Hungarian health care in transition; studies on the improvement of the effectiveness of health care in Hungary by implementing quality assurance
Gulácsi, L.

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Appendix 1

National Survey of the Quality of Hospital Care - Questionnaire

Hospital name

Department name

Please, circle the correct answer or answers.

1. About how many continuous nights did you stay in the hospital?
   - one night only
   - 2-3 nights
   - 4-6 nights
   - at least 1 week, but less than 2 weeks
   - at least 2 weeks, but less than 3 weeks
   - 3 weeks or more
   - Can’t say

2. (a) Were you admitted to the hospital as the result of a referral:
   - an unplanned visit due to:
     - an accident/emergency
     - can’t say

(b) How long did you wait between the time of the referral/accident/emergency and your admission to the hospital?
   - less than one day
   - at least one day, but less than 3 days
   - at least three days, but less than 6 days
   - at least one week, but less than 1 month
   - at least 1 month, but less than 3 months
   - at least 3 months, but less than 6 months
   - 6 months or more
   - can’t say

(c) How long did you have to wait on the day you arrived at the hospital before you could be admitted?
   - less than 1 hour
   - at least 1 hour, but less than 2 hours
   - at least 2 hours, but less than 3 hours
   - at least 3 hours, but less than 4 hours
   - more than 4 hours
   - can’t say
3. (a) Before your admission to the hospital, did anyone explain to you why you should go to the hospital for your health problem, illness? More than one answer is possible.
   no one explained

   [If yes] who explained the reasons to you?
   my family doctor
   another doctor
   a nurse or other, but not a doctor
   other, or can’t say

   (b) How satisfied were you with the explanation you were given about why you should go to the hospital?
   very satisfied
   fairly satisfied
   neither satisfied nor dissatisfied
   not very satisfied
   not at all satisfied
   can’t say

4. Before or soon after you went to the hospital, were you told what your daily routine would be — such as when you would see a doctor, when you would have tests, when you would have meals, and so on - or were you not told anything about your daily routine?
   yes, told something about routine
   no, not told anything about routine
   already knew/no need to explain
   could not have been told because was unconscious
   can’t say

5. Before, or soon after you went to the hospital, were you given any printed information about the hospital and its routine?
   yes
   no
   can’t say

6. (a) Was there anything that you feel you should have been told when you were admitted to the hospital that you were not told?
   yes
   no
   can’t say

   (b) What do you feel you should have been told?
7. How satisfied were you with the hospital environment/facilities?
   - very satisfied
   - fairly satisfied
   - neither satisfied nor dissatisfied
   - fairly dissatisfied
   - not at all satisfied
   - no answer or can't say

8. Did all of the hospital staff, most of the staff or only some of the staff wear name badges?
   - no, nobody
   - [If Yes]
     - all
     - most
     - some
     - no, none
     - can't say

9. (a) Did any of the hospital doctors explain your condition or treatment to you?
   - yes, explained condition/treatment/tests?
   - no, did not explain anything
   - didn't speak to any hospital doctors
   - can't say

9. (b) How satisfied are you with the explanation from the hospital doctor(s)?
   - very satisfied
   - fairly satisfied
   - neither satisfied nor dissatisfied
   - fairly dissatisfied
   - very dissatisfied
   - can't say

10. (a) Did you ask the nurses any question about your care?
    - yes
    - no
    - can't say

10. (b) When you asked the nurses questions about your care, did the answers they gave satisfy you?
    - very satisfied
    - fairly satisfied
    - neither satisfied nor dissatisfied
    - fairly dissatisfied
    - very dissatisfied
    - can't say
11. (a) While you were in the hospital, were you ever given information about your condition/illness in a way which upset you?
   yes, was upset 1
   no, never upset 2
   can't say 8

(b) Did you ask to see your health records?
   yes 1
   no 2
   can't say 8

(c) Do you think that you have a right to look at your own health records?
   yes 1
   no 2
   can't say 8

12. Did you take part in decisions about your care as much as you wanted?
   took part as much as wanted 1
   took part, but not as much as wanted 2
   did not take part 3
   can't say 8

13. How satisfied were you with the decisions made about your care?
   very satisfied 1
   fairly satisfied 2
   neither satisfied nor dissatisfied 3
   somewhat dissatisfied 4
   very dissatisfied 5
   can't say 8

14. How confident were you about the ability of the hospital doctors treating you?
   very confident 1
   fairly confident 2
   neither confident nor nonconfident 3
   not very confident 4
   not at all confident 5
   can't say 8

15. (a) Were you examined by or in the presence of medical students or others who were not directly involved in your treatment?
   yes 1
   no 2 GOTO Q16
   can't say 8
(b) If so, were you upset by this being done?
   - very upset: 1
   - fairly upset: 2
   - neither upset or nonupset: 3
   - not particularly upset: 4
   - not upset at all: 5
   - can't say: 8

16. (a) Was the reason you were being given tests, medicine, or treatments explained to you by a doctor or other hospital staff?
   - yes, well explained: 1
   - yes, somewhat explained: 2
   - no, not explained: 3
   - already knew/no need to explain: 4
   - can't say: 8

   (b) If the answer to A is “yes”, were the results or outcomes of the tests, medicine or treatments explained to you in a way you could understand?
   - yes: 1
   - no: 2
   - can't say: 8

17. (a) Did you experience pain?
   - yes: 1
   - no: 2 GOTO Q18
   - can't say: 8

   (b) Were you warned by your doctor or hospital staff beforehand that you would experience pain?
   - yes, was warned: 1
   - no, was not warned: 2
   - could not have been warned
     /unconscious or emergency/: 3
   - no, warning not necessary/had it before/: 4
   - can't say: 8

   (c) Was the pain you experienced in the hospital worse than you were led to expect, less than you were led to expect, or about what you expected?
   - worse than expected: 1
   - less than expected: 2
   - about what expected: 3
   - not told how much pain to expect: 4
   - can't say: 8
(d) Do you feel most of your pain could have been eased or avoided by better service by hospital staff, or do you feel it was just one of those things?
   yes, could have been eased/avoided 1
   no, just one of those things 2
   can’t say 8

18. (a) Did you have an operation?
   yes 1
   no 2  GOTO Q19
   can’t say 8

(b) If you were operated on, were you told what would be done during the operation/procedure?
   yes, told 1
   no, not told 2
   was unconscious/disoriented/could not have been given explanation 3
   did not want explanation 4
   can’t say 8

(c) Did the surgeon or other hospital staff explain the risks and benefits of having the operation/procedure?
   yes, explained benefits/risks 1
   no, not explained 2
   emergency/no time to explain 3
   already know/obvious/no need to explain 4
   can’t say 8

19. (a) During your stay in the hospital, did you ever need help, such as in going to the toilet, bathing, eating, writing letters.
   yes 1
   no 2  GOTO Q20
   can’t say 3

(b) When you needed help, did you get help in time?
   always 1
   mostly 2
   only occasionally 3
   never 4
   can’t say 8

20. (a) Were you visited every day, most days, only occasionally, or not at all during your stay in the hospital by a member of your family, a friend, or somebody else?
   every day 1
   most days 2
only occasionally 3
not at all 4
can’t say 8

(b) Were you satisfied with the hospital's policy concerning visits from your family and friends?
yes 1
no 2
can’t say 8

21. Before you left the hospital, about how long did a hospital doctor or other member of the hospital staff spend with you discussing what you should do after leaving — no time, less than 5 minutes, between 5 and 15 minutes, or more than 15 minutes?

<table>
<thead>
<tr>
<th></th>
<th>No time</th>
<th>Less than 5 min.</th>
<th>Less than 5-15 min.</th>
<th>More than 15 min.</th>
<th>Can’t say</th>
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</thead>
<tbody>
<tr>
<td>a doctor</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>a nurse</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>a hospital social worker</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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22. Before you left the hospital, were you given any written or printed information intended for you (and not for your doctor) about what you should or should not do after leaving?
yes 1
no 2
can’t say 8

23. (a) Were you told to take any medicines, drugs or pills after you left the hospital?
yes 1
no 2
can’t say 8

(b) Was the purpose of the medicine(s), drugs or pills explained by hospital staff in a way that you found easy or difficult to understand?
very easy 1
fairly easy 2
neither easy nor difficult 3
fairly difficult 4
very difficult 5
purpose not explained by hospital staff 6
can’t say 8
24. How would you describe your room or ward? Please answer using the categories below.

<table>
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<tr>
<th></th>
<th>Very good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
<th>Can't say</th>
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<tbody>
<tr>
<td>Cleanliness of your room or ward?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>8</td>
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<tr>
<td>Comfort of your room or ward?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
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<td>8</td>
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<tr>
<td>Helpfulness of your doctors?</td>
<td>5</td>
<td>4</td>
<td>3</td>
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<td>8</td>
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<tr>
<td>Helpfulness of your nurses?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Helpfulness of other hospital staff?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>8</td>
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<tr>
<td>Quality of the hospital food?</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>8</td>
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25. Do you think that the length of your hospital stay was much longer than you needed, somewhat longer than you needed, about right, much shorter than you needed, or somewhat shorter than you needed?

- much longer than needed 1
- somewhat longer than needed 2
- about right 3
- somewhat shorter than needed 4
- much shorter than needed 5
- can't say 8

26. Is this the closest hospital to your home?

- yes 1
- no 2
- can't say 3

27. How do you usually get to the hospital?

- by car 1
- by public transportation? 2
- Other? (on foot, bicycle, e.g.) 3
- can't say 8

28. How long does it take to get to the hospital?

- 10 minutes or less 1
- more than 10 minutes up to 30 minutes 2
- more than 30 minutes up to 1 hour 3
- more than 1 hour up to 2 hours 4
- more than 2 hours 5
- can't say 8

29. Is there any public transportation available to bring you from your home to the hospital?

- yes 1
- no 2
- can't say 8
30. For you, is the transportation cost to the hospital:
   - very high 1
   - high 2
   - neither high nor low 3
   - somewhat low 4
   - very low 5
   - can’t say 8

31. Do you have hospital insurance?
   - yes 1
   - no 2
   - can’t 8

32. Do you think that your care will be adequate if you use public hospital, without additional private services?
   - yes 1
   - no 2 GOTO Q33
   - can’t say 8

33. Did you pay any additional amount for your hospital stay?
   - no 1

THE Additional cost for the hospital was:
   - too much 2
   - much 3
   - neither too much nor too low 4
   - low 5
   - can’t say 8

34. How old are you? .......years

35. Gender
   - male 1
   - female 2

36. How many years of schooling have you had?
   - less than 4 elementary 1
   - at least 4 years but less than 8 years 2
   - trade school 3
   - secondary school 4
   - highschool/university 5
   - can’t say 8

37. Are you living alone in your household?
   - yes 1
### National Survey of the Quality of Hospital Care - Questionnaire

If No with whom do you live?
- family
- non family
- can't say

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38. Are you employed?
- yes 1 GOTO Q39
- no 2
- temporarily unemployed 3
- on leave without pay 4 GOTO Q39

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(a) If not employed, why are you not employed?
- retired 1
- disabled 2
- children at home 3
- laid off or dismissed 4
- never had or needed to work 5
- can't find a job 6

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(b) If No, how long have you been unemployed?
- less than 1 months 1
- at least 1 months but less than 3 months 2
- at least 3 months but less than 6 months 3
- at least 6 month but less than 12 months 4
- more than 12 month 5
- can't say 8

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39. Why did you choose to come to this hospital?
- your doctor's recommendation 1
- cost 2
- reputation for quality care 3
- familiar with people who work here 4
- location is near where I live 5
- other (specify) 6

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41. Do you or does someone in your household own a car? Have a telephone?
- car 1
- telephone 2
- can't say 8

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42. What is your race?
- white Hungarian 1
- gypsy 2
- other (specify) 3
- can't or do not want to say 8

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