

Appendix A. Full Text Of Vignette-Based Questionnaire

Introduction: This questionnaire asks you to imagine being in the hospital. Please try to respond as you would if you were actually a patient in the situation described below.

The situation: Imagine you had pain in your abdomen for several days. It was getting worse and you were worried it might be something very serious. You finally went to the Emergency Room and were admitted to the hospital. That was two days ago.

Since then, you have been in a room on a general medical unit. You have been getting pain medicine, which has helped, and you have very little pain now. Most of the nurses and aides have been caring and helpful. However, the aide who has been taking care of you at night has been slow to come when you ring the call bell for help getting to the bathroom. Last night, when she finally got to you, she was a little rude, and said something about how she can't get to everyone instantly. You're worried that she will be on again tonight.

You have had a number of tests over the past two days, but no one has told you the results. Your doctors don't seem to think it is anything serious, but you are still not sure what is wrong with you, or how long you need to be in the hospital. You are still worried. When you asked your nurse yesterday, she said the doctor would talk to you about the test results soon. The doctor came to your room, but was called away after only 2 minutes. You didn't have time to ask about the tests or how long you would be there.

You have a new team of doctors and nurses today.

Condition	Presented text
Who Nurse	Your nurse comes in to check on your pain and bring your medications.
How Extended Prompt	Before she leaves, she says, "The process of getting health care these days can be very complicated, and sometimes things don't go exactly the way we planned. If at any time you think there is a problem in your care or you wonder if something has gone wrong, it's important to us that you let us know right away. As soon as we hear that something's not right we can start fixing it. Okay?"
Who Physician	Your doctor comes in. After asking about your symptoms and examining you, she tells you it doesn't seem to be a problem with your gallbladder.
How Extended Prompt	Before she leaves, she says, "The process of getting health care these days can be very complicated, and sometimes things don't go exactly the way we planned. If at any time you think there is a problem in your care or you wonder if something has gone wrong, it's important to us that you let us know right away. As soon as we hear that something's not right we can start fixing it. Okay?"
Who Patient Care	There is a knock on your door and a woman you have not met before comes in. She introduces herself saying, "Hi. May I talk with you for a few minutes? My name is

<p>Specialist</p> <p>How Extended Prompt</p>	<p>Kimberly. I am a patient specialist here. I'm not part of the clinical care team. My job is to make sure we're meeting patient's needs."</p> <p>"The process of getting health care these days can be very complicated, and sometimes things don't go exactly the way we planned. If at any time you think there is a problem in your care or you wonder if something has gone wrong, it's important to us that you let us know right away. As soon as we hear that something's not right we can start fixing it. Okay?"</p>
<p>Who Nurse</p> <p>How Compliments or concerns?</p>	<p>Your nurse comes in to check on your pain and bring your medications.</p> <p>Before she leaves, she says "Please let me know if you have any questions or concerns, or if you want to let us know about anything that's gone particularly well. Okay?"</p>
<p>Who Physician</p> <p>How Compliments or concerns?</p>	<p>Your doctor comes in. After asking about your symptoms and examining you, she tells you it doesn't seem to be a problem with your gallbladder.</p> <p>Before she leaves, she says, "Please let me know if you have any questions or concerns, or if you want to let us know about anything that's gone particularly well. Okay?"</p>
<p>Who Patient Care Specialist</p> <p>How Compliments or concerns</p>	<p>There is a knock on your door and a woman you have not met before comes in. She introduces herself saying, "Hi. May I talk with you for a few minutes? My name is Kimberly. I am a patient specialist here. I'm not part of the clinical care team. My job is to make sure we're meeting patient's needs."</p> <p>Before she leaves, she says, "Please let me know if you have any questions or concerns, or if you want to let us know about anything that's gone particularly well. Okay?"</p>
<p>Who Nurse</p> <p>How Routine care</p>	<p>Your nurse comes in to check on your pain and bring your medications.</p> <p>Before she leaves, she says, "I'll be back to check on you later today. Okay?"</p>
<p>Who Physician</p> <p>How Routine care</p>	<p>Your doctor comes in. After asking about your symptoms and examining you, she tells you it doesn't seem to be a problem with your gallbladder</p> <p>Before she leaves, she says, "I'll let you know once we find out more. Okay?"</p>
<p>Who Patient Care Specialist</p>	<p>There is a knock on your door and a woman you have not met before comes in. She introduces herself saying, "Hi. May I talk with you for a few minutes? My name is Kimberly. I am a patient specialist here. I'm not part of the clinical care team. My job is to make sure we're meeting patient's needs."</p>

How Routine care (none)	"I'll come back tomorrow to check in with you. Okay?"
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Imagining yourself in this situation, please answer the following questions:

How likely would you be to mention each of the following issues to the [NURSE / DOCTOR / PATIENT CARE SPECIALIST]?

	Would NOT mention	POSSIBLY would mention	PROBABLY would mention	DEFINITELY would mention
1. The aide took a long time to respond when you rang the call bell.	1	2	3	4
2. The aide was rude when she did come to your room to see what you needed.	1	2	3	4
3. You have questions which you have not been able to get answered.	1	2	3	4

How upset would you be about each of the following?

	Not at all Upset	Somewhat Upset	Very Upset	Extremely Upset
4. The aide took a long time to respond when you rang the call bell.	1	2	3	4
5. The aide was rude when she did come to your room to see what you needed.	1	2	3	4
6. You have questions which you have not been able to get answered.	1	2	3	4

Based on your hospital stay so far, please indicate the extent to which you agree or disagree with each of the following statements. (Strongly disagree/Disagree/Agree/Strongly Agree)

7. The doctors, nurses and staff in this hospital want to know if patients have any problems.
8. Based on your hospital stay so far, would you recommend this hospital to your friends and family?
- Definitely no
 - Probably no
 - Probably yes
 - Definitely yes

Imagine you decide to speak up about your concerns. You tell the [DOCTOR/NURSE/PATIENT CARE SPECIALIST] that you are upset about how the aide treated you after you had to wait so long to get help. You also tell them that you still haven't had your questions answered and are becoming frustrated and worried about not being able to get answers and information.

Response	Presented Text
High (apologize, acknowledge impact on patient, plan for next steps)	"I'm so sorry to hear that. I understand that these problems are frustrating and upsetting. But I do have your test results and can update you on them right now. And I'll be sure to let the charge nurse know that someone on the night shift was rude so they can make sure that doesn't happen again."
Medium (partial apology, no acknowledgement of impact, some response)	"If that happened, I'm really sorry. There are so many different people taking care of patients in the hospital, sometimes these things happen. But I do have your test results and can update you on them right now."
Low (no apology, no acknowledgement, some response)	"I can't really comment on many of those problems because I wasn't taking care of you then. But I do have your test results and can update you on them right now."

Which word of each pair **best describes how you would feel** about the care you've received **if you were this patient?**

9. Calm	1.....2.....3.....4.....5	Angry
10. Satisfied	1.....2.....3.....4.....5	Dissatisfied

11. Would you recommend this hospital to your friends and family?

- Definitely no
- Probably no
- Probably yes
- Definitely yes

How likely would you be to do any of the following based on the hospitalization described in this scenario?

	Definitely no	Probably no	Probably yes	Definitely yes
12. Write a letter to the hospital about the problems you experienced.	1	2	3	4
13. Post a negative review of the hospital on Yelp or other social media site describing the problems you experienced.	1	2	3	4
14. Tell your friends or family members about the problems you experienced.	1	2	3	4
15. I would go to a different hospital in the future, if I had a choice.	1	2	3	4

Please tell us a little about yourself.

16. Have you or any close family members been hospitalized overnight in the past 12 months?

- Yes
- No

17. In general, how would you rate your overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

Below are some reasons that people may hesitate to speak up when they have problems with care during a hospital stay, such as the problems described in the scenario above. Please indicate the extent to which each statement is true for you. I would hesitate to speak up about problems in my care because:

	NOT AT ALL True for Me	A LITTLE True for Me	SOMEWHAT True for Me	VERY True for Me
18. Doing so probably wouldn't make things better	1	2	3	4
19. I wouldn't want to get anyone in trouble.	1	2	3	4
20. I wouldn't want to hurt anyone's feelings.	1	2	3	4
21. I would worry that those I complained about might give me WORSE care.	1	2	3	4
22. I wouldn't want to be seen as a complainer.	1	2	3	4