

**Kingston General Hospital
 Step Down Units**

How are we doing?

Your opinions about your recent admission to the Step Down Unit (SDU)

You were recently a patient in the SDU at the Kingston General Hospital. The questions that follow ask **YOU** about your **most recent SDU admission**. We understand that there were probably many doctors and nurses and other staff involved in caring for you. We know that there may be exceptions but we are interested in **your overall assessment** of the quality of care we delivered. We understand that this was probably a very difficult time for you and your family members. We would appreciate you taking the time to provide us with your opinion. Please take a moment to tell us what we did well and what we can do to make our SDU better. Please be assured that all responses are confidential. The Doctors and Nurses who looked after you will not be able to identify your responses.

PART 1: SATISFACTION WITH CARE

Please check one box that best reflects your views. If the question does not apply to your stay then check the not applicable box (N/A).

HOW DID WE TREAT YOU?

1.	Concern and Caring by SDU Staff: The courtesy, respect and compassion you (the patient) were given.	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
	Symptom Management: How well the SDU staff assessed and treated your symptoms?						
2.	pain	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
3.	breathlessness	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
4.	agitation	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A

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5.	Consideration of your needs: How well the SDU staff showed an interest in your needs?	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A
6.	Emotional support: How well the SDU staff provided emotional support?	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A
7.	Co-ordination of care: The teamwork of all the SDU staff who took care of you.	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A
8.	Concern and Caring by SDU Staff: The courtesy, respect and compassion you were given.	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A

NURSES

9.	Skill and Competence of ICU Nurses: How well the nurses cared for you?	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A
10.	Frequency of Communication With SDU Nurses: How often nurses communicated to you about your condition.	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A

PHYSICIANS (All Doctors, including Residents)

11.	Skill and Competence of SDU Doctors: How well doctors cared for you?	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A
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THE SDU

12.	Atmosphere of SDU was?	θ 1 Excellent	θ 2 Very Good	θ 3 Good	θ 4 Fair	θ 5 Poor	θ 6 N/A
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THE WAITING ROOM

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|-----|--|--------------------------------|------------------------------------|-------------------------------|-----------------------------|-----------------------------------|------------------|
| 13. | The Atmosphere in the SDU Waiting Room was? | θ1
Excellent | θ2
Very Good | θ3
Good | θ4
Fair | θ5
Poor | θ6
N/A |
| 14. | Some people want everything done for their health problems while others do not want a lot done. How satisfied were you with the LEVEL <u>or amount</u> of health care your family member received in the SDU? | θ1
Very Dissatisfied | θ2
Slightly Dissatisfied | θ3
Mostly Satisfied | θ4
Very Satisfied | θ5
Completely Satisfied | |

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**PART 2: PATIENT SATISFACTION WITH DECISION-MAKING
AROUND CARE OF PATIENTS IN STEP DOWN UNITS (SDU)**

INSTRUCTIONS FOR PATIENTS

This part of the questionnaire is designed to measure how you feel about YOUR involvement in decisions related to your health care. In the Step Down Unit (SDU), you may have received care from different people. We would like you to think about all the care you received when you are answering the questions.

PLEASE CHECK <u>ONE</u> BOX THAT BEST DESCRIBES YOUR FEELINGS
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INFORMATION NEEDS

1.	Frequency of Communication With SDU Doctors: How often doctors communicated to you about your condition?	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
2.	Ease of getting information: Willingness of SDU staff to answer your questions	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
3.	Understanding of Information: How well SDU staff provided you with explanations that you understood?	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
4.	Honesty of Information: The honesty of information provided to you about your condition.	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A
5.	Completeness of Information: How well SDU staff informed you what was happening to you and why things were being done?	θ1 Excellent	θ2 Very Good	θ3 Good	θ4 Fair	θ5 Poor	θ6 N/A

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6.	Consistency of Information: The consistency of information provided to you about your condition (Did you get a similar story from the doctor, nurse, etc.)	θ_1 Excellent	θ_2 Very Good	θ_3 Good	θ_4 Fair	θ_5 Poor	θ_6 N/A
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PROCESS OF MAKING DECISIONS:

During your stay in the SDU, many important decisions were made regarding the health care you received. From the following questions, pick **one** answer from each of the following set of ideas that best matches your views:

7. **Did you feel included in the decision making process?**
- θ_1 I felt very excluded
 - θ_2 I felt somewhat excluded
 - θ_3 I felt neither included nor excluded from the decision making process
 - θ_4 I felt somewhat included
 - θ_5 I felt very included
8. **Did you feel supported during the decision making process?**
- θ_1 I felt totally overwhelmed
 - θ_2 I felt slightly overwhelmed
 - θ_3 I felt neither overwhelmed nor supported
 - θ_4 I felt supported
 - θ_5 I felt very supported
9. **Did you feel you had control over your care?**
- θ_1 I felt really out of control and that the health care system took over and dictated the care I received
 - θ_2 I felt somewhat out of control and that the health care system took over and dictated the care I received
 - θ_3 I felt neither in control or out of control
 - θ_4 I felt I had some control over the care I received
 - θ_5 I felt that I had good control over the care I received
10. **When making decisions, did you have adequate time to have your concerns addressed and questions answered?**
- θ_1 I could have used more time
 - θ_2 I had adequate time
 - θ_3 I had more than enough time

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11. Do you have any suggestions on how to make care provided in the SDU better?

12. Do you have any comments on things we did well?

13. Please add any comments or suggestions that you feel may be helpful to the staff of the **Kingston General** Hospital.

We would like to thank you very much for your participation and your opinions.