

Appendix A. Patient experience indicators and items

Nursing services (seven items):

- Did the nurses talk to you in a way that was easy to understand?
- Did you perceive that the nurses cared about you?
- Do you have confidence in the nurses' professional skills?
- Were you able to tell the nurses everything you felt was important about your condition?
- Did you perceive the nurses to be interested in your description of your situation?
- Were you involved in decisions regarding your care?
- Did the nurses have time for you when you needed it?

Doctor services (seven items):

- Did the doctors talk to you in a way that was easy to understand?
- Did you perceive that the doctors cared about you?
- Do you have confidence in the doctors' professional skills?
- Did the doctors have time for you when you needed it?
- Were you able to tell the doctors everything you felt was important about your condition?
- Did you perceive the doctors to be interested in your description of your situation?
- Did you perceive the treatment as adapted to your situation?

Information (three items):

- Were you told as much as you considered necessary about how tests or examinations would be carried out?
- Were you told as much as you considered necessary about results of tests or examinations?
- Did you get sufficient information about your diagnosis/afflictions?

Organization (four items):

- Did you perceive that one regular group of nurses took care of you?
- Did you perceive that one single doctor had the main responsibility for you?
- Did you perceive the hospital's work as well organised?
- Did you experience that important information about you had reached the right people?

Contact with next-of-kin (two items):

- Was your next-of-kin well received by the staff at the hospital?
- Was it easy for your next-of-kin to get the necessary information about you while you were in hospital?

Standard (six items)

- Did you get the impression that the hospital equipment was in good order?
- Did you get the impression that the hospital was otherwise in good order?
- Was your room satisfactory?
- Was the possibility for peace and rest satisfactory?
- Was the food satisfactory?
- Was the cleaning satisfactory?

Discharge information (two items):

- Were you informed of what you could do at home in case of a relapse?
- Were you informed about which health problems that might occur in the time after being discharged from the hospital?

Cooperation with other health services (two items):

- Do you perceive that the hospital has co-operated well with your regular general practitioner about the condition you were admitted for?
- Do you perceive that the hospital has co-operated well with home care/other municipality services about the condition you were admitted for?

Waiting time for elective patients (one item):

- Did you have to wait before you were admitted for services at the hospital?

Response categories for all items except waiting time: Not at all; To a small extent; To some extent; To a large extent; To a very large extent.

Response categories waiting time: Yes, much too long; Yes, rather long; Yes, but not long; No.