

- ☐ 0 Worst possible nursing care
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best possible nursing care

#### **YOUR CARE FROM DOCTORS**

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

☐ Never

☐ Sometimes

☐ Usually

☐ Always

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

☐ Never

☐ Sometimes

☐ Usually

☐ Always

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

☐ Never

☐ Sometimes

☐ Usually

☐ Always

14. During this hospital stay, how often did doctors spend enough time with you?

☐ Never

☐ Sometimes

- ☐ Usually
- ☐ Always

15. We want to know your rating of the care you received from doctors during this hospital stay.

Using any number from 0 to 10 where 0 is the worst possible care and 10 is the best possible care, what number would you give the care you got from all the doctors who treated you?

- ☐ 0 Worst possible doctor care
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 Best possible doctor care

#### **THE HOSPITAL ENVIRONMENT**

16. During this hospital stay, how often was the temperature in your room comfortable?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

17. During this hospital stay, how often were your room and bathroom kept clean?

☐ Never

☐ Sometimes

☐ Usually

☐ Always