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

1. The nurses took time to answer my questions
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

2. The nurses made sure I had what I needed
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

3. The nurses comforted me when I needed it
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

4. The nurses were genuinely concerned about me
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

5. The nurses respected my dignity
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

6. The nurses helped me get the information I wanted
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

7. The nurses knew what I had been through
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

8. The nurses discussed care options with me
   - □ Always
   - □ Almost Always
   - □ Often
   - □ Sometimes
   - □ Almost Never
   - □ Never

9. The nurses knew how to help me when things were bothering me
   - □ Always
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. The nurses encouraged me to actively participate in my care</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often&lt;br&gt;- Sometimes&lt;br&gt;- Almost Never&lt;br&gt;- Never</td>
</tr>
<tr>
<td>11. The nurses told me which nurse was taking over when they were not there</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often&lt;br&gt;- Sometimes&lt;br&gt;- Almost Never&lt;br&gt;- Never</td>
</tr>
<tr>
<td>12. The nurses arranged for the same nurses to care for me regularly</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often&lt;br&gt;- Sometimes&lt;br&gt;- Almost Never&lt;br&gt;- Never</td>
</tr>
<tr>
<td>13. The nurses told me which nurse was primarily responsible for coordinating my care</td>
<td>- Always&lt;br&gt;- Almost Always</td>
</tr>
<tr>
<td>14. The nurses gave me accurate explanations about my care</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often&lt;br&gt;- Sometimes&lt;br&gt;- Almost Never&lt;br&gt;- Never</td>
</tr>
<tr>
<td>15. The nurses knew how to care for someone with my condition</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often&lt;br&gt;- Sometimes&lt;br&gt;- Almost Never&lt;br&gt;- Never</td>
</tr>
<tr>
<td>16. The nurses were skillful</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often&lt;br&gt;- Sometimes&lt;br&gt;- Almost Never&lt;br&gt;- Never</td>
</tr>
<tr>
<td>17. The nurses knew what they were doing</td>
<td>- Always&lt;br&gt;- Almost Always&lt;br&gt;- Often</td>
</tr>
</tbody>
</table>
18. The nurses knew how to help me

☐ Always
☐ Almost Always
☐ Often
☐ Sometimes
☐ Almost Never
☐ Never

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

☐ Excellent
☐ Good
☐ Fair
☐ Poor