21. Coyle J, Williams B. Valuing people as individuals: development of an instrument through a survey of person-centredness in secondary care. J. Adv. Nurs. 36(3), 450–459 (2001).

22. Suhonen R, Valimaki M, Leino-Kilpi H. Individualized care, quality of life and satisfaction with nursing care. J. Adv. Nurs. 50(3), 283–292 (2005).

23. Edvardsson D, Koch S, Nay R. Psychometric evaluation of the English language Person-Centered Climate Questionnaire – Patient Version. West. J. Nurs. Res. 31(2), 235–244 (2009).

24. Kost RG, Lee LM, Vessia J, Wesley RA, Henderson DK, Coller BS. Assessing participant-centered outcomes to improve clinical research. N. Engl. J. Med. 369(23), 2179–2181 (2013).

25. PCORI (Patient-Centered Outcomes Research Institute). PCORI Engagement Rubric (2015). www.pcori.org/sites/default/files/Engagement-Rubric.pdf
