

Additional file 1 Summary of the questions included in the patient satisfaction questionnaire at discharge.

Module 1- Information

- Information delivery
- Patient counseling
- Doctors' and nurses' interest in patients' questions
- Contradictory orders

Module 2- Medical care

- Experience of operation
- Doctors' rounds
- Postoperative symptom management
- Explanations about health condition & treatment

Module 3- Nursing care

- Preoperative preparation
- Postoperative nursing care
- Nurses' empathy
- Response to patient/family need

Module 4- Enhanced recovery

- Nutritional intervention
- Functional recovery assistance
- Discharging criteria & follow-up arrangement
- Outcome of surgery/hospitalization

Module 5- Comfort & others

- Environmental conditions
- Sense of security
- Cost
- Administration & logistics