The patient's perception of care is an important indicator of healthcare quality, according to experts. The development of the Oncology Patients’ Perceptions of the Quality of Nursing Care Scale (OPPQNCS) was initiated to measure perceptions of patients with cancer of quality of nursing care. This scale was developed from a qualitative study-generated middle range theory to measure the quality of cancer nursing care from the patients’ perspective. The OPPQNCS comprises four subscales: responsiveness, individualization, coordination, and proficiency. Patients complete the OPPQNCS by ranking the frequency of nursing activities that represent care processes. The OPPQNCS holds promise for nurses who wish to monitor and improve the quality of patient-centered cancer nursing care and those who wish to investigate relations among care quality and healthcare system characteristics, patient characteristics, and nurse sensitive patient outcomes. Patients’ perceptions of nursing care have been measured using patient satisfaction scales, scales based on conceptualizations of care quality from professional nurses’ perspectives, and scales developed with some patient input. Although patient satisfaction frequently has served as a proxy for the quality of nursing care (McDaniel & Nash, 1990), this construct may be too narrow to fully reflect the quality of nursing care (Dozier, Kitzman, Ingersoll, Holmberg, & Schultz, 2001; Lin, 1996). The OPPQNCS was developed to adequately measure cancer nursing care quality from the patient’s perspective. The key points are:

- The OPPQNCS holds promise for nurses who wish to monitor and improve the quality of patient-centered cancer nursing care and those who wish to investigate relations among care quality and healthcare system characteristics, patient characteristics, and nurse sensitive patient outcomes.
- Psychometric properties indicated that both OPPQNCS forms adequately measure cancer nursing care quality from the patient’s perspective.
- The OPPQNCS was developed from a qualitative study-generated middle range theory to measure the quality of cancer nursing care from the patients’ perspective.
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Key Points...

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Background

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