

Appendix: Pilot Core Items and Differences between the US and Dutch Versions

Dutch Item	US Pilot Item	Revised H-CAHPS Item	Item Description	Response Scale*
Q4	Q'4	#1	Nurses respected	N-S-U-A
Q5	Q'5	#2	Nurses listened carefully	N-S-U-A
Q6	Q'6	#3	Nurses explained things clearly	N-S-U-A
Q7	Q'7		Nurses spent enough time	N-S-U-A
Q9	Q'9	#4	Help as soon as wanted	N-S-U-A
Q11	Q'11	#6	Doctor respected	N-S-U-A
Q12	Q'12	#7	Doctor listened carefully	N-S-U-A
Q13	Q'13	#8	Doctor explained things clearly	N-S-U-A
Q14	Q'14		Doctor spent enough time	N-S-U-A
Q16	Q'16		Comfortable room temperature	N-S-U-A
Q17	Q'17	#10	Clean room and bathroom	N-S-U-A
Q18	Q'18	#11	Room surroundings quiet at night	N-S-U-A
Q20	Q'20		Getting help with bathing	N-S-U-A
Q22	Q'22	#13	Getting help to bathroom or with bedpan	N-S-U-A
Q24	Q'24		Privacy	N-S-U-A
Q25	Q'25		Involved in own treatment decisions	N-S-U-A
Q27	Q'27		Staff helped family	N-S-U-A
Q28	Q'28		Staff introduced self	N-S-U-A
Q31	Q'31		Got pain medication quickly	N-S-U-A
Q32	Q'32	#15	Pain controlled	N-S-U-A
Q33	Q'33	#16	Everything done to help with pain	N-S-U-A
Q35	Q'35		Medical tests done without pain	N-S-U-A
Q37	Q'37		Told name of new medicine	N-S-U-A
Q38	Q'38		Told what new medicine was for	N-S-U-A
Q39	Q'39		Asked if taking other medicine	N-S-U-A
Q40	Q'40	#17	Asked if allergic to any medication	N-S-U-A
Q41	Q'41	#19	Told side-effects of new medicine	N-S-U-A
Q43	Q'43		Delays in admission	Yes-No
	Q'44		Living will	Yes-No
Q46	Q'47		Given written information on possible activities	Yes-No
Q47			Given verbal information on possible activities	Yes-No
Q48	Q'48	#21	Getting post-discharge help if needed	Yes-No
Q49	Q'49	#22	Written information on problems after discharge	Yes-No
Q50			Verbal information on problems after discharge	Yes-No
Q52	Q'51		Written information on taking medicine at home	Yes-No
Q53			Verbal information on taking medicine at home	Yes-No

* N-S-U-A: never, sometimes, usually, always