

2019



Continuity Across Transitions In Care Survey



TELEPHONE INTRODUCTION

I1. Hello, my name is _____ . I am calling from R.A. Malatest and Associates Ltd. on behalf of the <AUPLD_FAC_NAME>. We are doing a survey about healthcare. Is this <AUPLD_FName><AUPLD_LName>?

Yes1 → SKIP PARTICIPANT REACHED
 No 2

I2. May I please speak with <AUPLD_FName><AUPLD_LName>?

PARTICIPANT REACHED

I3. I am calling today to talk with you about the care you recently received at <AUPLD_FAC_NAME>. Your name was randomly chosen from all patients who recently had care at <AUPLD_FAC_NAME>. This survey will help us to understand your experiences and your ideas about improving the quality of care in our hospitals. The questions will focus on your experiences as you moved from home to hospital and back again. We are interested in how well you were prepared for your return home - specifically, how well your discharge was planned, and how well you were supported after discharge with things like follow-up medical care in the community.

The survey may take about 30 minutes to complete. Is now a good time to speak with you?

Your opinions are very important, because the results of this survey will be used to improve the care and services provided in our hospitals. The survey may take about 30 minutes to complete. Is now a good time to speak with you?

Yes, I consent to continue 1 → SKIP TO PRIVACY
 No – set call-back time 2 → SKIP TO [Set call-back time]
 No – does not want to do survey via phone 3 → SKIP TO I4
 No – refuses to participate..... 4 → SKIP TO ENDO

ONLINE OPTION

I4. You may also complete the survey online. This option will take about 30 minutes, and it does not need to be completed all at once. In order for you to complete the survey online, all you need to do is to log onto the website that is shown on the front page of the letter that you received in the mail and enter your secure password. Alternatively, we can send you an email with a link to the survey and your password.

Wants to do survey online and has letter with login ID1 → SKIP TO ENDO
 Has lost/misplaced letter with login ID and wants this emailed.....2 → SKIP TO I5
 Does not want to do survey online either.....3 → SKIP TO ENDO

I5. We will only use your email address for the purpose of sending you a link to this survey. At all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act. Could I please have your email address?

- [enter email]

We will keep your email address for up to 18 days in order to send a reminder message to you. The email will include an unsubscribe function. If activated, this function will remove your email address from our database.

END0

Thank you for your time. Goodbye.

PRIVACY

Please note your participation in this survey is voluntary and any information you provide is confidential. <AUPLD_HA> collects health information in accordance with the BC Freedom of Information and Privacy Protection Act, for the purpose of providing health services or any other purpose authorized under the Act. If you have any questions or concerns regarding the collection, use or disclosure of your information for this survey, please let me know and I can provide you with the contact information for the project lead.

Any information you provide is voluntary and you can stop the interview at any time. If there are any questions you feel uncomfortable answering, please let me know and I will move on to the next one. Your decision to do the interview will not affect the health care or health care benefits you receive. Your information will be used to improve care and services in BC emergency departments. Your information will not be used to identify or contact you after your participation in the survey. The questions should take approximately 30 minutes to answer. We will NOT record this interview; however, this call may be monitored by my supervisor for Quality Control purposes.

SECTION 1: SURVEY START

SURVEY INTRO

Please answer the questions in this survey about your experience at <AUPLD_FAC_NAME> that ended on <AUPLD_DDATE>. When thinking about your answers, do not include any other Emergency visits or hospital stays.

[IF UPLD_M=1] Please answer the questions in this survey about your experiences related to your stay at BC Women's Hospital that ended on <AUPLD_DDATE>.

[Only ask M1 IF UPLD_M=1]

M1 Was your stay at this hospital for a childbirth experience?

1 ... Yes

2 ... No

[Skip to CAT3 if M1=2]

M22 Was this your first childbirth experience?

1 ... Yes

2 ... No

99... [DO NOT READ] Prefer not to answer

[Skip to CAT3 if M1=1]

INTRO: The first set of survey questions are about your visit at the Emergency Department at <AUPLD_FAC_NAME>.

EDPEC1 Thinking about this visit, what was the main reason why you went to the emergency department? Would you say...

1 ... An accident or injury

2... A new health problem

3... An ongoing health condition or concern

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

EDPEC2 For this visit, did you go to the emergency department in an ambulance?

1 ... Yes

2... No

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

BCED2 What was the reason for your recent emergency department visit? Would you say... (Please select all that apply)

- 1 ... It was clearly an emergency.
- 2 ... I was told to go to the emergency department by a health professional.
- 3 ... I was told to go to the emergency department by the nurse on the HealthLink BC (8-11) line
- 4 ... There were no other options available
- 5 ... I did not know if my health condition was an emergency or not, but I wanted it checked out
- 6 ... I did not know where else to go
- 7 ... I use the emergency department for all my health concerns
- 8 ... I was waiting to see a specialist but my health condition changed
- 9 ... I was waiting for tests, but my health condition changed
- 10 ... I was waiting for tests, but was anxious to get them done sooner
- 11 ... Other: _____
- 98... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCED3 Which, if any, health services did you try to contact or access before going to the emergency department? Would you say... (Please select all that apply)

- 1 ... I did not contact any other health services
- 2 ... My primary care provider (e.g. my doctor or nurse practitioner)
- 3 ... A walk-in clinic
- 4 ... An urgent primary care centre
- 5 ... HealthLinkBC (8-1-1)
- 6 ... The BC Health Guide Handbook
- 7 ... Other: _____
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT1 Was your visit to the emergency department about a health concern you were treated for in the last 3 months? Would you say...

- 1 ... Yes, I was treated for this same health concern in the last 3 months.
- 2 ... No, this was a new health concern.
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[SKIP CAT2 if CAT1 = 2|98|99]

CAT2 The last time you were treated for the same health concern, was it at...?

- 1 ... This emergency department/hospital
- 2 ... Another emergency department/hospital
- 3 ... An urgent primary care centre
- 4 ... My primary care provider (e.g., my doctor or nurse practitioner)
- 5 ... A walk-in clinic
- 6 ... Other: _____
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Skip all AMB Questions if EDPEC2 =2|98|99]

AMB1 You indicated you came to the Emergency Department by ambulance. Before you left the care of the paramedics, did the paramedics explain what would happen next in your care? Would you say...

1 ... Not at all

2 ... Partly

3 ... Quite a bit

4 ... Completely

77 ... I was unconscious during transport. [IF UPLD_PED=1, CATEGORY 77 IS NOT ASKED]

98... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

DR_SCREENINTRO: The next set of questions ask you about your emergency department experience. If you are asked a question about care that you received from nurses and doctors, please think about experiences you had in the emergency department only.

DR_SCREEN Were you seen by a doctor in the Emergency Department?

1 ... Yes

2 ... No

98 ... Don't know

99 ... Prefer not to answer

AMB2 [IF DR_SCREEN=1 & AMB1 ≠77]During this emergency department visit, did doctors seem up-to-date on the information you or your family gave to the paramedics? Would you say...

1 ... Not at all

2 ... Partly

3 ... Quite a bit

4 ... Completely

77... [DO NOT READ] I was unconscious during transport.

[IF UPLD_PED=1, CATEGORY 77 IS NOT ASKED]

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

AMB3 [DO NOT ASK IF AMB1=77]During this emergency department visit, did nurses seem up-to-date on the information you or your family gave to paramedics? Would you say...

1 ... Not at all

2... Partly

3... Quite a bit

4... Completely

77... [DO NOT READ] I was unconscious during transport.

[IF UPLD_PED=1, CATEGORY 77 IS NOT ASKED]

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

- EDPEC3** When you first arrived at the emergency department, how long was it before someone talked to you about the reason why you were there? Would you say...
- 1 ... Less than 5 minutes
 - 2... 5 to 15 minutes
 - 3... More than 15 minutes
 - 98... [DO NOT READ] Don't Know
 - 99 ... [DO NOT READ] Prefer not to answer
- CAT3** Was your admission into the emergency department organized? Would you say...
- 1 ... Not at all
 - 2 ... Partly
 - 3 ... Quite a bit
 - 4 ... Completely
 - 98 ... [DO NOT READ] Don't know
 - 99 ... [DO NOT READ] Prefer not to answer
- CAT4** When you arrived at the emergency department, were you kept informed about how long it would be before a nurse or doctor would see you? Would you say...
- 1 ... Yes, definitely
 - 2 ... Yes, somewhat
 - 3 ... No
 - 98 ... [DO NOT READ] Don't know
 - 99 ... [DO NOT READ] Prefer not to answer
- CAT5** When you arrived at the emergency department, were you asked if you were in pain?
- 1 ... Yes
 - 2 ... No
 - 98 ... [DO NOT READ] Don't know
 - 99 ... [DO NOT READ] Prefer not to answer
- EDPEC6** During this emergency department visit, did the doctors or nurses ask about all of the medicines you were taking? Would you say...
- 1 ... Yes, definitely
 - 2 ... Yes, somewhat
 - 3 ... No
 - 98 ... [DO NOT READ] Don't know
 - 99 ... [DO NOT READ] Prefer not to answer
- EDPEC17** During your emergency department visit, how often did nurses listen carefully to you? Would you say...
- 1 ... Never
 - 2 ... Sometimes
 - 3 ... Usually
 - 4 ... Always
 - 98 ... [DO NOT READ] Don't know
 - 99 ... [DO NOT READ] Prefer not to answer

EDPEC18 During this emergency department visit, how often did nurses explain things in a way that you could understand? Would you say...

- ..1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT6 During this emergency department visit, how often did nurses explain what would happen next in your care? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC20 [IF DR_SCREEN=1] During this emergency department visit, how often did doctors listen carefully to you? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC21 [IF DR_SCREEN=1] During this emergency department visit, how often did doctors explain things in a way that you could understand? Would you say...

- ..1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT7 [IF DR_SCREEN=1] During this emergency department visit, how often did doctors explain what would happen next in your care? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CONT6 During this emergency department visit, when your nurses changed, did the next nurse seem up-to-date on your care? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CONT4 [IF DR_SCREEN=1] During this emergency department visit, when your doctors changed, did the next doctor seem up-to-date on your care? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC16 During this emergency department visit, how often did nurses treat you with courtesy and respect? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC19 [IF DR_SCREEN=1] During this emergency department visit, how often did doctors treat you with courtesy and respect? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCED10 On a scale of 0 to 10, what was your overall experience with your emergency department visit? Please answer on a scale where 0 is “I had a very poor experience” and 10 is “I had a very good experience”. [DO NOT READ SCALE]

0 ... I had a very poor experience

1

2

3

4

5

6

7

8

9

10 ... I had a very good experience

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

IV1 INTRO: Sometimes an intravenous (IV) catheter is put into a vein with a needle so patients can receive fluids or medication. The next questions ask about your experiences if you had an IV put into a vein during your emergency department visit, in the ambulance, or in the hospital.

IV1 Did you have at least one IV put into a vein while in the ambulance, during this emergency department visit or while in the hospital? (Please select all that apply)

[DO NOT ASK IF UPLD_M=1] 1 ... Yes – in the ambulance

[DO NOT ASK IF UPLD_M=1] 2 ... Yes – in the Emergency Department

3 ... Yes – in the hospital

4 ... No

→SKIP TO M3 if UPLD_M=1 & M1=1, else SKIP to DISCHARGE QUESTIONS INTRO

98 ... [DO NOT READ] Don't know →SKIP TO M3 if UPLD_M=1 & M1=1, else SKIP to DISCHARGE QUESTIONS INTRO

99 ... [DO NOT READ] Prefer not to answer →SKIP TO M3 if UPLD_M=1 & M1=1, else SKIP to DISCHARGE QUESTIONS INTRO

IV3 Were you told what to expect when your IV was being put into your vein? Would you say...

1 ... Yes, definitely

2 ... Yes, somewhat

3 ... No

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

[Use “emergency department” if UPLD_ED2C=1. Use “hospital” if UPLD_ACU=1 | UPLD_M=1].

IV6 [IF UPLD_ED2C=1] During this <emergency department/hospital> visit, did you experience any of the following problems with your IV? Would you say... (Please select all that apply)

- 1 ... Pain
- 2 ... Soreness
- 3 ... Redness
- 4 ... Swelling
- 5 ... Bruising
- 6 ... My IV fell out
- 77 ... I had no problems
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[SKIP to IV9 if IV6 = 77|98|99]

IV7 How often did your nurses, doctors or paramedics handle problems with your IV in a timely manner? Would you say...

- 1 ... Never
- 2 ... Rarely
- 3 ... Most of the time
- 4 ... Always
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Use "emergency department" if UPLD_ED2C=1. Use "hospital" if UPLD_ACU=1 | UPLD_M=1].

IV9 When it is safe and appropriate, intravenous treatments can be provided to patients at home or in the community. In this case an IV catheter or similar IV device remains inserted in a vein when a patient returns home.

Did you leave the <emergency department/hospital> with an IV device?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[SKIP IV10A & IV10B if IV9 =2|98|99]

IV10AINTRO: Before leaving the <emergency department/hospital> with an IV catheter or similar IV device, patients should be shown how to care for the IV device and should receive written instructions to take home.

IV10A Before you left the <emergency department/hospital>, were you shown how to care for your IV device at home?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

IV10B Before you left the <emergency department/hospital>, were you given written instructions on how to care for your IV device at home?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Skip to DISCHARGE QUESTIONS INTRO if UPLD_M=1 & M1≠1]

M3 While in the hospital, were you given enough information about what to expect about your own physical recovery after birth?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't know
- 99... [DO NOT READ] Prefer not to answer

M4 While in the hospital, were you given enough information about any emotional changes you might experience after birth?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98... [DO NOT READ] Don't know
- 99... [DO NOT READ] Prefer not to answer

M7 While in the hospital, did you get enough information about caring for your baby?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ...[DO NOT READ] Don't know
- 99... [DO NOT READ] Prefer not to answer

M10 While in the hospital, did you get enough information about bathing your baby?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't know
- 99... [DO NOT READ] Prefer not to answer

M13 While in the hospital, did you get enough information about caring for yourself?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4... Completely
- 98 ... [DO NOT READ] Don't know
- 99... [DO NOT READ] Prefer not to answer

DISCHARGE QUESTIONS INTRO: For the following questions, we want you to think about the plans made to prepare you for leaving the <emergency department/hospital>.

CAT8 Before you left the <emergency department/hospital>, did you get information in writing about what symptoms or health problems to look out for after you left?

- 1 ... Yes
- 2 ... No
- 77 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Skip to CONT11 if UPLD_M=1 & M1≠1]

M16 Before you left the hospital, did hospital staff tell you what symptoms to watch for in your baby?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't know
- 99... [DO NOT READ] Prefer not to answer

CONT11 Before you left the <emergency department/hospital>, were you told when you could resume your usual activities, such as when to go back to work or drive a car? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCED4 Before you left the <emergency department/hospital>, if you had any anxieties or fears about your condition or treatment, did nurses discuss them with you? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77 ... Did not have any anxieties or fears
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Do not ask if DR_SCREEN#1]

BCED6 Before you left the <emergency department/hospital>, if you had any anxieties or fears about your condition or treatment, did doctors discuss them with you? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77 ... Did not have any anxieties or fears
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

CAT9 Before you left the <emergency department/hospital>, were you told whom to contact, if you had a question or were worried about your condition or treatment?

- 1 ...Yes
- 2 ... No
- 77 ... Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Skip to CAT10 IF UPLD_M=1 & M=1]

CAT10 Before you left the <emergency department/hospital>, were you involved as much as you wanted in decisions about your discharge? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC28 Before you left the <emergency department/hospital>, did someone talk with you about how to treat pain after you got home?

- 1 ... Yes
- 2 ... No
- 77 ... I did not need to treat pain after I got home.
- [IF UPLD_PED=1] I did not need to treat my child's pain after we got home.
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC22 Before you left the <emergency department/hospital>, did a doctor or nurse tell you that you should take any new medicines that you had not taken before?

- 1 ... Yes
- 2 ... No →SKIP TO BCMEDREC2
- 98 ... [DO NOT READ] Don't know →SKIP TO BCMEDREC2
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO BCMEDREC2

EDPEC23 Before you left the <emergency department/hospital>, did a doctor or nurse tell you what the new medicines were for? Would you say...

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3 ... No
- 77 ... [DO NOT READ] Not applicable
- 98... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT11 Before you left the <emergency department/hospital>, did a doctor, a nurse, or a pharmacist describe possible side effects of any new medicines in a way you could understand? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 77 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCMEDREC2 Before you left the <emergency department/hospital>, did you have a clear understanding about all of your prescribed medications, including those you were taking before your visit? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 77 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCMEDREC3 Before leaving the <emergency department/hospital>, patients should receive information in writing about what medicines to stop, change or start taking. Was the written information you received about your medicines easy to understand? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 5 ... I did not need any medicine
- 6... I did not receive any written information
- 77... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT12 Before you left the <emergency department/hospital>, did you have a good understanding of the things that you were responsible for in managing your health? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3... Quite a bit
- 4 ... Completely
- 77... Did not need to manage my health at home
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Skip to CPES-IC19CAT if either UPLD_PED=1 or UPLD_M=1]

CONT8 Before you left the <emergency department/hospital>, did doctors, nurses, or other staff give your family or someone close to you enough information to help care for you? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 5 ... I did not want information provided to anyone
- 6 ... I did not need information provided to anyone
- 7 ... I had no family or friends involved
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CPES_IC19CAT Before you left the <emergency department/hospital>, did doctors, nurses, or other staff talk with you about whether you would have the help you needed when you went home? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 97 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

OSA4 Before you left the <emergency department/hospital>, did you receive information in writing or verbally from doctors, nurses, or other staff about services available to help you manage your care at home? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3... Quite a bit
- 4 ... Completely
- 77... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[Skip to CAT14 if UPLD_M=1 & M1=1]

EDPEC26 Before you left the <emergency department/hospital>, did someone discuss with you whether you needed follow-up care?

- 1 ... Yes
- 2 ... No →SKIP TO CAT13
- 98 ... [DO NOT READ] Don't know →SKIP TO CAT13
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO CAT13

EDPEC27 Before you left the <emergency department/hospital>, did someone ask you if you would be able to get this follow-up care?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT13 Before you left the <emergency department/hospital>, did the staff inform you about the services you needed in the community?

- 1 ... Yes
- 2 ... No
- 77 ... [DO NOT READ] Not applicable
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CONT10CAT Before you left the <emergency department/hospital>, did you get enough information from the doctors, nurses, and other staff about appointments and tests you needed after you left? Would you say...

[IF UPLD_M = 1] Before you left the hospital, did you get enough information from the doctors, nurses, and other staff about appointments and tests you or your baby needed after you left? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 5 ... I did not need appointments or tests after I left the <emergency department/hospital>
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT14 Before you left the <emergency department/hospital>, did you feel adequately prepared for your discharge? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CATOPEN1 Please tell us more about the reasons why you did or did not feel adequately prepared for your discharge.

- 1 ... [ENTER COMMENT]
- 2 ... No
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[ONLY ASK PODS1 IF UPLD_UNIT=10212 | 10213]

PODS1 A Patient-Oriented Discharge Summary (PODS) provides instructions to help patients as they transition from hospital to home. How helpful did you find the Patient-Oriented Discharge Summary (PODS) you received before you left the hospital?

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 5 ... I did not receive a PODS
- 6 ... I do not remember if it was helpful
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[ONLY ASK M19 IF M1=1]

M19 When you first brought your baby home, how confident did you feel about caring for your baby? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99... [DO NOT READ] Prefer not to answer

CONT12INTRO: This next set of questions asks about your experiences *after* leaving the <emergency department/hospital>

CONT12 After you left the <emergency department/hospital>, did someone contact you to see how you were doing? (Please select all that apply)

- 1 ... Yes – someone from the hospital or emergency department
- 2 ... Yes – someone from my doctor’s office
- 3 ... Yes – someone else
- 4 ... No
- 98 ... [DO NOT READ] Don’t know
- 99 ... [DO NOT READ] Prefer not to answer

CONT13 After you left the <emergency department/hospital>, did the doctors or other staff who usually provide your medical care seem informed and up-to-date about the care you received in the <emergency department/hospital>? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3... Quite a bit
- 4 ... Completely
- 5 ... Did not need or receive care after I left the hospital
- 77 ... Do not have a place where I usually receive care
- 98 ... [DO NOT READ] Don’t know
- 99 ... [DO NOT READ] Prefer not to answer

CAT15 Since your return home, have you and your family been able to follow any instructions you received before you left the <emergency department/hospital> to help you manage your care at home? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 77 ... I did not need any instructions to manage my care at home after leaving the <emergency department/hospital>
- 78... I did not receive instructions to manage my care at home before I left the <emergency department/hospital>
- 98 ... [DO NOT READ] Don’t know/Don’t remember
- 99 ... [DO NOT READ] Prefer not to answer

[SKIP CATOPEN2 if CAT15=77|78|98|99]

CATOPEN2 Please tell us more about the reasons why you and your family were or were not able to follow any instructions you received before you left the <emergency department/hospital> to manage your care at home.

- 1 ... [ENTER COMMENT]
- 2 ... No
- 98 ... [DO NOT READ] Don’t know
- 99 ... [DO NOT READ] Prefer not to answer

OSA5 Since your return home, do you and your family have the services you need to manage your care at home? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 77 ... Not applicable- I did not require services
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CAT16A Since your return home, do you have all the equipment and medical supplies you need to manage at home?

- 1 ... Yes
- 2 ... No
- 77 ... Not applicable – I did not require supplies
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

[ONLY ASK CAT16B IF CAT16A=2]

CAT16B You indicated that you are missing important equipment and supplies that you need to manage at home. Why is that? (Please select all that apply)

- 1 ... I do not know how to obtain them
- 2 ... I cannot afford them
- 3 ... Other reasons
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CSH1INTRO People living in British Columbia come from many different cultural and racial backgrounds. British Columbia's health authorities want all people to feel safe at all times when receiving health care and services.

Do you feel your care providers were respectful of your culture and traditions...

		1. Not at all	2. Partly	3. Quite a bit	4. Completely	98. Don't Know	99. Prefer not to answer
CSH1 [ONLY ASK IF EDPEC2=1]	When you were being transported to the Emergency Department in the ambulance?						
CSH2 [DO NOT ASK IF UPLD_M=1]	When you first arrived at the Emergency Department?						
CSH3 [DO NOT ASK IF UPLD_M=1]	During your Emergency Department visit?						
CSH4 [ONLY ASK IF UPLD_ACU=1]	When you were transferred to a hospital bed or hospital unit?						
CSH5 [ONLY ASK IF UPLD_ACU=1]	During your hospital stay?						
CSH6	[IF UPLD_ED2C=1] During your discharge from the <emergency department/hospital>?						

CAT17 Do you feel your care providers treated you with compassion at <AUPLD_FAC_NAME>? Would you say...

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

EDPEC30 Would you recommend <AUPLD_FAC_NAME>, to your friends and family? Would you say...

- 1 ... Definitely not
- 2 ... Probably not
- 3 ... Probably yes
- 4 ... Definitely yes
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCED9 Overall, on a scale of 0 to 10, do you feel you were helped by your overall care experience at <AUPLD_FAC_NAME>? Please answer on a scale where 0 is “not helped at all” and 10 is “helped completely.” [DO NOT READ SCALE]

0 ... Not helped at all

1

2

3

4

5

6

7

8

9

10 ... Helped completely

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

[IF UPLD_PED=1 SKIP TO BCED18INTRO]

VR12_1 INTRO: This set of questions asks for your views about your health. This information will help keep track of how you feel and how well you are able to do your usual activities. If you are unsure how to answer a question, please give the best answer you can.

VR12_1 In general, would you say your health is....?

1 ... Excellent

2 ... Very good

3 ... Good

4 ... Fair

5 ... Poor

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

VR12_2 INTRO: The following questions are about activities you might do during a typical day.

[PHONE ONLY] As I read each item, please tell me if your health now limits you a lot, limits you a little, or not limit you at all.

[ONLINE ONLY] Does your health now limit you in these activities? If so, how much?

VR12_2 Moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

1 ... Yes, limited a lot

2 ... Yes, limited a little

3 ... No, not limited at all

98 ... [DO NOT READ] Don't know

99 ... [DO NOT READ] Prefer not to answer

VR12_3 Climbing several flights of stairs?

- 1 ... Yes, limited a lot
- 2 ... Yes, limited a little
- 3 ... No, not limited at all
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_4 INTRO: During the past week, have you had any of the following problems with your work or other regular activities as a result of your physical health?**VR12_4 Accomplished less than you would like?**

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_5 Were limited in the kind of work or other activities?

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_6 INTRO: During the past week, have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?**VR12_6 Accomplished less than you would like?**

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_7 Didn't do work or other activities as carefully as usual?

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_8 During the past week, how much did pain interfere with your normal work (including both work outside the home and house work)?

- 1 ... Not at all
- 2 ... A little bit
- 3 ... Moderately
- 4 ... Quite a bit
- 5 ... Extremely
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_9 INTRO: These questions are about how you feel and how things have been with you during the past week. For each question, please give the one answer that comes closest to the way you have been feeling.

How much of the time during the past week:

VR12_9 Have you felt calm and peaceful?

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... A good bit of the time
- 4 ... Some of the time
- 5 ... A little of the time
- 6 ... None of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_10 Did you have a lot of energy?

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... A good bit of the time
- 4 ... Some of the time
- 5 ... A little of the time
- 6 ... None of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_11 Have you felt downhearted and blue?

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... A good bit of the time
- 4 ... Some of the time
- 5 ... A little of the time
- 6 ... None of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_12 During the past week, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... Some of the time
- 4 ... A little of the time
- 5 ... None of the time
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_13 INTRO: Now we'd like to ask you some questions about how your health may have changed.**VR12_13 Compared to one year ago, how would you rate your physical health in general now?**

- 1 ... Much better
- 2 ... Slightly better
- 3 ... About the same
- 4 ... Slightly worse
- 5 ... Much worse
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

VR12_14 Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) now?

- 1 ... Much better
- 2 ... Slightly better
- 3 ... About the same
- 4 ... Slightly worse
- 5 ... Much worse
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

BCED18INTRO: These last few questions are about you. This information will only be used to organize our results into groups.

BCED18 What is the highest grade or level of school that you have completed?

- 1 ... 8th grade or less
- 2 ... Some high school, but did not graduate
- 3 ... High school or high school equivalency certificate
- [IF UPLD_PED=1, DO NOT ASK CATEGORIES 4|5|6]**
- 4 ... College, CEGEP or other non-university certificate or diploma
- 5 ... Undergraduate degree or some university
- 6 ... Post-graduate degree or professional designation
- 98 ... [DO NOT READ] Don't know
- 99 ... [DO NOT READ] Prefer not to answer

CPES_IC48 People living in British Columbia come from many different cultural and racial backgrounds. The following question will help us better understand the experiences of the communities we serve. Do you consider yourself to be...? (Please select all that apply)

- 1 ... First Nation
- 2 ... Inuit
- 3 ... Métis
- 4 ... Indigenous/Aboriginal (not included above)
- 5 ... Arab
- 6 ... Black (North American, Caribbean, African, etc.)
- 7 ... Chinese
- 8 ... Filipino
- 9 ... Japanese
- 10 ...Korean
- 11 ... Latin American
- 12 ... South Asian (Indian, Pakistani, Sri Lankan, etc.)
- 13 ... Southeast Asian (Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- 14 ... West Asian (Iranian, Afghan, etc.)
- 15 ... White (North American, European, etc.)
- 16 ... Other
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

IF THE RESPONDENT REPLIES, "WHY ARE YOU ASKING ABOUT MY RACE? THE COLOUR OF MY SKIN?":
We ask this question, so we can be sure that the people we survey accurately represent the diversity of people who live in and receive healthcare in British Columbia. This question comes from the Canadian Institute for Health Information and it used in health care surveys across Canada.

IF THE RESPONDENT REPLIES, "I ALREADY TOLD YOU":

Many people come from more than one background. So we use the same responses that are used by the Canadian Institute for Health Information. If any of the response options do not apply to you please answer no. Thank you for your patience.

[BCED20 is to be asked only if CPES_IC48=(1 | 2 | 3 | 4). If this condition is not met then respondents should skip to CATOPEN3 INTRO].

BCED20 Were you visited by an Aboriginal Patient Liaison during your <emergency visit/hospital stay>? Would you say...

- 1 ... Yes
- 2 ... No, did not visit →Skip to RESERV INTRO
- 3 ... No, but would have liked a visit →Skip to RESERV INTRO
- 98 ... [DO NOT READ] Don't Know →Skip to RESERV INTRO
- 99 ... [DO NOT READ] Prefer not to answer →Skip to RESERV INTRO

BCED21 Did the visit(s) by the Aboriginal Patient Liaison help meet your needs? Would you say...

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

RESERV INTRO: Health services in First Nations communities are delivered by different health care providers than those outside of First Nations communities. Knowing whether people live on reserve is important for assessing how well health services are being coordinated on- and off-reserve.

RESERV When you went to the emergency department, were you living...?

- 1 ... On-reserve
- 2 ... Off-reserve
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

CATOPEN3 INTRO:

This next section allows you to provide any additional feedback you may have about any of your health care experiences during this <emergency department/hospital visit <and admission to hospital>.

CATOPEN3 We are especially interested in your feedback about how well patients like you are supported as you/he/she move in and out of our hospitals, including the ED. Do you have any additional feedback that you would like to provide, based on your recent experience of moving into and out of the <emergency department/hospital>? We welcome any comments and suggestions.

- 1 ... [ENTER COMMENT]
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

EPANEL1: From time to time British Columbia's health authorities conduct surveys, like this one, to ask people about their assessment of the quality and safety of the health services they have received. This information may be used for analysis, quality improvement, program evaluation, and/or research purposes. Some of the surveys are longer, some are shorter, some are conducted by phone, some by mail, some are online, and some involve interviews. Would you like to be informed about opportunities to participate in future surveys?

1 ... Yes, I am interested.

2 ... No, I am not interested.

[IF EPANEL1=2 SKIP TO END]

EPANEL2: In order for us to contact you about future surveys, we require your contact information. Please be advised that at all times any personal information you provide to us will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act. If you would like more information about the surveys conducted for the 6 health authorities in BC, please contact Chung Liu at (778) 628-1249 or cliu15@providencehealth.bc.ca, or visit our website at www.bcpcm.ca

Name:

Email address:

Mailing address:

City:

Province: British Columbia

Postal Code:

Phone number:

Your age:

END

Thank you for taking the time to complete this survey. Your answers are greatly appreciated. The results will be posted on the Ministry of Health public website when the survey project is completed.

[PHONE] Have a nice evening /day. Goodbye.