

**QDM-Hospital Patient Experience Survey**  
(Child Version)  
Revised 6/1/11

**Introduction**

My name is [InterviewerFirstName] [InterviewerLastName], and I'm calling on behalf of the Massachusetts General Hospital from Quality Data Management. We're conducting a short survey of parents and guardians about the care provided to children and teenagers by this hospital. Massachusetts General Hospital will use this information to learn how it can improve the quality of care and services that it provides.

[FIRSTNAME]'s name was randomly selected from a list of patients who were recently discharged from the Massachusetts General Hospital. Participation in this interview is entirely optional and the health care you receive will not be affected. If you do choose to participate, your comments may be shared with the hospital for quality improvement purposes. The survey takes about 15 minutes. Can you help me with this?

**BeginNow**

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

**Q1**

First, I need to confirm that [FIRSTNAME] was discharged from the Massachusetts General Hospital on [MonthDay]? Is this correct?

If 'No' ⇒ **No Stay**

Thank you for your time, but for the purpose of this study, we are speaking only with parents or guardians of children and teenagers who were discharged from this hospital on [MonthDay]. Goodbye.

**EDVisit**

Did your child come to the emergency room before they were admitted to the hospital?

*(Non-spoken Yes/No responses)*

**ICU**

During your child's recent hospital stay, did he/she spend any time in an intensive care unit (ICU) or critical care unit (CCU)?

*(Non-spoken Yes/No responses)*

## **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.

## **Admissions**

And now, let's begin! Please think about the admissions process, including things like how long it took, the information you got before your child was admitted, and the attention to your child's special needs.

### **Q2B**

How would you rate the information you got before your child was admitted?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

### **Q2C**

And how would you rate the attention of the admitting staff to your child's special needs?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

## **Nursing Care**

Next, I would like to ask you about the nursing care that your child received, including how often the nurses checked on your child, how quickly they responded, their kindness and helpfulness, how well they communicated, and their skill.

### **Q3**

What is your overall rating of the nursing care?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q3B**

How would you rate how quickly they responded to your or your child's calls?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q3D**

How about how well the nurses communicated?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Answer EP**

Please answer the following questions by saying 'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor.' If a question does not apply to this stay, just say, 'Does not apply.'

**Doctors Care**

Next, I would like to ask you about the care your child received from the doctors, including things like how often they checked on your child, how easy it was to contact them, their caring and concern, the information they gave you, and their skill in diagnosing and treating your child.

**Q4**

What is your overall rating of the doctors' care?

'Excellent,' 'Very good,' 'Good,' 'Fair,' 'Poor,' or 'Does not apply'? (*all responses are non-spoken*)

**Q4A**

How would you rate how often the doctors checked on your child?

'Excellent,' 'Very good,' 'Good,' 'Fair,' 'Poor,' or 'Does not apply'? (*all responses are non-spoken*)

**Q4B**

How about how easy it was to contact them?

'Excellent,' 'Very good,' 'Good,' 'Fair,' 'Poor,' or 'Does not apply'? (*all responses are non-spoken*)

**Q4C**

How would you rate the caring and concern of the doctors?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q4D**

How about the information they gave you about your child’s condition and what to do after leaving the hospital?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q4E**

And how would you rate the doctors’ skill in diagnosing and treating your child?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Other Staff Services**

Please think about the services provided by other hospital staff, including people like housekeeping, I.V. starters, lab and x-ray, transportation, and physical therapy staff.

**Q5**

What is your overall rating of the services provided by the other hospital staff – that is, how well they did their jobs and how they acted toward your child?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q5B**

How would you rate the services provided by the I.V. starters?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q5C**

The services provided by the lab and x-ray staff?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q5D**

How about the services provided by the transportation staff?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q5E**

And how would you rate the services provided by the physical therapy staff?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Discharge**

Next, I’m going to ask you about the discharge process, including things like how long it took, and how completely you were informed about your child’s health condition.

**Q6**

What is your overall rating of the discharge process?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Q6A**

How would you rate the time it took for your child to be discharged from the hospital?

‘Excellent,’ ‘Very good,’ ‘Good,’ ‘Fair,’ ‘Poor,’ or ‘Does not apply’? *(all responses are non-spoken)*

**Any Problems**

The following questions are about things that may or may not have been problems during your child’s stay. Please answer by saying ‘Yes’ or ‘No.’ If a question does not apply to this hospital stay, just say ‘Does not apply.’

**Q9**

Were there any problems finding your way around the building? Please say...

‘Yes,’ ‘No,’ or ‘Does not apply’?

**Q10**

Any problems with long waits to receive services?

*(Non-spoken Yes/No/Does Not Apply responses)*

If 'Yes' ⇒

**Q10A**

Were there any problems waiting for surgery?

*(Non-spoken Yes/No/Does Not Apply responses)*

**Q10B**

How about problems waiting for tests or treatments?

*(Non-spoken Yes/No/Does Not Apply responses)*

**Q10C**

Any problems waiting for your child to be transferred from one room to another?

*(Non-spoken Yes/No/Does Not Apply responses)*

**Q10D**

And how about waiting for a doctor to see your child?

*(Non-spoken Yes/No/Does Not Apply responses)*

**Q11**

Were there any problems in having blood drawn? Please say...

'Yes,' 'No,' or 'Does not apply'?

**Q14**

Any problems with one medical person saying one thing and another saying something different? Please say...

'Yes,' 'No,' or 'Does not apply'?

**RoomPrivacyOld21C**

Were there any problems with the privacy of your child's hospital room?

*(Non-spoken Yes/No/Does Not Apply responses)*

**Q17**

During this hospital stay, how much pain did your child experience?

'A lot of pain,' 'Quite a bit of pain,' 'Some pain,' 'A little pain,' or 'No pain'?

*If 'A lot of pain,' 'Quite a bit of pain,' or 'Some pain' ⇒*

**Q17A**

How would you rate how quickly staff acted to provide pain relief?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'?  
*('Does not apply' is a non-spoken response option)*

**Q17B**

And how would you rate the effectiveness of the pain relief?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'?  
*('Does not apply' is a non-spoken response option)*

**Q18**

Were there any problems finding out what to do to take care of your child after she or he left? Please say...

'Yes,' 'No,' or 'Does not apply'?

**Q20**

How would you rate the quietness of your child's hospital room?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? *('Does not apply' is a non-spoken response option)*

**Q21Arev1**

How would you rate the cleanliness of your child's hospital room?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? *('Does not apply' is a non-spoken response option)*

**Q22**

How about the quality of your child's food?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q22C**

How about the promptness of meal delivery?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q22D**

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

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q22E**

Was your child on a special or restricted diet for most of the stay? Please say...

'Yes' or 'No'

If 'Yes' =>

**Q22E1**

How well was it explained?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'?  
(*'Does not apply' is a non-spoken response option*)

**Q23**

How would you rate the teamwork of all the staff who took care of your child during this stay?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)



**Q24**

How about the degree to which you or your child were involved in making decisions about your child's care?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q25**

And how would you rate the sensitivity of all the staff to your child's special needs or concerns?

'Excellent,' 'Very good,' 'Good,' 'Fair,' or 'Poor'? (*'Does not apply' is a non-spoken response option*)

**Q27**

How would you rate the coordination of care that your child might have needed after his or her stay?

'Excellent,' 'Very good,' 'Good,' 'Fair,' 'Poor,' or 'Does not apply'?

**Q28**

Do you think the amount of time your child spent in the hospital was...

'About right,' 'Too short,' or 'Too long'?

**Q29**

Thinking about your child's recent stay, please use a number to rate the overall quality of care and services. On a scale from zero to ten, where zero is the worst overall quality possible, and ten is the best, how would you rate the overall quality?

**Q30**

How likely would you be to recommend this hospital to your family and friends? Would you be...

'Extremely likely,' 'Very likely,' 'Somewhat likely,' 'Somewhat unlikely,' or 'Very unlikely'?

**Q32**

How would you rate the outcome of your child's stay – that is, how much it helped your child?

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

**Verbatims Lead-In**

Here are some questions I'd like you to answer in your own words.

**Q33**

Please think about all aspects of your child's last hospital stay. What was the best thing that happened during that stay?

*(verbatim response)*

**Q34**

What was the worst thing that happened during that stay?

*(verbatim response)*

**Q35**

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

*(verbatim response)*

**About You**

This last set of questions is for statistical purposes only.

**Q36**

In general, how would you rate your child's overall health now? Is it...

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