

Supplemental Digital Content

Appendix 2. Patient satisfaction domains used to rank facilities for Patient-Centered Care

Domain	Number of items	Item examples
Communication with nurses	3	During this hospital stay, how often did nurses a.) treat you with courtesy and respect; b.) listen carefully to you; c.) explain things in a way you could understand
Communication with doctors	3	During this hospital stay, how often did doctors a.) treat you with courtesy and respect; b.) listen carefully to you; c.) explain things in a way you could understand
Communication about medication	2	Before giving you any new medicine, how often did hospital staff a.) tell you what the medicine was for; b.) describe possible side effects?
Nursing services	2	During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
Discharge information	2	During the hospital stay, a.) did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital; b.) did you get information in writing about what symptoms or health problems to look out for after you left the hospital?
Pain control	2	During the hospital stay, how often a.) was your pain well controlled; b.) did the hospital staff do everything they could to help you with your pain?
Cleanliness of hospital environment	1	During this hospital stay, how often were your room and bathroom kept clean?
Quietness of hospital	1	During this hospital stay, how often was the area around your room quiet at night?
Overall rating of hospital	1	Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
Willingness to recommend hospital	1	Would you recommend this hospital to your friends and family?
Shared decision making	2	During this hospital stay, when there was more than one choice for your treatment or health care, did providers ask which choice you thought was best for you? During this hospital stay, did providers talk with you about the pros and cons of each choice for your treatment or health care?