Appendix

HCAHPS Survey Questions Attributed to Relevant Patient Satisfaction Measures

**Note:** Top-box responses are bold and underlined.

**Overall Rating**

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay? [Scale: 0 (Worst hospital possible), 1, 2, 3, 4, 5, 6, 7, 8, **9, 10** (Best hospital possible)]

**Recommend the Hospital**

Would you recommend this hospital to your friends and family? [Scale: Definitely no, Probably no, Probably yes, **Definitely yes**]

**Doctor Communication**

During this hospital stay, how often did doctors treat you with courtesy and respect? [Scale: Never, Sometimes, Usually, **Always**]

During this hospital stay, how often did doctors listen carefully to you? [Scale: Never, Sometimes, Usually, **Always**]

During this hospital stay, how often did doctors explain things in a way you could understand? [Scale: Never, Sometimes, Usually, **Always**]

**Nurse Communication**

During this hospital stay, how often did nurses treat you with courtesy and respect? [Scale: Never, Sometimes, Usually, **Always**]

During this hospital stay, how often did nurses listen carefully to you? [Scale: Never, Sometimes, Usually, **Always**]

During this hospital stay, how often did nurses explain things in a way you could understand? [Scale: Never, Sometimes, Usually, **Always**]

**Communication about Medication**

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? [Scale: Never, Sometimes, Usually, **Always**]

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? [Scale: Never, Sometimes, Usually, **Always**]
Hospital Staff Responsiveness

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? [Scale: Never, Sometimes, Usually, **Always**, I never pressed the call button]

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted? [Scale: Never, Sometimes, Usually, **Always**]

Discharge Information

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital? [Scale: **Yes**, No]

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital? [Scale: **Yes**, No]

Care Transition

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left. [Scale: Strongly disagree, Disagree, Agree, **Strongly agree**]

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health. [Scale: Strongly disagree, Disagree, Agree, **Strongly agree**]

When I left the hospital, I clearly understood the purpose for taking each of my medications. [Scale: Strongly disagree, Disagree, Agree, **Strongly agree**, I was not given any medication when I left the hospital]