

## Appendix 1. Patient-reported incident questions

1. Do you believe you were incorrectly treated by the hospital in any way (as far as you yourself are able to judge)? Not at all; To a small extent; To some extent; To a large extent; To a very large extent
2. Did you get a wrong or delayed diagnosis in connection with your hospital stay? Not at all; To a small extent; To some extent; To a large extent; To a very large extent; Don't know; Not applicable
3. Did you suffer any unnecessary injury or unnecessary problem as a result of a surgical procedure or examination? Not at all; To a small extent; To some extent; To a large extent; To a very large extent; Don't know; Not applicable
4. Did you receive the wrong medication, or were you incorrectly medicated in any other way? Not at all; To a small extent; To some extent; To a large extent; To a very large extent; Don't know; Not applicable
5. Did you experience insufficient hand hygiene (hand washing) among the staff? Not at all; To a small extent; To some extent; To a large extent; To a very large extent; Don't know; Not applicable
6. If you experienced mistakes or unnecessary problems in connection with your hospital stay, did the staff handle the mistake or problem in a satisfactory way? Not at all; To a small extent; To some extent; To a large extent; To a very large extent; Staff did not know about it; Not applicable
7. Did you experience that important information about you had reached the right people? Not at all; To a small extent; To some extent; To a large extent; To a very large extent
8. Did you experience any administrative mistakes during your hospital stay (e.g. disorganised paperwork, did not receive test results, not called in for an appointment as agreed, agreed-upon examinations were not scheduled)? No; yes, once; yes, several times
9. Did you experience that the staff forgot to check your identity? No; yes, once; yes, several times
10. Did you experience that the staff forgot to give you important information? No; yes, once; yes, several times
11. Did you get an infection in connection with your hospital stay (e.g. inflammation/pus in surgical wound, lung infection, blood poisoning or urinary tract infection/bladder inflammation/catarrhs? No; Yes; Had infection before being admitted
12. Was an updated list of your medications reviewed with you when you were discharged from hospital? Yes; No; Not applicable

13. When you were admitted, did you bring along an updated list of medications you were taking? Yes; No; Was not taking any medications