

QDM Emergency Department Patient Experience Survey (Adult Version)

Introduction1

Hi, my name is [InterviewerFirstName] [InterviewerLastName], and I'm calling on behalf of Massachusetts General Hospital from Quality Data Management. Massachusetts General Hospital is conducting a survey to obtain information about the care people receive in the [Department].

This survey is part of an initiative to measure the quality of care in [Department] based on patients' experiences. Survey results can be used by the hospital to monitor quality and to improve care and services.

Participation in the survey is completely voluntary and will not affect your health care or your benefits. The questions should take about 10 minutes to answer. Can you help me with this?

BeginNow

Before we begin, I want to let you know that this survey may be monitored for quality assurance purposes.

ConfirmVisit

First, I need to confirm that you were a patient at Massachusetts General Hospital's [Department] on [MonthDay]? Is this correct?

If 'No' ⇒ **No Visit**

Thank you for your time, but for the purpose of this study, we are speaking only with people who visited this emergency department on [MonthDay]. Goodbye.

ThisVisitLeadIn

Please answer the questions in this survey about this visit. Do not include any other emergency department or urgent care visits in your answers.

ArrivalLeadIn

Please think about the time when you first arrived at the emergency department when you checked in, got registered and someone first asked you questions to find out about the medical condition that brought you to the emergency department.

Q1 (Q1A)

Did the registration staff treat you with courtesy and respect?

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

Q2 (Q1B)

Was there enough privacy while you were checking in and giving insurance or payment information to the registration staff?

‘Not at all,’ ‘Somewhat,’ ‘Mostly,’ or ‘Completely?’

Q3 (Q1C)

From the time you arrived in the emergency department, how long did it take for a nurse or doctor to first ask you questions about your medical condition to learn about the type of problem you were experiencing?

‘More than 30 minutes,’ ‘15 to 30 minutes,’ ‘5 to 15 minutes,’ or ‘Less than 5 minutes?’

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. Please reserve any comments until the end of the survey, where there are questions asking you to give your comments in your own words. 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.

WaitTimeLeadIn

Next, I would like to ask you about the time you spent waiting in the emergency department.

Q4 (Q3)

Did you spend any time waiting while you were in the emergency department?

(Non-spoken Yes/No responses)

If 'Yes' ⇒ **Q4A** (Q3B)

Did the staff keep you updated on how long you would need to wait?

'Never,' 'Sometimes,' 'Usually,' or 'Always?'

Q4B (Q3C)

Were the places you were waiting kept clean?

'Never,' 'Sometimes,' 'Usually,' or 'Always?'

Q4C (Q3D)

How long did you wait to first be seen by a doctor?

'More than 4 hours,' '2 to 4 hours,' '1 to 2 hours,' '30 to 60 minutes,' or 'Less than 30 minutes?'

Q5 (Q4)

Did you have family or friends who you wanted to be informed about your care?

(Unprompted Yes/No responses)

If 'Yes' ⇒ **Q5A** (Q4A)

Did the emergency department staff keep any family or friends that came to the emergency department with you updated about the care you were receiving?

'Never,' 'Sometimes,' 'Usually,' or 'Always?'

NursingCare

Next, I would like to ask you about the care you received from nurses. Please answer the following questions by saying ‘never,’ ‘sometimes,’ ‘usually,’ or ‘always.’

Q6 (Q5)

During this emergency department visit, how often did nurses treat you with courtesy and respect?

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

Q7

How often did nurses listen carefully to you?

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

Q8

How often did nurses explain things in a way you could understand?

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

DoctorsCare

Next, I would like to ask you about the care you received from the doctors. Please continue to answer the next questions by saying ‘never,’ ‘sometimes,’ ‘usually,’ or ‘always.’

Q9 (Q10)

During this emergency department visit, how often did doctors treat you with courtesy and respect?

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

Q10 (Q12)

How often did doctors listen carefully to you?

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

Q11 (Q13)

How often did doctors explain things in a way you could understand?

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

Q12 (Q14)

Were the doctors aware of all the information you gave to other hospital staff members?

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

Q13 (Q15)

Did you always know which doctor was responsible for your care?

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

PainExperience

Now I would like to ask you about the pain you experienced while you were in the emergency department.

Q14 (Q18)

Did you experience any pain during this emergency department visit?

(Unprompted Yes/No responses)

If ‘Yes’ ⇒ **Q14Yes** (Q18Yes)

Please answer the next three questions by saying, ‘Never’, ‘Sometimes’, ‘Usually,’ or ‘Always.’

Q14A (Q18A)

How often did emergency department staff talk to you about your pain?

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

Q14B (Q18B)

How often did emergency department staff do everything they could to help you with your pain?

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

Q14C (Q18C)

How often was your pain well controlled?

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

Leaving Emergency Department

The following questions are about what happened when you were getting ready to leave the emergency department, including getting follow-up instructions about caring for yourself at home.

Q15 (Q19)

After your emergency department visit, did you go directly to your home or to someone else’s home or were you admitted to the hospital, or were you transferred to another health facility?

‘Home,’ ‘Someone else’s home,’ ‘Admitted to hospital,’ or ‘Transferred to another health facility?’

If ‘Home’ or ‘Someone else’s home’ ⇒

Q15A (Q19C)

Did you understand the information you were given when you went home from the emergency department?

‘Not at all,’ ‘Somewhat,’ ‘Mostly,’ or ‘Completely?’

Q15B (Q19D)

How comfortable were you with your ability to carry out the follow-up instructions you were given when you went home from the emergency department.

‘Not at all,’ ‘Somewhat,’ ‘Mostly,’ or ‘Completely?’

If 'Admitted to the hospital' ⇒

Q16 (Q20)

How comfortable were you while you were waiting for a hospital bed?

'Not at all,' 'Somewhat,' 'Mostly,' or 'Completely?'

Overall Experience

The next set of questions ask you about your overall experiences in the emergency department.

Q17 (Q21)

Did it seem like there was good teamwork among doctors, nurses and the other staff members who cared for you?

'Not at all,' 'Somewhat,' 'Mostly,' or 'Completely?'

Q18 (Q24)

What was the total amount of time you spent in the emergency department beginning with the time you first arrived and ending with the time you left the emergency department to go home or to be admitted to the hospital?

'More than 4 hours,' '2-4 hours,' '1-2 hours,' or 'Less than an hour?'

Q19 (Q25)

How much were you helped by the care you received in the emergency department?

'Not at all,' 'Somewhat,' 'Mostly,' or 'Completely?'

Q20 (Q27)

Using any number from 0 to 10, where 0 is the worst emergency department possible and 10 is the best emergency department possible, what number would you use to rate this emergency department during your visit?

0, 1, ..., 10

Q21 (Q28)

Would you recommend this emergency department to your friends and family?

‘Definitely no,’ ‘Probably no,’ ‘Probably yes,’ or ‘Definitely yes.’

Verbatims

Here are some questions I’d like you to answer in your own words. Think about all your experiences during your visit to the emergency department.

Q22 (Q29)

Please describe the best thing that happened during your visit.

(verbatim response)

Q23 (Q31)

If you were asked to name the one thing that would have significantly improved your visit, what would it be?

(verbatim response)