

Labels	Statements
Structure	
S1	I think the health care providers have functional equipment to provide complete chronic disease care
S2 +	I think this health facility has regular supply of medicines for the treatment of chronic diseases ^a
S3 -	I think this health facility does not have regular supply of medicines for the treatment of chronic diseases ^a
S4	The patients are able to get health care whenever they need it
Process	
P1	Health care providers are good about explaining the reason for medical tests
P2	Health care providers sometimes ignore what patients tell them
P3	Health care providers are professional in the conduct of their clinical duties
P4	Health care providers treat chronic disease patients in a very friendly and courteous manner
P5 +	Health care providers usually refer patients to the hospital when there is need for the doctor to review them ^a
P6 -	Health care providers do not refer patients to the hospital when there is need for the doctor to review them ^a
P7 +	When patients miss clinic appointment(s), the Community (volunteer) Health Workers visit their houses to ask why they did not come to the clinic ^a
P8 -	The Community (volunteer) Health Workers do not visit patients' houses when they miss clinic appointment(s) ^a
P9 +	Health care providers prepack patients' drugs the day before their clinic appointment(s) ^a
P10 -	Health care providers do not prepack patients' drugs the day before their clinic appointment(s) ^a
P11	When patients visit the clinic, the providers are careful to check everything when treating and examining them
P12 +	Health care providers usually spend plenty of time with patients
P13 -	Those who provide health care sometimes hurry too much when they treat patients
P14	Patients find it hard to get an appointment when they need it ^b
Outcome	
O1 +	I am satisfied with the quality of coherent integrated chronic disease care patients receive ^b
O2 -	I am dissatisfied with the quality of coherent integrated disease care patients receive ^b
O3	Sometimes health care providers make me wonder if their diagnosis is correct
O4	When patients come to receive health care, they have to wait for too long to access services ^b
O5	I have some doubts about the ability of the health care providers who treat the patients

^aPriority areas of the ICDM model in South Africa

^bPriority areas of the ICDM model in South Africa originally contained in the PSQ-18

+ sign indicates positive statements phrased in opposite directions

- sign indicates negative statements phrased in opposite directions