

H-CAHPS Quality Plus-Hospital Patient Experience Survey
Massachusetts General Hospital

Introduction

Hi, my name is [InterviewerFirstName] [InterviewerLastName], and I'm calling on behalf of Massachusetts General Hospital. Massachusetts General Hospital is participating in a survey about the care people receive in the hospital.

This survey is part of a national initiative to measure the quality of care in hospitals. Survey results can be used by people to choose a hospital. Your answers may be shared with the hospital for purposes of quality improvement.

Participation in the survey is completely voluntary and will not affect your health care or your benefits. It should take about 10 minutes to answer.

This call may be recorded for quality improvement purposes. I'd like to begin the survey now, is this a good time for us to continue?

S1

Our records show that you were discharged from Massachusetts General Hospital on or about [Discharge Date]. Is that right?

*If 'No' ⇒ **INEL1***

Were you ever at this hospital?

If 'No' ⇒ DONE

*If 'Yes' ⇒ **INEL2***

Were you a patient at this hospital in the last year?

If 'No' ⇒ DONE

*If 'Yes' ⇒ **INEL3***

When was this?

If Date is more than one month of Discharge Date ⇒ DONE

If Date is less than one month of the Discharge Date ⇒ IVR Invite

IVR Invite

I would like to invite you to continue the survey using our automated system. The questions have been pre-recorded, and you give your answers by speaking directly into your phone. You don't have to push any buttons; you simply wait until you hear all the response choices, choose one, and then say that answer out loud.

This survey includes questions that allow you to give your comments in your own words. Please reserve your comments until you hear these questions. May I switch you to the automated system now?

If 'Yes' ⇒ **Help/Repeat**

Welcome to the automated system. If at any time, you need to speak with a live agent, say, "Please help." If you want me to repeat a question, say, "Please repeat."

If 'No' ⇒ **CATI Survey**

Okay. I'd be happy to do the survey with you.

Q1 Intro

Please answer the questions in this survey about your stay at Massachusetts General Hospital. When thinking about your answers, do not include any other hospital stays. The first questions are about the care you received from nurses during this hospital stay.

Q1

During this hospital stay, how often did nurses treat you with courtesy and respect?

'Never,' 'Sometimes,' 'Usually,' or 'Always.'

Q2

During this hospital stay, how often did nurses listen carefully to you?

'Never,' 'Sometimes,' 'Usually,' or 'Always.'

Q3

During this hospital stay, how often did nurses explain things in a way you could understand?

'Never,' 'Sometimes,' 'Usually,' or 'Always.'

Q4

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

'Never,' 'Sometimes,' 'Usually,' 'Always' or 'I never pressed the call button'

Your Care From Doctors

The next questions are about the care you received from doctors during this hospital stay.

Q5

During this hospital stay, how often did doctors treat you with courtesy and respect?

‘Never,’ ‘Sometimes,’ ‘Usually,’ or ‘Always.’

Q6

During this hospital stay, how often did doctors listen carefully to you?

‘Never,’ ‘Sometimes,’ ‘Usually,’ or ‘Always.’

Q7

During this hospital stay, how often did doctors explain things in a way you could understand?

‘Never,’ ‘Sometimes,’ ‘Usually,’ or ‘Always.’

The Hospital Environment

The next set of questions is about the hospital environment. Please continue to respond by saying ‘never’, ‘sometimes’, ‘usually’ or ‘always’.

Q8

During this hospital stay, how often were your room and bathroom kept clean?

‘Never,’ ‘Sometimes,’ ‘Usually,’ or ‘Always.’

Q9

During this hospital stay, how often was the area around your room quiet at night?

‘Never,’ ‘Sometimes,’ ‘Usually,’ or ‘Always.’

Your Experiences In This Hospital

The next questions are about your experiences in this hospital.

Q10

During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

‘Yes’ or ‘No.’

If 'Yes' ⇒ **Q11**

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

'Never,' 'Sometimes,' 'Usually,' or 'Always'.

Q12

During this hospital stay, did you need medicine for pain?

'Yes' or 'No.' (*responses are non-spoken*)

If 'Yes' ⇒ **Q13**

During this hospital stay, how often was your pain well controlled?

'Never,' 'Sometimes,' 'Usually,' or 'Always'.

Q14

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

'Never,' 'Sometimes,' 'Usually,' or 'Always'.

Q15

During this hospital stay, were you given any medicine that you had not taken before?

'Yes' or 'No.'

If 'Yes' ⇒ **Q16**

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

'Never,' 'Sometimes,' 'Usually,' or 'Always'.

Q17

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

'Never,' 'Sometimes,' 'Usually,' or 'Always'.

Leaving Hospital

The next questions are about the discharge process for this hospital stay.

Q18

After you left the hospital, did you go directly to your own home, to someone else's home, or to another health facility?

'Own home,' 'Someone else's home,' or 'Another health facility.'

If 'Own home' or 'Someone else's home' ⇒

Q19

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

'Yes' or 'No.'

Q20

During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

'Yes' or 'No.'

Overall Rating

We want to know your overall rating of your stay at Massachusetts General Hospital. This is the stay that ended around [Discharge Date]. Please do not include any other hospital stays in your answer.

Q21

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?

Q22

Would you recommend this hospital to your friends and family?

'Definitely no,' 'Probably no,' 'Probably yes,' or 'Definitely yes.'

Q22HCSMGH

How about the quality of the food?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'

Q22HCSA

How would you rate the taste of the food?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'

Q22HCSD

How would you rate the courtesy of the person who served you?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ or ‘Poor’

VerbatimLeadIn

Here are a couple of question I’d like you to answer in your own words.

Q35HCS

Please tell us what the hospital could do, in general, to improve the quality of care and services that you received.

NewSurpriseVerbatim – Positive Experiences

Did you experience any good surprises during the time you were hospitalized? Do you recall any very positive experiences that you can tell me about?

NewSurpriseVerbatim – Negative Experiences

Did you experience any bad surprises during the time you were hospitalized? Do you recall any very negative experiences that you can tell me about?

About You

There are only a few remaining items left.

Q23

In general, how would you rate your overall health?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ or ‘Poor.’

Q24

What is the highest grade or level of school that you have completed?

‘8th grade or less,’ ‘Some high school, but did not graduate,’ ‘High school graduate or GED,’ ‘Some college or 2 year degree,’ ‘4 year college graduate,’ or ‘More than 4-year college degree.’

Q25

Are you of Hispanic or Latino origin or descent?

‘Yes, Hispanic or Latino,’ or ‘No, not Hispanic or Latino’

Q26

When I read the following list. Please tell me if the category describes your race. You may choose one or more.

‘White,’ ‘Black or African American,’ ‘Asian,’ ‘Native Hawaiian or Other Pacific Islander,’ ‘American Indian or Alaska Native.’

Q27

What language do you mainly speak at home?

‘English,’ ‘Spanish,’ or ‘Some other language.’