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’?
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)

Q21
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’?