

18. During this hospital stay, how often was the area around your room quiet at night?

<sup>1</sup> ☐ Never  
<sup>2</sup> ☐ Sometimes  
<sup>3</sup> ☐ Usually  
<sup>4</sup> ☐ Always

**YOUR EXPERIENCES IN THIS  
HOSPITAL**

19. During this hospital stay, did you need help from doctors, nurses or other hospital staff with bathing, washing or keeping clean?

<sup>1</sup> ☐ Yes  
<sup>2</sup> ☐ No → If No, Go to  
Question 21

20. How often did you get help with bathing, washing or keeping clean as soon as you wanted?

<sup>1</sup> ☐ Never  
<sup>2</sup> ☐ Sometimes  
<sup>3</sup> ☐ Usually  
<sup>4</sup> ☐ Always

21. During this hospital stay, did you need help from doctors, nurses or other hospital staff in getting to the bathroom or in using a bedpan?

<sup>1</sup> ☐ Yes  
<sup>2</sup> ☐ No → If No, Go to  
Question 23

22. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

<sup>1</sup> ☐ Never  
<sup>2</sup> ☐ Sometimes  
<sup>3</sup> ☐ Usually

<sup>4</sup> ☐ Always

23. At any time during this stay, did you share a hospital room with one or more other patients?

<sup>1</sup> ☐ Yes  
<sup>2</sup> ☐ No → If No, Go to  
Question 25

24. How often did doctors, nurses, and other hospital staff make sure that you had privacy when they took care of you or talked to you?

<sup>1</sup> ☐ Never  
<sup>2</sup> ☐ Sometimes  
<sup>3</sup> ☐ Usually  
<sup>4</sup> ☐ Always

25. During this hospital stay, how often did doctors, nurses or other hospital staff involve you in decisions about your treatment as much as you wanted?

<sup>1</sup> ☐ Never  
<sup>2</sup> ☐ Sometimes  
<sup>3</sup> ☐ Usually  
<sup>4</sup> ☐ Always

26. During this hospital stay, did your family or friends call or come to visit you?

<sup>1</sup> ☐ Yes  
<sup>2</sup> ☐ No → If No, Go to  
Question 28

27. During this hospital stay, how often did your family and friends receive the help they needed when they called or visited the hospital?

<sup>1</sup> ☐ Never  
<sup>2</sup> ☐ Sometimes  
<sup>3</sup> ☐ Usually  
<sup>4</sup> ☐ Always