

# FCCS Scale

Statements about nurses	Section A: How important is it for nurses to do this?					Section B: How consistently do nurses do this?				
	Not at all important		Very important			Not at all consistent		Very consistent		
1. Nurses help me feel welcomed.....	1	2	3	4	5	1	2	3	4	5
2. Nurses help me feel important in my child's care.....	1	2	3	4	5	1	2	3	4	5
3. Nurses treat me as a valued team member when planning my child's nursing care.....	1	2	3	4	5	1	2	3	4	5
4. Nurses give explanations about the nursing care they provide.	1	2	3	4	5	1	2	3	4	5
5. Nurses explain about changes I could expect in my child's condition.....	1	2	3	4	5	1	2	3	4	5
6. Nurses help my child to feel well-cared-for.....	1	2	3	4	5	1	2	3	4	5
7. Nurses help me to feel well-cared-for.....	1	2	3	4	5	1	2	3	4	5

FCCS scoring links the importance and consistency ratings in a single score based on the degree of “match” between parents’ importance and consistency ratings of each aspect of nursing care.

- A “match” between parent expectations and nursing care occurs if the consistency rating for an item is the same as the importance rating for that item (e.g., scored 1 on importance & 1 on consistency etc.) or is +1 the importance score (e.g., scored 1 on importance & 2 on consistency etc.).
- There was no match if any other combination of scores are present; for example, when the consistency rating is more than +1 the importance rating (e.g., 1

importance & 3 consistency etc.) or if the consistency score was lower than the importance score (e.g., 2 importance & 1 consistency, etc.).

- The number of “matches” are summed and divided by the total number of possible matches, then multiplied by 100, to compute a percent match score.