

Subject # : _____

Canadian Health Care Evaluation Project

(CANHELP) Lite

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. We are interested in the care you and your relative received since the last time you completed the CANHELP Lite satisfaction with care survey when you were in hospital.

Please think about the health care that you and your relative has received ***during the past month*** from doctors, nurses and other health care professionals. For each question please fill in the circle beside the answer that indicates how satisfied you are with that particular aspect of care . If you choose **“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 **“Completely Satisfied”** will indicate that this aspect of the care your relative received met or exceeded your expectations of quality care.

The overall goal of this questionnaire is to inform the health care team of things they can do to improve care for patients like your relative. 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 fill in the circle to indicate the degree to which you are satisfied.

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

Not At All Not Very Somewhat Very Completely

2. In general, how satisfied are you with the way you were treated by the doctors, nurses, and other health care professionals looking after your relative?

Not At All Not Very Somewhat Very Completely

Relationship with the Doctors

3. How satisfied are you that the doctor(s) took a personal interest in your relative?

Not At All Not Very Somewhat Very Completely

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

Not At All Not Very Somewhat Very Completely

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

Not At All Not Very Somewhat Very Completely

Characteristics of the Doctors and Nurses

6. How satisfied are you that the doctors, nurses, and other health care professionals who looked after your relative were compassionate and supportive of him or her?

Not At All Not Very Somewhat Very Completely

7. How satisfied are you that doctors, nurses, and other health care professionals who looked after your relative were compassionate and supportive of you?

Not At All Not Very Somewhat Very Completely

Illness Management

8. How satisfied are you with the tests that were done and the treatments that were given for your relative's medical problems?

Not At All Not Very Somewhat Very Completely

9. How satisfied are you that the physical symptoms (for example: pain, shortness of breath, nausea) your relative had were adequately controlled?

Not At All Not Very Somewhat Very Completely

10. How satisfied are you that emotional problems (for example: depression, anxiety) your relative had were adequately controlled?

Not At All Not Very Somewhat Very Completely

11. How satisfied are you with the help your relative received with personal care (for example: bathing, toileting, dressing, eating)?

Not At All Not Very Somewhat Very Completely Not Applicable

12. How satisfied are you that your relative received good care when you were not able to be with him/ her?

Not At All Not Very Somewhat Very Completely

13. How satisfied are you that health care workers worked together as a team to look after your relative?

Not At All Not Very Somewhat Very Completely

14. How satisfied are you that you were able to manage the financial costs associated with your relative's illness?

Not At All Not Very Somewhat Very Completely

15. How satisfied are you with the environment or the surroundings in which your relative was cared for?

Not At All Not Very Somewhat Very Completely

16. How satisfied are you that the care and treatment your relative received was consistent with his or her wishes?

Not At All Not Very Somewhat Very Completely

Communication and Decision Making

17. How satisfied are you that the doctor(s) explained things relating to your relative's illness in a straightforward honest manner?

Not At All Not Very Somewhat Very Completely

18. 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?

Not At All Not Very Somewhat Very Completely

19. How satisfied are you that the doctor(s) listened to what you had to say?

Not At All Not Very Somewhat Very Completely

20. How satisfied are you with discussions 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

Your Involvement

21. How satisfied are you with discussions 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

22. How satisfied are you with your role in decision-making regarding your relative's medical care?

Not At All Not Very Somewhat Very Completely

23. How satisfied are you with discussions with your relative about wishes for future care in the event she or he is unable to make those decisions?

Not At All Not Very Somewhat Very Completely