

CanHelp Patient Questionnaire version 11 Nov 2014

1. In general, how satisfied are you with the overall quality of care?
2. You knew the doctor(s) in charge of your care
3. Your doctor(s) took a personal interest in you
4. Your doctor(s) were available when you needed them
5. Level of trust and confidence you had in the doctor(s)
6. Level of trust and confidence you had in the nurses
7. The doctors and nurses knew enough about your health problems
8. The doctors and nurses were compassionate and supportive
9. You were treated in a manner that preserved your sense of dignity
10. The tests that were done and the treatments that were given
11. Physical symptoms you had were adequately assessed and controlled
12. Emotional problems you had were adequately assessed and controlled
13. The help you received with personal care
14. You received good care when a family member or friend was not available
15. The home care services you received
16. Health care workers worked together as a team to look after you
17. You were able to manage the financial costs
18. The environment or the surroundings in which you were cared for
19. The care and treatment you received was consistent with your wishes?
20. The doctor(s) explained things in a straightforward, honest manner
21. The doctor(s) explained things in a way you could understand
22. You received consistent information from all doctors /nurses
23. The doctor(s) listened to what you had to say
24. You received updates in a timely manner
25. Discussions with your doctor(s) about where you would be cared
26. Discussions with your doctor(s) about the use of life sustaining technologies
27. You have come to understand what to expect in the end stage of your illness
28. Your role in decision making regarding your medical care?
29. The level of confidence in the ability of a family member or friend to help you
30. Discussions involving who would make decisions for you
31. You were able to talk comfortably about your illness, dying, and death
32. Your relationships with who you care about were strengthened
33. You were not a burden on your family or others you care about?
34. You had family or friends to support you when you felt lonely or isolated
35. The level of confidence you felt in your own ability to manage your illness
36. You were able to contribute to others in a meaningful way
37. You did special things you wanted to do
38. You were at peace

CanHelp Caregiver Questionnaire version 11 Nov 2014

1. In general, how satisfied are you with the quality of care your relative received during the past month?
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?
3. You knew the doctor(s) in charge of your relative's care
4. Doctor(s) took a personal interest in your relative
5. The doctor(s) were available when you or your relative needed them
6. The level of trust and confidence you had in the doctor(s)
7. Level of trust and confidence you had in the nurses
8. The doctors and nurses knew enough about his or her health problems
9. The doctors and nurses were compassionate and supportive of your relative
10. The doctors and nurses were compassionate and supportive of you
11. Your relative was treated in a manner that preserved his or her sense of dignity
12. The tests that were done and the treatments that were given
13. Physical symptoms your relative had were adequately assessed and controlled
14. Emotional problems your relative had were adequately assessed and controlled
15. The help your relative received with personal care
16. Your relative received good care when you were not able to be with him/her
17. Home care services your relative received
18. Health care workers worked together as a team to look after your relative
19. You were able to manage the financial costs
20. The environment or the surroundings in which your relative was cared for
21. The care and treatment your relative received was consistent with his or her wishes
22. Doctor(s) explained things in a straightforward, honest manner
23. The doctor(s) explained things in a way you could understand
24. You received consistent information about your relative's condition
25. You received updates in a timely manner
26. Doctor(s) listened to what you had to say
27. Discussions about where your relative would be cared for if he or she were to get worse
28. Level of confidence you felt in your ability to help your relative manage his/her illness
29. Discussions with the doctor(s) about the use of life sustaining technologies
30. You have come to understand what to expect at the end stage of your relative's illness
31. Your role in decision-making regarding your relative's medical care
32. Discussions with your relative during the past month about wishes for future care
33. You were able to talk comfortably with your relative about his/her illness, dying, and death
34. Your relationship with your relative was strengthened during the past month
35. Level of confidence you felt in your relative's ability to manage his/her own illness
36. You had enough time and energy to take care of yourself
37. You had family or friends to support you when you felt lonely or isolated
38. You were able to contribute to others in a meaningful way
39. You and your relative did special things you wanted to do
40. You were at peace

Domain Items

CanHelp Patient Version

Domain #1 : Illness Management

Q6, Q7, Q8, Q9, Q10, Q11, Q12, Q13, Q14, Q17, Q18, Q19, Q20, Q31

Domain #2 : Communication

Q21, Q22, Q23, Q24, Q25

Domain #3 Relationship with the doctors

Q2, Q3, Q4, Q5

Domain #4 Role of the family

Q16, Q30, Q32, Q33, Q34, Q35

Domain #5 Your well-being

Q15, Q36, Q37, Q38

Domain #6 Decision Making

Q26, Q27, Q28, Q29

CanHelp Caregiver Version

Domain #1 : Communication and decision making

Q23, Q24, Q25, Q26, Q27, Q28

Domain #2 : Illness management

Q12, Q13, Q14, Q15, Q16, Q19, Q20, Q21, Q22, Q33

Domain #3 : Characteristics of doctors and nurses

Q7, Q8, Q9, Q10, Q11

Domain #4 : Your involvement

Q18, Q29, Q30, Q31, Q32, Q34, Q35

Domain #5 : Your needs

Q17, Q36, Q37, Q38, Q39, Q40

Domain #6 : Relationship with the doctors

Q3, Q4, Q5, Q6

How to calculate domain and summary scores :

- (1) The “Overall” satisfaction score is the unweighted average of all answered questions. The six domain scores are the unweighted average of non-missing questions specific to each domain.
- (2) The domain scores were considered missing if more than half of the responses for that domain were missing.
- (3) All scores were re-scaled to range between 0 (worst possible value) and 100 (best possible value).