

## The Inpatient Experience of Nursing Care Survey

### Instructions

This survey is about your experience with nursing care **during this hospitalization stay**, the responses you give will help improve nursing service. You answers will be confidential and will not be shared with the health professionals who looked after you.

This survey is easy to answer, please read the questionnaire and answer all questions. For each question, please place a tick in the box next to the answer that most closely match your own experience. **If you didn't experience any nursing care, please place a tick in the box next to "not applicable".**

Thank you for your support.

**1、 Nurses provided well-organized admission process.**

Strongly disagree    Disagree    Neutral    Agree    Strongly agree

**2、 Nurses informed me about who are responsible for my treatment and care.**

Never    Occasionally    Sometimes    Often    Always

**3、 Nurses provided well-organized discharge plan.**

Strongly disagree    Disagree    Neutral    Agree    Strongly agree

**4、 Nurses provided a clean ward environment.**

Never    Occasionally    Sometimes    Often    Always

**5、 Nurses provided a quiet ward environment.**

Never    Occasionally    Sometimes    Often    Always

**6、 Nurses provided an ordered ward environment.**

Never    Occasionally    Sometimes    Often    Always

**7、 Nurses informed me about usage, dosage and side effects of medicines.**

Never    Occasionally    Sometimes    Often    Always    Not applicable

**8、 Nurses helped me better know the disease.**

Never    Occasionally    Sometimes    Often    Always

**9、 Nurses informed me about results of tests when needed.**

Never    Occasionally    Sometimes    Often    Always    Not applicable

**10、 Nurses provided information about the appropriate dietary.**

Never    Occasionally    Sometimes    Often    Always    Not applicable

**11. Nurses provided information about disease recovery.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**12. Nurses provided health information through multiple routes.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**13. Nurses provided relevant instructions before implementing medical procedures.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**14. Nurses treated me patiently.**

Never  Occasionally  Sometimes  Often  Always

**15. Nurses treated me with respect.**

Never  Occasionally  Sometimes  Often  Always

**16. Nurses' behaviors made me feel cared for.**

Never  Occasionally  Sometimes  Often  Always

**17. Nurses helped me manage the anxiety, stress, fears I had about my illness.**

Never  Occasionally  Sometimes  Often  Always

**18. Nurses were proficient in venipuncture procedures.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**19. Nurses were proficient in other nursing procedures, such as intramuscular injection, hypodermic injection, change of dressing, etc.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**20. Nurses made an inspection tour of the ward.**

Never  Occasionally  Sometimes  Often  Always

**21. Nurses monitored my vital signs timely.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**22. Nurses monitored the process of drug treatment.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**23. Nurses could recognize my health issues on time.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**24. Nurses could come and see me in time after pressing the call button.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**25. Nurses dealt with my requests promptly.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**26. Nurses responded to my suggestions or complaints seriously.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**27. Nurses could handle in time when my condition experienced changes.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**28. Nurses informed me about how to prevent the risk events, such as falling and dropping from the bed.**

Never  Occasionally  Sometimes  Often  Always

**29. Nurses clearly introduced the use of safety protection equipment, such as the emergency call button in the toilet.**

Never  Occasionally  Sometimes  Often  Always

**30. Nurses verified my identify when performing nursing procedures.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**31. Nurses applied hand disinfection before performing nursing procedures.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**32. Nurses provided protective measures when performing nursing procedures in private body parts.**

Never  Occasionally  Sometimes  Often  Always  Not applicable

**33. Nurses treated my information confidentially.**

Never  Occasionally  Sometimes  Often  Always