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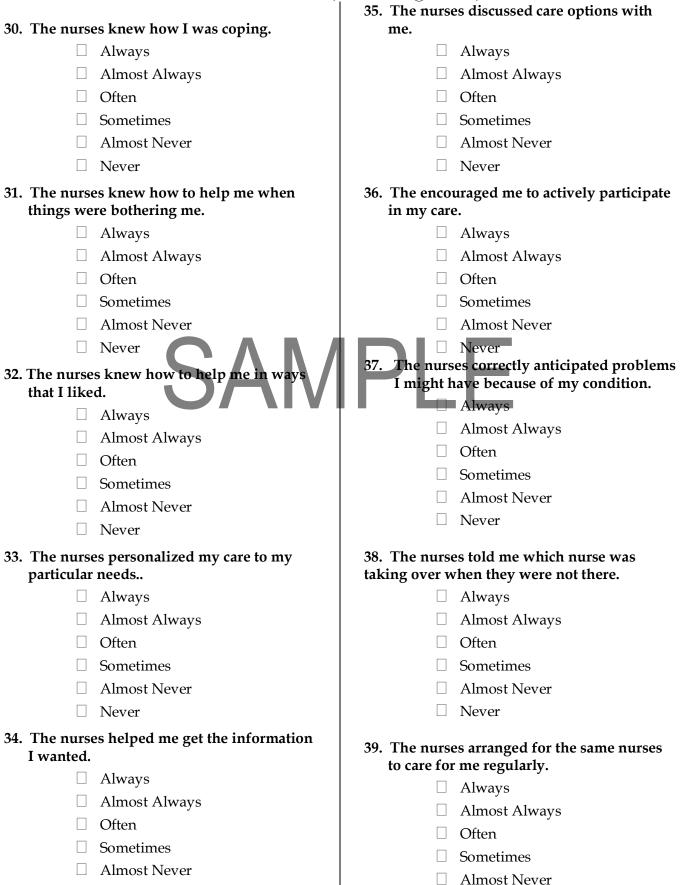
Introduction: Please answer the following questions about your nursing care during your last hospitalization. 1. The nurses were skillful. 6. The nurses took time to answer my questions. □ Always □ Always □ Almost Always □ Almost Always □ Often □ Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never □ Never Never 2. The nurses knew how to care for someone 7. The nurses knew made sure I had what I with my condition. needed. □ Always □ Always □ Almost Always □ Almost Always Often Often □ Sometimes Sometimes □ Almost Never Almost Never □ Never Never 3. The nurses knew how to help me. The nurses comforted me when I needed □ Always it. □ Almost Always □ Always □ Often Almost Always \square □ Sometimes \square Often □ Almost Never \square Sometimes □ Never Almost Never \square 4. The nurses knew what they were doing. □ Never □ Always 9. The nurses were genuinely concerned □ Almost Always about me. □ Often □ Always □ Sometimes □ Almost Always □ Almost Never Often □ Never □ Sometimes 5. The nurses gave me accurate explanations \square Almost Never about my care. Never □ Always □ Almost Always □ Often □ Sometimes □ Almost Never

□ Never

OPPQNCS Long Form © Please do not cite, distribute or copy without explicit permission from Dr. Laurel E. Radwin (laurel.radwin@umb.edu) 15. The nurses were gentle with me. □ Always 10. The nurses respected my dignity. □ Almost Always □ Always Often □ Almost Always □ Sometimes □ Often □ Almost Never □ Sometimes □ Never □ Almost Never 16. The nurses took time to ask what I □ Never needed. 11. The nurses gave me support I needed. □ Always □ Always □ Almost Always □ Almost Always Often Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never Never □ Never 17. The nurses took my concerns seriously. 12. The nurses showed me they cared about my family and friends. Always \square □ Always Almost Always □ Almost Always Often □ Often □ Sometimes □ Sometimes \square Almost Never □ Almost Never □ Never □ Never 18. The nurses were kind to me. 13. The nurses remembered things about me. □ Always □ Always □ Almost Always □ Almost Always Often Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never □ Never □ Never 19. The nurses came when I needed them. 14. The nurses checked on me often enough. □ Always □ Always □ Almost Always □ Almost Always Often Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never Never □ Never

OPPQNCS Long Form © Please do not cite, distribute or copy without explicit permission from Dr. Laurel E. Radwin (laurel.radwin@umb.edu) 20. The nurses made me feel like I mattered. 25. The nurses paid attention to what I said. □ Always □ Always □ Almost Always □ Almost Always Often Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never □ Never □ Never 21. The nurses spent time with me when I 26. The nurses addressed my needs promptly. needed them. □ Always □ Always □ Almost Always □ Almost Always □ Often Often □ Sometimes □ Sometimes Almost Never □ Almost Never Never Never The nurses made it easy to establish the 22. The nurses reacted quickly when relationship I wanted with them. something important happened. □ Always □ Always Almost Always □ Almost Always \square Often Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never Never □ Never 23. The nurses did what they could to make 28. The nurses knew how I was feeling. me comfortable. □ Always □ Always □ Almost Always □ Almost Always Often □ Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never □ Never □ Never 29. The nurses knew what I had been 24. The nurses tried to help when I was through. having a difficult time. □ Always □ Always □ Almost Always □ Almost Always Often □ Often □ Sometimes □ Sometimes □ Almost Never □ Almost Never □ Never □ Never

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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