

Introduction: Please answer the following questions about your nursing care during your last hospitalization.

1. The nurses were skillful.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

2. The nurses knew how to care for someone with my condition.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

3. The nurses knew how to help me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

4. The nurses knew what they were doing.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

5. The nurses gave me accurate explanations about my care.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

6. The nurses took time to answer my questions.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

7. The nurses knew made sure I had what I needed.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

8. The nurses comforted me when I needed it.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

9. The nurses were genuinely concerned about me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

10. The nurses respected my dignity.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

11. The nurses gave me support I needed.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

12. The nurses showed me they cared about my family and friends.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

13. The nurses remembered things about me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

14. The nurses checked on me often enough.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

15. The nurses were gentle with me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

16. The nurses took time to ask what I needed.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

17. The nurses took my concerns seriously.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

18. The nurses were kind to me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

19. The nurses came when I needed them.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

20. The nurses made me feel like I mattered.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

21. The nurses spent time with me when I needed them.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

22. The nurses reacted quickly when something important happened.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

23. The nurses did what they could to make me comfortable.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

24. The nurses tried to help when I was having a difficult time.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

25. The nurses paid attention to what I said.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

26. The nurses addressed my needs promptly.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

27. The nurses made it easy to establish the relationship I wanted with them.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

28. The nurses knew how I was feeling.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

29. The nurses knew what I had been through.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

30. The nurses knew how I was coping.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

31. The nurses knew how to help me when things were bothering me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

32. The nurses knew how to help me in ways that I liked.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

33. The nurses personalized my care to my particular needs..

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

34. The nurses helped me get the information I wanted.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

35. The nurses discussed care options with me.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

36. The encouraged me to actively participate in my care.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

37. The nurses correctly anticipated problems I might have because of my condition.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

38. The nurses told me which nurse was taking over when they were not there.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

39. The nurses arranged for the same nurses to care for me regularly.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

40. The nurses told me which nurse was primarily responsible for coordinating my care.

- Always
- Almost Always
- Often
- Sometimes
- Almost Never
- Never

41. In general, how would you describe the quality of the nursing care you received?

- Excellent
- Good
- Fair
- Poor

SAMPLE