Personal and Skilled Care Outcomes (PESO) Data Set

Description of Satisfaction Outcome Measures

The following table provides information about PESO outcome measures related to patient satisfaction with services. For each measure, the PESO data item from which the measure is computed is identified and a description of the measure is provided.

Outcome Measure	PESO Item	Outcome Measure Description
Overall Satisfaction with Care		
Always Satisfied with the Agency's Care	PS790	The percentage of patients who indicated that they were always satisfied with the care they received from the agency.
Would Definitely Refer Best Friend or Family Member	PS800	The percentage of patients who would definitely recommend the agency to their best friend or a close family member.