

Subject # : _____

**Canadian Health Care Evaluation Project
(CANHELP)**

Caregiver Questionnaire

Date : _____ - _____ - _____
DD MMM YYYY

Instructions:

The following questionnaire includes items that are considered important in terms of quality of care for people with serious, life threatening illnesses.

Please think about the health care that your relative has received ***during the past month*** from doctors, nurses and other health care professionals. For each question you will be asked to choose a number between 1 and 5 to indicate how satisfied you are with that particular aspect of care -- the higher the number, the more satisfied you are. If you choose option #1 **“Not at all Satisfied”**, for example, you will be indicating that this aspect of the care your relative received did not meet any of your expectations of high quality care. At the other end of the scale, your choice of option #5 **“Completely Satisfied”** will indicate that this aspect of the care your relative received met or exceeded your expectations of quality care.

All answers are confidential and will not be shown to doctors or other health care professionals who are responsible for your relative’s care. There are no right or wrong answers. **Completely honest answers are most helpful!**

The following questions concern the care your relative received during the past month.

For each one, please indicate the degree to which you are satisfied.

1. In general, how satisfied are you with the quality of care your relative received *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

2. In general, how satisfied are you with the way you were treated by the doctors and nurses looking after your relative *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

Relationship with the Doctors

3. How satisfied are you that you knew the doctor(s) in charge of your relative's care *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

4. How satisfied are you that the doctor(s) took a personal interest in your relative *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

5. How satisfied are you that the doctor(s) were available when you or your relative needed them (by phone or in person) *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

6. How satisfied are you with the level of trust and confidence you had in the doctor(s) who looked after your relative *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

Characteristics of the Doctors and Nurses

7. How satisfied are you with the level of trust and confidence you had in the nurses who looked after your relative *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

24. How satisfied are you that you received consistent information about your relative's condition from all the doctors and nurses looking after him or her *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

25. How satisfied are you that you received updates about your relative's condition, treatments, test results, etc. in a timely manner *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

26. How satisfied are you that the doctor(s) listened to what you had to say *during the past month*?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

27. How satisfied are you with discussions *during the past month* with the doctor(s) about where your relative would be cared for (in hospital, at home, or elsewhere) if he or she were to get worse?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

Your Involvement

28. How satisfied are you with the level of confidence you felt *during the past month* in your ability to help your relative manage his/ her illness?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

29. How satisfied are you with discussions *during the past month* with the doctor(s) about the use of life sustaining technologies (for example: CPR or cardiopulmonary resuscitation, breathing machines, dialysis)?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

30. How satisfied are you that, *during the past month*, you have come to understand what to expect at the end stage of your relative's illness (for example: in terms of symptoms and comfort measures)?

Not At All	Not Very	Somewhat	Very	Completely
1	2	3	4	5

31. How satisfied are you with your role *during the past month* in decision-making regarding your relative's medical care?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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32. How satisfied are you with discussions with your relative *during the past month* about wishes for future care in the event he or she is unable to make those decisions?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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33. How satisfied are you that you were able *during the past month* to talk comfortably with your relative about his/ her illness, dying, and death?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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34. How satisfied are you that your relationship with your relative was strengthened *during the past month*?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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Your Well Being

35. How satisfied are you with the level of confidence you felt *during the past month* in your relative's ability to manage his/her own illness?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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36. How satisfied are you that *during the past month* you had enough time and energy to take care of yourself?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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37. How satisfied are you that you had family or friends to support you when you felt lonely or isolated *during the past month*?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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38. How satisfied are you that you were able *during the past month* to contribute to others in a meaningful way?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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39. How satisfied are you that you and your relative did special things (for example: resolve conflicts, complete projects, participate in special family events, travel) you wanted to do during the past month?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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40. How satisfied are you that you were at peace *during the past month*?

Not At All 1	Not Very 2	Somewhat 3	Very 4	Completely 5
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