SUPPLEMENTAL DIGITAL CONTENT

Figure 1: Press Ganey Inpatient Survey Items Arranged by Survey Section

|  |
| --- |
| Admission |
| 1. Speed of admission process |
| 2. Courtesy of the person who admitted you |

|  |
| --- |
| Room |
| 1. Pleasantness of room decor |
| 2. Room cleanliness |
| 3. Courtesy of the person who cleaned your room |
| 4. Room temperature |
| 5. Noise level in and around room |

|  |
| --- |
| Meals |
| 1. Temperature of the food (cold foods cold, hot foods hot) |
| 2. Quality of the food |
| 3. Courtesy of the person who served your food |

|  |
| --- |
| Nurses |
| 1. Friendliness/courtesy of the nurses |
| 2. Promptness in responding to the call button |
| 3. Nurses’ attitude toward your requests |
| 4. Amount of attention paid to your special or personal needs |
| 5. How well the nurses kept you informed |
| 6. Skill of the nurses |

|  |
| --- |
| Tests and Treatments |
| 1. Waiting time for tests or treatments |
| 2. Explanations about what would happen during tests or treatments |
| 3. Courtesy of the person who took your blood |
| 4. Courtesy of the person who started the IV |

|  |
| --- |
| Visitors and Family |
| 1. Accommodations and comfort for visitors |
| 2. Staff attitude toward your visitors |

|  |
| --- |
| Physician |
| 1. Time physician spent with you |
| 2. Physician’s concern for your questions and worries |
| 3. How well physician kept you informed |
| 4. Friendliness/courtesy of physician |
| 5. Skill of physician |

|  |
| --- |
| Discharge |
| 1. Extent to which you felt ready to be discharged |
| 2. Speed of discharge process after you were told you could go home |
| 3. Instructions given about how to care for yourself at home |

|  |
| --- |
| Personal Issues |
| 1. Staff concern for your privacy |
| 2. How well your pain was controlled |
| 3. Degree to which hospital staff addressed your emotional needs |
| 4. Response to concerns/complaints made during your stay |
| 5. Staff effort to include you in decisions about your treatment |

|  |
| --- |
| Overall Assessment |
| 1. How well staff worked together to care for you |
| 2. Likelihood of your recommending this hospital to others |
| 3. Overall rating of care given at hospital |

© Press Ganey Associates, Inc. 2011.