

APPENDICES

Appendix 1. Example of themes and sub-themes with their positive and negative qualification, taken from the e-Satis verbatims of the HCL.

THEME: Catering				THEME: Perception of staff			
Sub-theme: cooking / temperature		Sub-theme: variety		Sub-theme: approachable		Sub-theme: patience	
Words and expressions included	Positive (1) or negative (2) qualification	Words and expressions included	Positive (1) or negative (2) qualification	Words and expressions included	Positive (1) or negative (2) qualification	Words and expressions included	Positive (1) or negative (2) qualification
<i>bonne cuisson vapeur des légumes</i>	1	<i>manque de variété des menus</i>	2	<i>accessibilité du chirurgien</i>	1	<i>chirurgien a été patient</i>	1
<i>méthode de cuisson à revoir</i>	2	<i>nourriture n'est pas variée</i>	2	<i>interne très accessible</i>	1	<i>manque de patience cruelle</i>	2
<i>pates souvent trop cuites</i>	2	<i>repas plutôt bons et variés</i>	1	<i>personnels très avenants</i>	1	<i>secrétaires très patientes</i>	1
<i>viandes trop cuites et dures</i>	2	<i>3 fois des pates</i>	2	<i>équipes médicales très accessibles</i>	1	<i>une grande patience avec les patients</i>	1
(...)		(...)		(...)		(...)	

Appendix 2. List of the 28 general themes and 184 specific sub-themes from the HCL e-Satis verbatims.

Theme	N°	Sub-theme	Theme	N°	Sub-theme	
1. Accessibility / identification	1	Accessibility	Maternity	93	Nursery	
	2	Orientation		94	Physiological	
	3	Parking		95	Post-partum	
	4	Staff identification		96	Choices respected	
2. Administrative	5	Patient file		97	Personalised medicine	
	6	Rates and payments		98	Care response to emergencies	
	7	Social security	99	Dosage		
3. Bedroom and bathroom	8	Furnishing	16. Medical monitoring	100	Medical monitoring	
	9	Bathroom general condition		101	Medical follow-up	
	10	Bedroom general condition		102	Medications	
	11	Comfort		103	Postoperative follow-up	
	12	Neighbour		104	Prescription	
	13	Quality of the bed		105	Protocols	
	14	Shower		106	Side effects	
	15	Single or shared room	107	Staff visits		
	4. Catering / Food service	16	Size of the room	17. Medical results	108	Reports
		17	Sleep and rest		109	Diagnostic
18		Toilet	110		Health results	
19		Washing and toilet products	111		Rehabilitation	
4. Catering / Food service	20	Appropriate to the patient's needs	18. Nursing care	112	Diaper	
	21	Adapted quantities		113	Care procedures	
	22	Appetizing		114	Dressing, bandage	
	23	Breakfast	19. Operative	115	Patient hygiene	
	24	Food service (general)		116	Anaesthesia	
	25	Containers		117	Care before the surgery	
	26	Expiry date		118	Postoperative	
	27	Flavour		119	Recovery room	
	28	Fruits, vegetables		120	Scars, stitches	

	29	Mealtime		121	Operative	
	30	Quality of the products		122	Acknowledgements of the patients	
	31	Cooking / temperature		123	Body parts	
	32	Variety		124	Clothing	
	33	Water, drinks		125	Floor names	
5. Cleanliness	34	Cleanliness of the environment	20. Other sub-themes	126	Generic terms for hospitalisation	
	35	Cleanliness of the patient's room		127	Generic terms for institution	
6. Communication & information	36	Patient agreement		128	Generic terms for patient	
	37	Advice		129	Generic terms for treatment	
	38	Answers provided to questions		130	Night	
	39	Appointments		131	Paediatric department	
	40	Clarity of explanations		132	Intensive care department	
	41	Consideration of requests		133	Transfer	
	42	Contradictory opinions		21. Pain	134	Pain killers
	43	General information			135	Pain management
	44	Sufficient information	22. Parents and relatives	136	Parents and relatives	
	45	Phone contact		137	Visiting procedure	
7. Confidentiality and privacy	46	Medical secrecy	23. Public institution	138	Perception of public hospital	
	47	Respect of privacy		139	Spending	
8. Entry	48	Admission	24. Perception of staff	140	Approachable	
	49	Preadmission		141	Attention given during diagnosis announcement	
9. Environment	50	Animations and entertainments		142	Behaviours and attitudes (general)	
	51	Atmosphere		143	Honesty	
	52	Chairs		144	Involvement	
	53	Ecology		145	Kindness	
	54	Equipment		146	Listening	
	55	Equipment for handicap situation		147	Patience	
	56	Infrastructure (general)		148	Professionalism	
	57	Light, luminosity		149	Reactivity	
	58	Odours	150	Respectful of religion		
	59	Old or modern environment	151	Respect, consideration		
10. Examination	60	Sound comfort	152	Support		
	61	Thermic comfort	153	Trust		
	62	Examination	154	Welcoming		
	63	Blood pressure	25. Private services	155	Happytial	
	64	Perfusion, blood test		156	Phone	
65	Radiograph, doppler	157		Tv		
66	Scanner	158		WIFI		
11. Exit	67	Administrative process	26. Staff	159	Administrative	
	68	Discharge (general)		160	Anaesthesiologist	
	69	Discharge information		161	Care assistants	
	70	Follow-up after discharge		162	Caregivers	
	71	Must return to hospital		163	General practitioner (out of hospital)	
	72	Patient feels that his stay is too short		164	Hospital porters	
	73	Return home		165	Housekeeping staff	
12. Feelings	74	Autonomy		166	Interns	
	75	Being surrounded vs. loneliness		167	Medical staff	
	76	Fears, worries, anxieties		168	Midwives	
	77	Feeling of security or insecurity	169	Night team		
13. Overall organisation	78	Psychological and social care	170	Nursery assistants		
	79	Staff work overload	171	Nurses		
	80	Organisation within the departments	172	Obstetricians and gynaecologists		
	81	Schedule during specific moments: weekends, holidays, public holidays	173	Paramedical		
	82	Staff coordination	174	Paediatrics		
	83	Team rotation	175	Physical therapists		
	84	Under-staffed	176	Physicians		
14. Maternity	85	Delivery	177	Surgeons		
	86	Breastfeeding	178	Teachers		
	87	Caesarean	179	Undetermined staff		
	88	Declaration of birth	27. Transports	180	Ambulance	
	89	Epidural		181	Taxi	
	90	Father / close companion		182	Transport vouchers	
	91	Kangaroo department (fragile new-borns)	28. Wait	183	Waiting times	
	92	Maternity (general)		184	Delays	

Appendix 3. Reasons for exclusion of the 2 themes and 39 sub-themes from the patient journey, based on the list of the 28 general themes and 184 specific sub-themes from the HCL e-Satis verbatims.

Reason of exclusion	Use	Themes and sub-themes
Theme and sub-themes that identified the staff but did not correspond to a sub-theme of the patient journey (n=1 theme; n=21 sub-themes).	Used to cross-reference sub-themes. For example, to study how many times the subject of listening is mentioned specifically in relation to nurses.	26. Staff (theme) 159 Administrative 160 Anaesthesiologist 161 Care assistants 162 Caregivers 163 General practitioner (out of hospital) 164 Hospital porters 165 Housekeeping staff 166 Interns 167 Medical staff 168 Midwives 169 Night team 170 Nursery assistants 171 Nurses 172 Obstetricians and gynaecologists 173 Paramedical 174 Paediatrics 175 Physical therapists 176 Physicians 177 Surgeons 178 Teachers 179 Undetermined staff
Theme and sub-themes that did not present convincing	Not used. (For example, the sub-theme “clothing” was	20. Other (theme) 112 Diaper 123 Body parts 124 Clothing 125 Floor names

quantitative and qualitative results (n=1; n=9 sub-themes).	commented on by 0.3% of respondents with very low engagement).	126 Generic terms for hospitalisation 127 Generic terms for institution 128 Generic terms for patient 129 Generic terms for treatment 130 Night
Generic sub-themes with very short words or expressions (1 or 2 words; n=5 sub-themes).	Included for the generation of statistics of the theme (for instance when a patient just responded: “ <i>food</i> ”).	24 Food service (general) 56 Infrastructure (general) 68 Discharge (general) 92 Maternity (general) 142 Behaviours and attitudes (general)
Sub-themes redundant between quantitative and qualitative data (n=3 sub-themes).	These 3 subjects were already identified in the quantitative data (for example, the information of the survey came from the paediatric department or elsewhere was already known).	131 Paediatric department 132 Intensive care department 133 Transfer
Sub-theme that did not correspond to a sub-theme of the patient journey (n=1 sub-theme).	Used for HCL internal communication and for further research considering staff perceptions.	122 Acknowledgements of the patients