

Subject # : \_\_\_\_\_

**Canadian Health Care Evaluation Project  
(CANHELP) Lite  
Individualized Caregiver Questionnaire**

- Location of interview:  Home or Retirement Home  
 Hospital  
 Palliative Care Unit  
 Long Term Care or Nursing Home  
 Other

Date : \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
          DD          MMM          YYYY

**Instructions:**

We are interested in improving the care that we are providing our patients and therefore would like to hear your views on the care your relative is receiving .The following questionnaire focuses on items that are considered important in terms of quality of care for people with serious, life threatening illnesses.

Each question addresses a different aspect of care. First you will be asked how important that aspect of care is to you. If you choose #1 **“Not at all Important”**, for example, you will be indicating that this aspect of care is one of the least important to you . At the other end of the scale, your choice of #5 **“Extremely Important”** will indicate that this aspect is, in your opinion, one of the most important aspects of the care.

Next, we will ask you how satisfied you are with the provision of that particular aspect of care to your family member by doctors, nurses, and other healthcare professionals ***during the last month***. If you choose #1 **“Not at all Satisfied”**, for example, you will be indicating that this aspect of care did not meet any of your expectations. At the other end of the scale, your choice of #5 **“Completely Satisfied”** will indicate that this aspect of the care met or exceeded your expectations.

The answers you provide will be used to generate a report that identifies the things you say are most important and the things with which you are the least satisfied. This information will help the health care team to work with you to provide better quality care to your relative. **Completely honest answers are most helpful!**

In the past month.....	Importance					Satisfaction				
	Not at all important	Not very important	Somewhat important	Very Important	Extremely Important	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Completely satisfied
	1	2	3	4	5	1	2	3	4	5
<b>How important is this aspect of care to you?</b>										
<b>How satisfied are you with the care your relative has received?</b>										
<b>Relationship with the Doctors</b>										
1. The doctor(s) took a personal interest in your relative.										
2. The doctor(s) were available when you or your relative needed them (by phone or in person).										
3. You have trust and confidence in the doctor(s) who looked after your relative.										
<b>Characteristics of the Doctors and Nurses</b>										
4. The <u>doctors, nurses, and other health care professionals</u> looking after your relative were compassionate and supportive of <u>him or her</u> .										
5. The <u>doctors, nurses, and other health care professionals</u> looking after your relative were compassionate and supportive of <u>you</u> .										
<b>Illness Management</b>										
6. The tests that were done and the treatments that were given to treat your relative's medical problems.										
7. The physical symptoms (for example, pain, shortness of breath, nausea) your relative had were adequately controlled.										
8. The emotional problems (for example: depression, anxiety) your relative had were adequately controlled.										
9. Your relative received help with personal care (for example: bathing, toileting, dressing, eating) when needed.										
10. Your relative received good care when you were not able to be with him/her.										

In the past month.....	Importance					Satisfaction				
	Not at all important	Not very important	Somewhat important	Very Important	Extremely Important	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Completely satisfied
How important is this aspect of care to you?  How satisfied are you with the care your relative has received?	1	2	3	4	5	1	2	3	4	5
11. The health care workers worked together as a team to look after your relative.										
12. You were able to manage the financial costs associated with your relative's illness.										
13. The environment or the surroundings in which your relative was cared for was calm and restful.										
14. The care and treatment your relative received was consistent with his or her wishes.										
<b>Communication &amp; Decision Making</b>										
15. The doctor(s) explained things relating to your relative's illness in a straightforward, <u>honest</u> manner.										
16. You received <u>consistent</u> information about your relative's condition from all the doctors and nurses looking after him or her.										
17. The doctor(s) <u>listened</u> to what you had to say.										
18. You had 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.										
<b>Your Involvement</b>										
19. You had discussions with the doctor(s) about the use of life sustaining technologies (for example: CPR or cardiopulmonary resuscitation, breathing machines, dialysis).										
20. Your role in decision-making regarding your relative's medical care.										
21. You had discussions with your relative about his/her wishes for future care in the event he or she is unable to make those decisions.										