

Canadian Patient Experiences Survey

Inpatient Care

Survey Instructions

- You should fill out this questionnaire only if you were the patient named on the envelope. You may need to get help from a family member or friend to answer the questions. That's okay.
- Answer all the questions by checking the box to the left of your answer.
- Your response to this survey is voluntary but will provide us with important information.
- You are sometimes told to skip over some questions in this survey. When this happens, you will see an arrow with a note that tells you what question to answer next, like this:

Yes

No → If No, go to Question 1

Please answer the questions about your recent stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

2. During this hospital stay, how often did nurses listen carefully to you?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

3. During this hospital stay, how often did nurses explain things in a way you could understand?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

₅ I never pressed the call button

YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

6. During this hospital stay, how often did doctors listen carefully to you?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

7. During this hospital stay, how often did doctors explain things in a way you could understand?

₁ Never

₂ Sometimes

₃ Usually

₄ Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
9. During this hospital stay, how often was the area around your room quiet at night?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
- ₁ Yes
₂ No →If No, go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
12. During this hospital stay, did you need medicine for pain?
- ₁ Yes
₂ No →If No, go to Question 15
13. During this hospital stay, how often was your pain well controlled?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

15. During this hospital stay, were you given any medicine that you had not taken before?
- ₁ Yes
₂ No →If No, go to Question 18
16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?
- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

WHEN YOU LEFT THE HOSPITAL

18. After you left the hospital, did you go directly to your own home, to someone else's home or to another health facility?
- ₁ Own home
₂ Someone else's home
₃ Another health facility →If another health facility, go to Question 21
19. 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?
- ₁ Yes
₂ No
20. 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?
- ₁ Yes
₂ No

OVERALL RATING OF HOSPITAL

Please answer the following questions about your stay at the hospital named on the cover letter. Do not include any other hospital stays in your answers.

21. 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?

Worst hospital possible					Best hospital possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. Would you recommend this hospital to your friends and family?

- ₁ Definitely no
₂ Probably no
₃ Probably yes
₄ Definitely yes

In this next section, we ask several more questions about your stay at the hospital.

YOUR ARRIVAL AT THE HOSPITAL

23. When you arrived at the hospital, did you go to the emergency department?

- ₁ Yes → If Yes, go to Question 26
₂ No → If No, please continue to Question 24

24. Before coming to the hospital, did you have enough information about what was going to happen during the admission process?

- ₁ Not at all
₂ Partly
₃ Quite a bit
₄ Completely

25. Was your admission into the hospital organized?

- ₁ Not at all
₂ Partly
₃ Quite a bit
₄ Completely
- } Go to Question 30

Answer questions 26 to 29 only if you were admitted through the emergency department.

26. When you were in the emergency department, did you get enough information about your condition and treatment?

- ₁ Not at all
₂ Partly
₃ Quite a bit
₄ Completely

27. Were you given enough information about what was going to happen during your admission to the hospital?

- ₁ Not at all
₂ Partly
₃ Quite a bit
₄ Completely

28. After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there?

- ₁ Yes
₂ No

29. Was your transfer from the emergency department into a hospital bed organized?

- ₁ Not at all
₂ Partly
₃ Quite a bit
₄ Completely

DURING YOUR HOSPITAL STAY

30. Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

31. How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

32. How often were tests and procedures done when you were told they would be done?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always
₅ I did not have any tests or procedures

33. During this hospital stay, did you get all the information you needed about your condition and treatment?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

43. Do you believe that this hospital takes your safety seriously?

- ₁ Yes, definitely
- ₂ Yes, somewhat
- ₃ No

44. Did you feel that you needed to have a family member or a friend stay with you during your hospital stay for you to feel safe?

- ₁ Yes
- ₂ No
- ₃ Not applicable

45. Did a staff member talk to you about patient safety?

- ₁ Yes
- ₂ No
- ₃ Do not know / Do not remember / Not applicable

46. Did you notice staff wash or disinfect their hands before caring for you?

- ₁ Yes, always
- ₂ Yes, sometimes
- ₃ Never
- ₄ I did not notice
- ₅ I could not see any facilities for washing/disinfecting hands

47. Did staff check your identification band before giving you medicines, treatments, or tests?

- ₁ Yes, always
- ₂ Yes, sometimes
- ₃ No
- ₄ I do not remember

48. How would you rate the quality of the food (how it tasted, serving temperature, variety)?

- ₁ Poor
- ₂ Fair
- ₃ Good
- ₄ Very good
- ₅ Excellent

49. During this hospital stay, did the visiting hours for your family/friends meet your needs?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always
- ₅ My family/friends did not visit

50. The hospital staff took my cultural values and those of my family or caregiver into account.

- ₁ Strongly disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly agree
- ₅ Do not know/Do not remember/Not applicable

51. The hospital 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 the hospital.

- ₁ Strongly disagree
- ₂ Disagree
- ₃ Agree
- ₄ Strongly agree
- ₅ Do not know/Do not remember/Not applicable

52. Were you told what day you would likely be able to leave the hospital?

- ₁ Yes, within the first two days, I was told what day I would likely be able to leave the hospital
- ₂ Yes, after the first two days, I was told what day I would likely be able to leave the hospital
- ₃ No, I was not told what day I would likely be able to leave the hospital
- ₄ Do not know/Do not remember/Not applicable

53. Under the Official Languages Act, you have the right to be served in either English or French. Of these two languages, which is your preference?

- ₁ English
- ₂ French

54. How often did you receive the service you needed in the official language (English or French) of your choice?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

ABOUT YOU

55. In general, how would you rate your overall physical health?

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

56. In general, how would you rate your overall mental or emotional health?

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

57. What is the highest grade or level of school that you have completed?

- ₁ 8th grade or less
- ₂ Some high school, but did not graduate
- ₃ High school or high school equivalency certificate
- ₄ College, CEGEP or other non-university certificate or diploma
- ₅ Undergraduate degree or some university
- ₆ Post-graduate degree or professional designation

58. The following question will help us to better understand the communities that we serve. Do you consider yourself to be...

Check all that apply.

- ₀₁ White
- ₀₂ Chinese
- ₀₃ First Nation
- ₀₄ Inuit
- ₀₅ Métis
- ₀₆ Indigenous/Aboriginal (not included elsewhere)
- ₀₇ South Asian (East Indian, Pakistani, Sri Lankan, etc.)
- ₀₈ Black
- ₀₉ Filipino
- ₁₀ Latin American
- ₁₁ Southeast Asian (Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- ₁₂ Arab
- ₁₃ West Asian (Iranian, Afghan, etc.)
- ₁₄ Korean
- ₁₅ Japanese
- ₁₆ Other

59. Were you born in Canada?

- ₁ Yes
- ₂ No

60. If you were not born in Canada, how many years have you lived in Canada?

- ₁ Less than 1 year
- ₂ 1 to 5 years
- ₃ More than 5 years

61. Is there anything else you would like to share about your hospital stay?

Thank you for taking the time to complete this survey! Your answers are greatly appreciated.

Please return your completed survey in the postage-paid envelope to:

**Prairie Research Associates Inc.
500 – 363 Broadway
Winnipeg, MB R3C 3N9**

Questions 1 to 22 and 56 are adapted from the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) questionnaire.
Questions 23 to 41 and 55 to 61 (excluding question 56) were adapted and/or developed by the Canadian Institute for Health Information in consultation with an interjurisdictional committee of experts.