

**Sample Telephone Script: Do Not Fill**

6704573349

Child HCAHPS (AHS Version)

October 2019 Version

When answering questions in this survey please remember to think about the hospital stay at <....> that we just discussed. When thinking about your answers, please think about your child's most recent stay at this hospital and do not include any other hospital stays. The first questions are about when your child was admitted to this hospital.

1. Was your child born during this hospital stay?

- Yes → If yes, go to question 14
 No

2. For this hospital stay, was your child admitted through this hospital's Emergency Room?

- Yes
 No → If no, go to question 5

3. Were you in this hospital's Emergency Room with your child?

- Yes
 No → If no, go to question 5

4. While your child was in this hospital's Emergency Room, were you kept informed about what was being done for your child?

- Yes
 No

5. During the first day of this hospital stay, were you asked to list or review all of the prescription medicines your child was taking at home?

- Yes, definitely
 Yes, somewhat
 No

6. During the first day of this hospital stay, were you asked to list or review all of the vitamins, herbal medicines, and over the counter medicines your child was taking at home?

- Yes, definitely
 Yes, somewhat
 No

7. The rest of the questions are about your child's care after being admitted to this hospital. Do not include care received in the Emergency Room as you answer the rest of the questions. Is your child able to talk with nurses and doctors about his or her health care?

- Yes
 No → If no, go to question 14

8. The next questions are about your child's experience during this hospital stay. You will be asked about your own experience during this hospital stay in later questions. The first questions are about your child's experiences with nurses. During this hospital stay, how often did your child's nurses listen carefully to your child?

- Never
 Sometimes
 Usually
 Always

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9. During this hospital stay, how often did your child's nurses explain things in a way that was easy for your child to understand?

- Never
- Sometimes
- Usually
- Always

10. During this hospital stay, how often did your child's nurses encourage your child to ask questions?

- Never
- Sometimes
- Usually
- Always

11. The next questions are about your child's experience with doctors. During this hospital stay, how often did your child's doctors listen carefully to your child?

- Never
- Sometimes
- Usually
- Always

12. During this hospital stay, how often did your child's doctors explain things in a way that was easy for your child to understand?

- Never
- Sometimes
- Usually
- Always

13. During this hospital stay, how often did your child's doctors encourage your child to ask questions?

- Never
- Sometimes
- Usually
- Always

14. The next questions ask about your experiences with nurses. During this hospital stay, how often did your child's nurses listen carefully to you?

- Never
- Sometimes
- Usually
- Always

15. During this hospital stay, how often did your child's nurses explain things to you in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

16. During this hospital stay, how often did your child's nurses treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

17. The next questions are about your experiences with doctors. During this hospital stay, how often did your child's doctors listen carefully for you?

- Never
- Sometimes
- Usually
- Always

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18. During this hospital stay, how often did your child's doctors explain things to you in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

19. During this hospital stay, how often did your child's doctors treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

20. The next questions are about your experience with providers. A provider is a doctor, nurse, nurse practitioner, or physician assistant. During this hospital stay, how often were you given as much privacy as you wanted when discussing your child's care with providers?

- Never
- Sometimes
- Usually
- Always

21. Things that a family might know best about a child include how the child usually acts, what makes the child comfortable, and how to calm the child's fears. During this hospital stay, did providers ask you about these types of things?

- Yes, definitely
- Yes, somewhat
- No

22. During this hospital stay, how often did providers talk with and act toward your child in a way that was right for your child's age?

- Never
- Sometimes
- Usually
- Always

23. During this hospital stay, how often did health care providers introduce themselves and explain their roles?

- Never
- Sometimes
- Usually
- Always

24. During this hospital stay, how often did health care providers have a good understanding of your child's condition and/or medical history?

- Never
- Sometimes
- Usually
- Always

25. During this hospital stay, how often did health care providers follow up on your concerns and observations?

- Never
- Sometimes
- Usually
- Always

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26. During this hospital stay, how often would you say that the health care providers worked together to give the health care your child needed?
- Never
 - Sometimes
 - Usually
 - Always
27. During this hospital stay, how often did health care providers keep you informed about what was being done for your child?
- Never
 - Sometimes
 - Usually
 - Always
28. Tests in the hospital can include things like blood tests and x-rays. During this hospital stay, did your child have any tests?
- Yes
 - No → If no, go to question 30
29. How often did providers give you as much information as you wanted about the results of these tests?
- Never
 - Sometimes
 - Usually
 - Always
30. The next questions are about your child's care in this hospital. During this hospital stay, did you or your child ever press the call button?
- Yes
 - No
31. After pressing the call button, how often was help given as soon as you or your child wanted it?
- Never
 - Sometimes
 - Usually
 - Always
32. During this hospital stay, was your child given any medicine?
- Yes
 - No → If no, go to question 34
33. Before giving your child any medicine, how often did providers or other hospital staff check your child's wristband or confirm his or her identity in some other way?
- Never
 - Sometimes
 - Usually
 - Always
34. Mistakes in your child's health care can include things like giving the wrong medicine or doing the wrong surgery. During this hospital stay, did providers or other hospital staff tell you how to report if you had any concerns about mistakes in your child's health care?
- Yes, definitely
 - Yes, somewhat
 - No
35. During this hospital stay, did your child have pain that needed medicine or other treatment?
- Yes
 - No → If no, go to question 38

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36. During this hospital stay, did providers or other hospital staff ask about your child's pain as often as your child needed?

- Yes
 No

37. During this hospital stay, how often did the health care providers do everything they could to help your child with his or her pain?

- Never
 Sometimes
 Usually
 Always

38. The next questions ask about your child's experience related to needle procedures during this hospital stay. Please do not include the stay in Emergency Department when answering these questions. During this hospital stay did your child have any of the following procedures:

- Drawing blood
 IV insertions
 Finger, toe or heel pokes
 Lumbar puncture

39. During the needle procedures, how often did healthcare staff provide assistance to minimize discomfort to your child, such as: numbing cream, distraction, comfort positions, relaxation advice or oral glucose?

- Never
 Sometimes
 Usually
 Always

40. The next questions ask about your experience with hospital pharmacists. During your child's hospital stay, did a pharmacist meet you or a family member at your child's bedside to discuss your child's medications?

- Yes
 No → If no, go to question 42

41. We want to know your rating of the care your rating of the overall contact you or your family member had with the pharmacist during your child's hospital stay. Using any number from 0 to 10, where 0 is the worst possible contact and 10 is the best possible contact, what number would you give the contact you had with the pharmacist who treated your child?

0 1 2 3 4 5 6 7 8 9 10

WORST POSSIBLE
CONTACT

BEST POSSIBLE
CONTACT

42. The next questions are about your participation during your child's hospital stay. During this hospital stay, did you feel you were appropriately involved in decision making about your child's treatment/care?

- Yes, definitely
 Yes, somewhat
 No

43. During this hospital stay, did you have a clear understanding about your role in caring for your child?

- Yes, definitely
 Yes, somewhat
 No

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44. The next questions are about the hospital environment. During this hospital stay, how often were your child's room and bathroom kept clean?
- Never
 - Sometimes
 - Usually
 - Always
45. During this hospital stay, how often was the area around your child's room quiet at night?
- Never
 - Sometimes
 - Usually
 - Always
46. Hospitals can have things like toys, books, mobiles, and games for children from newborns to teenagers. During this hospital stay, did the hospital have things available for your child that were right for your child's age?
- Yes, definitely
 - Yes, somewhat
 - No
47. The next questions are about when your child left the hospital. After your child left this hospital, did he or she go to another hospital or health facility, your own home or somewhere else?
- Another hospital or health facility
 - Own home
 - Somewhere else
48. Before your child left the hospital, did a provider ask you if you had any concerns about whether your child was ready to leave? As a reminder, a provider in the hospital can be a doctor, nurse, nurse practitioner, or physician assistant.
- Yes, definitely
 - Yes, somewhat
 - No
49. Before your child left the hospital, did a provider talk with you as much as you wanted about how to care for your child's health after leaving the hospital?
- Yes, definitely
 - Yes, somewhat
 - No
50. Before your child left the hospital, did a provider tell you that your child should take any new medicine that he or she had not been taking when this hospital stay began?
- Yes
 - No → If no, go to question 53
51. Before your child left the hospital, did a provider or hospital pharmacist explain in a way that was easy to understand how your child should take these new medicines after leaving the hospital?
- Yes, definitely
 - Yes, somewhat
 - No

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52. Before your child left the hospital, did a provider or hospital pharmacist explain in a way that was easy to understand about possible side effects of these new medicines?
- Yes, definitely
 Yes, somewhat
 No
53. A child's regular activities can include things like eating, bathing, going to school, or playing sports. Before your child left the hospital, did a provider explain in a way that was easy to understand when your child could return to his or her regular activities?
- Yes, definitely
 Yes, somewhat
 No
54. Before your child left the hospital, did a provider explain in a way that was easy to understand what symptoms or health problems to look out for after your child left the hospital?
- Yes, definitely
 Yes, somewhat
 No
55. Before your child left the hospital, did you get information in writing about what symptoms or health problems to look out for after your child left the hospital?
- Yes, definitely
 Yes, somewhat
 No
56. During this hospital stay, was your child 13 years old or older?
- Yes
 No → If no, go to question 60
57. During this hospital stay, how often did providers involve your child in discussions about his or her health care?
- Never
 Sometimes
 Usually
 Always
58. Before your child left the hospital, did a provider ask your child if he or she had any concerns about whether he or she was ready to leave?
- Yes, definitely
 Yes, somewhat
 No
59. Before your child left the hospital, did a provider talk to your child about how to take care of his or her health after leaving the hospital?
- Yes, definitely
 Yes, somewhat
 No

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0989573348

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The next questions are about your overall rating of this hospital, As a reminder, please answer the questions about the child and hospital named at the beginning of the interview. Do not include any other hospital stays in your answers.

60. 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 during your child's stay?

0 1 2 3 4 5 6 7 8 9 10

WORST HOSPITAL
POSSIBLE

BEST HOSPITAL
POSSIBLE

61. We want to know your rating of the care your child received from nurses during this hospital stay.

Using any number from 0 to 10, where 0 is the worst possible nursing care and 10 is the best possible nursing care, what number would you give the care your child got from the nurses who treated him or her?

0 1 2 3 4 5 6 7 8 9 10

WORST POSSIBLE
NURSING CARE

BEST POSSIBLE
NURSING CARE

62. We want to know your rating of the care your child received from doctors during this hospital stay.

Using any number from 0 to 10, where 0 is the worst possible care and 10 is the best possible care, what number would you give the care your child got from all the doctors who treated him or her?

0 1 2 3 4 5 6 7 8 9 10

WORST POSSIBLE
DOCTOR CARE

BEST POSSIBLE
DOCTOR CARE

63. Would you recommend this hospital to your friends and family?

- Definitely no
- Probably no
- Probably yes
- Definitely yes

64. In general, how would you rate your child's overall health? Would you say that it is...

- Excellent
- Very good
- Good
- Fair
- Poor

65. In the last year, how many times has your child stayed in this or any other hospital for 24 hours or more?

- 1 time - this time only
- 2 times
- 3 to 5 times
- More than 5 times

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The last set of questions is about you.

66. How are you related to the child?

- Mother
- Father
- Grandmother
- Grandfather
- Other relative or legal guardian
- Someone else (please specify): _____

67. What is your age? Is it...

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or older

68. What is the highest level of education that you have achieved so far?

- 8th grade or less
- Some high school, but did not graduate
- High school or high school equivalency certificate
- College, CEGEP, or other non-university certificate or diploma
- Undergraduate degree or some university
- Post-graduate degree or professional designation

69. During your child's hospital stay, how much of the time were you at the hospital?

- None of the time
- A little of the time
- Some of the time
- Most of the time
- All or nearly all of the time

70. Is there something else you would like to share about your child's and your family's hospital experience?

Please explain.

Those are all the questions I have. Thank you very much for your help with this survey. Have a nice (day/evening). Good bye.