



*A Guide for Researchers and Clinicians*

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***USERS' MANUAL  
VERSION 1.0  
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**Copying**

Copying or altering any parts of the FACE-Q is not permitted.

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## 1. What is the FACE-Q?

The FACE-Q is a patient-reported outcome (PRO) instrument that measures the experience and outcomes of aesthetic facial procedures from the patient's perspective giving unprecedented insight into their satisfaction and health-related quality of life. Patients may complete the questionnaire preoperatively to provide a baseline measurement and/or postoperatively at any time point after their procedure. When evaluating patients, clinicians and researchers may wish to review the scores for each scale (0-100) and consider how these scores may have changed from previous visits (e.g. 'Has satisfaction decreased or increased?'). In general, trends over time are most important to individual patient care rather than an absolute score at any single time point.

The FACE-Q provides clinicians and researchers with the ability to tailor a version of the questionnaire to suit their needs. This tailored approach is possible because the FACE-Q is composed of over 40 scales that measure a range of concepts important to patients. More specifically, the FACE-Q measures the following 4 domains: Satisfaction with Facial Appearance, Health-Related Quality of Life, Adverse Effects, and Process of Care. Each domain has one or more independently functioning scales. Only the subset of scales most relevant to a specific research objective or clinical patient population need be administered.

Each FACE-Q scale is composed of a series of items (or questions) that evaluate one central concept. The questions that form each scale reflect a clinically relevant hierarchy. As an example, in the Satisfaction with Facial Appearance scale, items span a range from "How satisfied are you with how symmetric your face looks?" to "How satisfied are you with how your face looks under bright lights?" Patient responses to each item are graded on a four-point scale and then converted to a score on a scale from 0 to 100. For all FACE-Q scales, a higher score means greater satisfaction or better quality of life. There is no overall or total FACE-Q score, only total scores for each independent scale.

The FACE-Q conceptual framework was developed from extensive qualitative research with facial aesthetic patients, close examination of the research literature, and engagement of healthcare professionals working with facial rejuvenation patients. We followed internationally recommended guidelines for patient-reported outcome instrument development to ensure the FACE-Q meets requirements of regulatory bodies.

**Table 1:** Description of FACE-Q scales

<b>Appearance Appraisal Scales</b>	<b>Satisfaction With:</b>
	Facial appearance overall*: 10 Questions
	Skin: 12 Questions
	Nose: 10 Questions
	Nostrils: 5 Questions
	Lips: 10 Questions
	Forehead and eyebrows: 6 Questions
	Eyes: 7 Questions
	Eyelashes: 7 Questions
	Lower face and jawline: 5 Questions
	Chin: 10 Questions
	Cheekbones: 10 Questions
	Cheeks: 5 Questions
	<b>Appraisal of:</b>
	Lines Overall : 10 Questions
	Lines between Eyebrows: 7 Questions
	Lines Forehead - 7 Questions
	Lines Crow's feet: 7 Questions
	Lines Lip: 6 Questions
	Lines Marionette: 7 Questions
	Nasolabial folds: 5 Questions
	Upper eyelids: 7 Questions
	Lower eyelids: 7 Questions
Area Under Chin: 5 Questions	
Neck: 10 Questions	
<b>Quality of Life Scales*</b>	Psychological Function: 10 Questions
	Social Function: 8 Questions
	Age appraisal: 7 Questions
	Expectations Screening Scale: 8 Questions
	Appearance-related Distress Screening Scale: 8 Questions
	Recovery early life impact: 12 Questions
<b>Symptom Checklists for Treatment</b>	Recovery early symptoms: 17 Questions
	Skin: 10 Questions
	Forehead, scalp and eyebrows: 12 Questions
	Eyes: 6 Questions
	Nose: 4 Questions
	Lower face and neck: 15 Questions
	Lips: 8 Questions

<b>Process of Care Scales*</b>	Outcome: 6 Questions
	Decision: 6 Questions
	Surgeon: 10 Questions
	Medical Team: 10 Questions
	Office Staff: 10 Questions
<b>Response Scale(s)</b>	4-point Likert-like scales from 1 “Very dissatisfied” to 4 “Very satisfied”
	4-point Likert-like scales from 1 “Definitely disagree” to 4 “Definitely agree”
	4-point Likert-like scales from 1 “Not at All ” to 4 “Extremely”
<b>Mode of Administration</b>	Self-administered, paper and pencil
	Electronic in development
<b>Time for Completion</b>	Average of 3-7 minutes per scale
<b>Recall Period</b>	In the past week for all appearance appraisal and quality of life scales.
	Current for Adverse effects and Process of care scales

\*Relevant scales for all patients.

### 1.1. Appearance Appraisal Scales

**Satisfaction with facial appearance overall:** This scale measures the appearance of the entire face with items that ask about symmetry and proportion, as well as how the face looks in photos, bright lights, and at the end of the day.

**Satisfaction with skin:** This scale measures the appearance of facial skin (complexion) with items that ask about tone, radiance, and smoothness, as well as how you look when you first wake up and at the end of the day.

**Satisfaction with nose:** This scale measures the appearance of the nose with items that ask about size, length, and width, as well as how you look in profile and in photos.

**Satisfaction with nostrils:** This scale measures the appearance of nostrils with items that ask about size, shape, and how well-matched they look.

**Satisfaction with lips:** This scale measures the appearance of the upper and lower lips with items that ask about size, shape, and fullness, as well as how your lips suit your face and how nice they look when smiling.

**Satisfaction with forehead and eyebrows:** This scale measures the appearance of the forehead with items that ask about position and height of eyebrows, as well as how youthful and smooth your forehead looks.

**Satisfaction with eyes:** This scale measures the appearance of eyes with items that ask about how youthful, attractive, and open your eyes look as well as their shape.

**Satisfaction with eyelashes:** This scale measures the appearance of natural eyelashes with items that ask about fullness, length, and color, as well as how attractive and feminine your eyelashes make your eyes look.

**Satisfaction with lower face and jawline:** This scale measures the appearance of the lower face (lower cheeks and jawline) with items that ask about how prominent and sculpted your jawline looks.

**Satisfaction with chin:** This scale measures the appearance of the chin with items that ask about size, width, and shape as well as how your chin looks from every angle and in photos.

**Satisfaction with cheekbones:** This scale measures the appearance of cheekbones with items that ask about shape, contour, and symmetry as well as how attractive, high, and well-defined your cheekbones look.

**Satisfaction with cheeks:** This scale measures the appearance of cheeks (side of the face below cheekbones) with items that ask about fullness, symmetry, and attractiveness.

**Appraisal of lines overall:** This scale measures the appearance of lines on the entire face with items that ask about the lines you see in photos, under bright lights, when you smile or frown, and how old these lines make you look.

**Appraisal of lines between eyebrows:** This scale measures the appearance of lines between your eyebrows with items that ask about the lines you see when you frown, concentrate, or are relaxed, as well as how old or angry these lines make you look.

**Appraisal of lines – forehead:** This scale measures the appearance of horizontal forehead lines with items that ask about the quantity and deepness of the lines as well as how old or tired they make you look.

**Appraisal of lines- crow's feet:** This scale measures the appearance of crow's feet (lines at the outer corner of your eyes) with items that ask about the lines you see when you smile or squint as well as how old or tired they make you look.

**Appraisal of lines-lips:** This scale measures the appearance of lines around your lips with items that ask about the quantity and deepness of the lines as well as how old they make you look.

**Appraisal of lines-marionette:** This scale measures the appearance of marionette lines (lines that run downward from the corner of your lips to your chin) with items that ask about how old, tired, angry or sad they make you look.

**Appraisal of nasolabial folds:** This scale measures the appearance of nasolabial folds (deep lines that run downward from the sides of your nose) with items that ask about the lines you see when you are relaxed or smiling as well as how old they make you look.

**Appraisal of upper eyelids:** This scale measures the appearance of the upper eyelids with items that ask about how droopy, saggy, or heavy your eyelids are as well as how tired or old they make you look.

**Appraisal of lower eyelids:** This scale measures the appearance of the area under your eyes with items that ask about the bags and wrinkled skin located in this area as well as how tired or old these items make you look.

**Appraisal of area under chin:** This scale measures the appearance of the area under your chin with items that ask about loose and sagging skin as well as how your chin looks in profile.

**Appraisal of neck:** This scale measures the appearance of the neck with items that ask about hanging and sagging skin as well as how your neck looks in profile and in clothes.

## 1.2. Quality of Life Scales

**Psychological function:** This scale measures psychosocial function with items that ask about emotional health constructs such as happiness, believing in oneself, confident and being in control.

**Social function:** This scale measures social life with items that capture friendships, interactions with strangers, and first impressions.

**Age appraisal:** This scale measures how you feel about the age your face looks with items that ask about what you see when you look in the mirror and at photos.

**Expectations Screening Scale:** This scale measures how you feel your life will change after your cosmetic procedure.

**Appearance-related Distress Screening Scale:** This scale measures how you describe yourself with items that ask if you feel anxious, stressed, and unhappy.

**Recovery - early life impact:** This scale measures how you currently feel after your most recent surgery with items that ask about your ability to eat, drink, and sleep, as well as how you feel in social situations.

## 1.3. Symptom Checklists for Treatment

**Recovery – early symptoms:** This scale measures how you currently feel after your most recent surgery with items that ask about discomfort, swelling, itching, tingling, and pain.

**Skin:** This scale asks about problems you are currently experiencing related to your facial skin (complexion) with items that ask about redness, itching, burning, and skin tone.

**Forehead, scalp, and eyebrows:** This scale asks about problems you are currently experiencing related to your forehead, scalp, and eyebrows with items that ask about pain, tingling, hairline, and scars.

**Eyes:** This scale asks about problems you are currently experiencing related to your eyes with items that ask about irritation, dryness, and scars.

**Nose:** This scale asks about problems you are currently experiencing related to your nose with items that ask about tenderness, swelling, and difficulty breathing.

**Lower face and neck:** This scale asks about problems you are currently experiencing related to your lower face (cheeks) and neck with items that ask about irritation, swelling, bruising, and scars.

**Lips:** This scale asks about problems you are currently experiencing related to your lips with items that ask about asymmetry, swelling, and difficulty smiling or laughing.

#### 1.4. Process of Care Scales

**Satisfaction with outcome:** This scale measures a patient's satisfaction with the result of their most recent procedure.

**Satisfaction with decision:** This scale measures a patient's satisfaction with their decision to have their most recent procedure.

**Satisfaction with surgeon:** This scale measures a patient's satisfaction with the surgeon of their most recent procedure, and includes items regarding professionalism, respect, being comfortable, and listening.

**Satisfaction with information:** This scale measures a patient's satisfaction with information from the medical team, and includes items concerning the options presented, surgical process, potential complications, and recovery.

**Satisfaction with medical team:** This scale measures a patient's satisfaction with other members of the medical team, and asks about privacy, friendliness, attentiveness, and knowledge.

**Satisfaction with office staff:** This scale measures a patient's satisfaction with office staff, and includes items about staff being respectful, knowledgeable, thorough, caring, and welcoming.

## 2. How Specific Scales Are Used

It is important to note that patients do not need to complete all of the available FACE-Q scales in any given study or clinical encounter. Each scale is designed to function independently. Patients can thus be asked to complete a subset of scales relevant to their situation.

The FACE-Q scales that measure Health-related Quality of Life and Process of Care are relevant to all facial aesthetic patients, while FACE-Q scales that measure Satisfaction with Appearance and Adverse Effects are specific to facial areas (e.g, eyes, nose, cheeks). To help you, we have grouped scales according to different common aesthetic treatments (e.g., facelifts, blepharoplasty). You also have the ability to create your own custom combinations for your patients or research study. Below are examples of Satisfaction with Appearance and Adverse Effects scales that may be used in research for a few select aesthetic treatments.

For more information, please visit our website [www.face-q.org](http://www.face-q.org)

## 3. Administration of the FACE-Q

The FACE-Q scales are self-administered. Each scale takes only a few minutes to complete. Patients are given instructions in an introductory paragraph at the beginning of the questionnaire. The FACE-Q is available in paper and pencil format; an electronic version is in development.



To obtain the FACE-Q scales, Please visit our website [www.face-q.org](http://www.face-q.org) (Please see Conditions of Use) Click on 'Get the FACE-Q' and then 'Visit PROQOLID.' You will be directed to the PROQOLID site. Click on 'Conditions of use' and then scroll down to the bottom of the page and click on 'Download Instrument.' Please complete the user agreement and then you will be able to download the FACE-Q scales that you wish to use.

#### **4. Conditions of Use**

Memorial Sloan Kettering Cancer Center and the University of British Columbia hold the copyright of the FACE-Q and all its translations (past, on-going and future). To avoid any copyright infringement, a copyright notice shall be included on the original questionnaire and all its derivatives (including but not limited to translations) as follows:

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Use of the FACE-Q questionnaire requires completion of a User's agreement with MAPI Research Trust. Please contact MAPI trust at: [PROinformation@mapi-trust.org](mailto:PROinformation@mapi-trust.org) or via their website [http://www.proqolid.org/instruments/face\\_q\\_face\\_q](http://www.proqolid.org/instruments/face_q_face_q)

The use of the FACE-Q and its modules in non-profit academic research and in clinical care is **free of charge**.

The use of the FACE-Q by “for-profit” organizations is subject to a **fee per module per protocol**.

For questions regarding fees to be paid by ‘for-profit organizations’, please contact:

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Memorial Sloan Kettering Cancer Center  
1275 York Ave, New York, NY 10065  
[yaox@mskcc.org](mailto:yaox@mskcc.org)

For questions regarding study design and optimal use of FACE-Q scales, please see [www.face-q.org](http://www.face-q.org) or contact:

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#### **5. Scoring**

FACE-Q scales are easy to score. The scores are computed from the responses to the separate items that make up a scale by adding them together and converting the score to a scale from 0 to 100 using a score conversion table provided by our team. A higher final number indicates greater satisfaction, quality of life,

or better function. **There is no overall or total FACE-Q score, only scores for each independent scale.**

- a. Using Excel, enter the numerical value of the response selected for each question.
- b. Once all of your data has been entered into an excel template, sum the values within each scale and place that value in the last column of that row labeled ‘Sum.’
- c. For items missing data\*, insert the mean of the completed items into the total sum score. If less than 50% of the questions have been answered, then the scale cannot be scored.
- d. Using the score conversion table provided, locate your sum score and insert the equivalent rasch transformed score.

\*Missing data refers to responses where more than one answer choice was selected, non-applicable (N/A) was selected, or a question was skipped.

Note: The Symptom Checklists are not “scored,” but rather are used to keep track of post-operative symptoms and function.

## **6. Interpretation of Scores**

Determining the clinical meaning of FACE-Q scores and the smallest clinically significant differences are something our team is working on. Please feel free to contact us to ask for an update as our research findings are published.

## **7. Frequently Asked Questions**

*Do I need local ethics board (IRB) approval?*

If your intent is to collect FACE-Q data for research purposes, a local ethics board should review your methods, patient recruitment, consent and privacy. If you are administering the FACE-Q for audit or clinical care purposes, ethics board approval is generally not required. If in doubt, contact your local ethics board.

*Do I have to use all the scales?*

No, you do not have to use all scales. Patients can be asked to complete a subset of FACE- Q scales. It is not necessary for a patient to complete all of the scales as there is no overall or total FACE-Q score, but rather each scale is scored independently. A researcher or clinician may therefore select a subset of scales depending on the particular purpose of the study or use.

*Can I delete any items in the FACE-Q?*

No, you cannot delete any items or change the wording of the instructions, response options or items in a FACE-Q scale. Any modification to the content of the FACE-Q by deleting or changing an item within a scale is not acceptable. There are three main reasons why deleting or changing items is not allowed. The first is that doing so would nullify the psychometric properties of FACE-Q scales. The second reason is that by deleting or changing the instructions, response options or items, it would not be possible to score the FACE-Q and be able to compare findings with those of other FACE-Q studies. Finally, any changes to the FACE-Q are prohibited under copyright laws.

*Can I add any items to the FACE-Q?*

No, you cannot add any items to a FACE-Q scale. Any modification to the content of the FACE-Q by adding items to a scale is not acceptable. There are three main reasons why adding items is not acceptable. The first is that adding items to the FACE-Q would nullify the psychometric properties of FACE-Q scales. The second is that by adding items, the scale can no longer be scored, making it impossible to compare findings with those of other FACE-Q studies. Finally, altering the FACE-Q by adding items is prohibited under copyright laws. You may however ask any additional questions that you wish as long as they are separate from the FACE-Q scales. You can't consider these questions to be part of the FACE-Q. However, you cannot consider these questions to be part of the FACE-Q.

*Who helps patients to complete the questionnaire in clinic?*

The FACE-Q scales were designed for self-completion.

*Can I translate the FACE-Q into a new language?*

For translation of the FACE-Q scales contact PROQOLID. This organization will provide you with a current list of available languages of each module. If your preferred language is not available, the guidelines for linguistic validation and translation will be provided.

Visit the PROQOLID website: [http://www.proqolid.org/instruments/face\\_q\\_face\\_q](http://www.proqolid.org/instruments/face_q_face_q)

*Is there an electronic version I can use, or can I code a version for online administration with my patients?*

A validated electronic version of the FACE-Q may be developed in the future. Please contact the authors for more information.

*Are there specific time points when patients complete the scales?*

All FACE-Q scales measuring Appearance and most of our Health-Related Quality of Life scales can be used both pre- and post-procedure. The two FACE-Q screening scales (Expectations and Motivations & Psychological Distress) were designed for pre-procedure use. The scales measuring Adverse Effects and Process of Care are designed for use after a procedure. However, a researcher or clinician can decide the time points (pre and post-operatively) for administration of the scales based on their need.

*What should I do if the patient asks for clarification of a question?*

While completing the FACE-Q, some patients may ask for clarification of a particular question so that they can better understand and respond to it. You can help by rereading the question verbatim, but do not try to explain what the question means, rather suggest that the patient uses their own interpretation of the question. All patients should answer the questions based on their own understanding of the items.

*What should I do if the patient refuses to fill out the FACE-Q?*

Patients have the right to refuse to participate in the study. If the patient does not wish to complete the questionnaire, it is helpful to explain to the patient that FACE-Q data is being collected to provide their healthcare provider with a complete understanding of their health as it relates to their facial rejuvenation treatment. You can emphasize that the FACE-Q is quick and simple to complete.

*What should I do if the patient does not want to answer some or all of the questions?*

If non-completion is a result of the patient having trouble understanding a particular question, ask him or her to explain why they had difficulty responding and read the question verbatim for them. Do not rephrase the question. If the patient is still unable to answer the question, it is still possible to score a FACE-Q scale with missing data.

*What should I do if a patient asks why the FACE-Q has to be filled out on more than one occasion (if administering the FACE-Q prospectively)?*

Explain that completion the same FACE-Q at additional visits will make it possible to measure change over time. This will give a more complete picture of how their appearance and health-related quality of life changes after having treatment.

*How do I score the FACE-Q?*

FACE-Q data is easy to score. The scores for each scale are transformed using a score conversion table. This table is distributed along with each scale. Scores will range from 0 to 100 (a higher number indicates higher satisfaction, better health-related quality of life, and/or better process of care). Using the conversion table is essential, as it is through this transformation that the ordinal-level data are linearized by means of item calibrations. Using the 0-100 scores, researchers and clinicians may then compare their sample of patients with patients from different studies that have also used the FACE-Q on a common metric.

*Is there one total score for the FACE-Q?*

No, there is no summary score for all the FACE-Q scales. Instead, each scale is independently scored.

*What do I do if a patient has selected more than one response to a question?*

If the patient has selected more than one response to a question, the response cannot be scored and should be coded as 'missing'.

*What do I do if a patient has selected 'not applicable' or written 'not applicable' on the questionnaire?*

If the patient has indicated their response to a question is 'not applicable,' the response cannot be scored and should be coded as 'missing'.

## 8. Further Reading

### FACE-Q development and validation publications

Kosowski TR, McCarthy C, Reavey PL, Scott AM, Wilkins EG, Cano SJ, Klassen AF, Carr N, Cordeiro PG, Pusic AL. A systematic review of patient reported outcome measures after facial cosmetic surgery and/or non-surgical facial rejuvenation. *Plast Reconstr Surg*. 2009 Jun;123(6):1819-27.

Klassen AF, Cano SJ, Scott A, Snell L, Pusic AL. Measuring patient-reported outcomes in facial aesthetic patients: development of the FACE-Q. *Facial Plast Surg*. 2010 Aug;26(4):303-9.

Pusic AL, Klassen AF, Scott AM, Cano SJ: Development and Psychometric Evaluation of the FACE-Q Satisfaction with Appearance Scale: A New Patient-Reported Outcome Instrument for Facial Aesthetics Patients. *Clin Plastic Surg* 2013, 40(2):249-260.

Panchapakesan V, Klassen AF, Cano SJ, Scott AM, Pusic AL. Development and Psychometric Evaluation of the FACE-Q Aging Appraisal Scale and Patient-Perceived Age Visual Analog Scale. *Aesthet Surg J*. 2013, 33(8):1099-109

Klassen AF, Cano SJ, Scott AM, Pusic AL. Measuring Outcomes That Matter to Face-Lift Patients: Development and Validation of FACE-Q Appearance Appraisal Scales and Adverse Effects Checklist for the Lower Face and Neck. *Plast Reconstr Surg* 2014, 133(1):21-30

Klassen AF, Cano SJ, Schwitzer J, Scott A, Pusic AL. FACE-Q Scales for Health-Related Quality of Life, Early Life Impact and Satisfaction with Outcomes and Decision to Have Treatment: Development and Validation. *Plast Reconstr Surg*. 2014 Oct 29.

### Publications using the FACE-Q

Iorio ML, Stolle E, Brown BJ, Christian CB, Baker SB. Plastic surgery training: evaluating patient satisfaction with facial fillers in a resident clinic. *Aesthetic Plast Surg*. 2012 Dec;36(6):1361-6.

Sinno S, Schwitzer J, Anzai L, Thorne CH. Facelift Satisfaction Using the FACE-Q. *Plast Reconstr Surg*. 2015 Apr 17.

Schwitzer JA, Sher SR, Fan KL, Scott AM, Gamble L, Baker SB. Assessing Patient-Reported Satisfaction with Appearance and Quality of Life following Rhinoplasty Using the FACE-Q Appraisal Scales. *Plast Reconstr Surg*. 2015 May;135(5):830e-837e.

Schwitzer JA, Albino FP, Mathis RK, Scott AM, Gamble L, Baker SB. Assessing Demographic Differences in Patient-Perceived Improvement in Facial Appearance and Quality of Life Following Rhinoplasty. *Aesthet Surg J*. 2015 Jun 10. pii: sjv066.

## **Suggested further reading about patient-reported outcomes in plastic surgery**

Cano SJ, Klassen A, Pusic AL. The science behind quality-of-life measurement: a primer for plastic surgeons. *Plast Reconstr Surg* 2009 Mar;123(3):98e-106e.

Rubin L, Klassen AF, Cano SJ, Hurley K, Pusic AL. Motivations for breast surgery: a qualitative comparison study of breast reconstruction, augmentation, and reduction patients. *The Breast Journal*. 2009 Nov-Dec;15(6):666-7. Epub 2009 Sep 7.

Spector D, Mayer D, Knafl K, Pusic A. Not What I Expected: Informational Needs of Women Undergoing Breast Surgery. *Plastic Surgical Nursing*. April-June 2010 Vol 30, 2, 70-74.

Winters, Z.E., Benson, J.R., Pusic, A.L. A Systematic Review of the Clinical Evidence to Guide Treatment Recommendations in Breast Reconstruction Based on Patient-Reported Outcome Measures and Health-Related Quality of Life. *Ann Surg*. 2010 Aug 19.

Cano, S., Klassen, A.F., Scott, A., Thoma, A., Feeny, D., Pusic, A. Health outcome and economic measurement in breast cancer surgery: challenges and opportunities. *Expert Rev Pharmacoecon Outcomes Res*. 2010 Oct;10(5): 583-94.

Morrow M, Pusic AL. Time for a new era in outcomes reporting for breast reconstruction. *J Natl Cancer Inst*. 2011 Jan 5;103(1):5-7. Epub 2010 Dec 3.

Pusic AL, Lemaine V, Klassen AF, Scott AM, Cano SJ. Patient-reported outcome measures in plastic surgery; use and interpretation in evidence-based medicine. *Plast Reconstr Surg*. 2011 Mar;127(3):1361-7.

## **9. Additional Questions?**

Please contact Dr. Andrea Pusic at [pusica@mskcc.org](mailto:pusica@mskcc.org) or call at 646-888-3551