

39. Were you ever in any pain?

1. Yes —> Go to 40

2. No —> Go to 41

40. Do you think the hospital staff did everything they could to help control your pain?

1. Yes, definitely (score 10 points)

2. Yes, to some extent (score 5 points)

3. No (score 0 point)

41. How many minutes after you used the call button did it usually take before you got the help you needed?

1. 0 minutes / right away (10 points)

2. 1-2 minutes (7.5 points)

3. 3-5 minutes (5 points)

4. More than 5 minutes (2.5 points)

5. I never got help when I used the call button (0 points)

6. I never used the call button

