

Dear Madame! Dear Sir!

You have been under hospital medication in the last few days. We hope that you feel well now. TÁRKI Inc. on the commission of the National Health Insurance Fund surveys the people who were in hospital for a short or long time. The purpose of the survey is to find out what patients think about hospital care. For the sake of that we collect approximately 1500 patients' opinion. Answering is voluntary.

Totalising the collected dates, we process these with statistical methods. You don't have to write on the paper neither your name nor your address.

If your health condition allows please fill this questionnaire that you shall send to our address in the attached envelope without sticking a stamp on it:

TÁRKI Inc. 1518 Budapest, P.O. Box 71.

Thank you for your help in advance!

The National Health Insurance Fund
and the Social Research Institute

1. Previous to this occasion were you in hospital last year (in 2000)?

1-yes

2-no

2. Previous to this occasion have you been in this hospital?

1-yes

2-no

3. Do you belong to this hospital regionally as well?

1- yes

2- no

9- I do not know

4. How did you get to this hospital now?

1- you were assigned by the family doctor

2- you were assigned by a specialist

3- you were assigned by a private specialist

4- you were assigned by the physician in attendance

5- you were brought here by the ambulance with urgency

6- you were brought here by a relative or a friend with urgency

7- in other way, please write here how:

5. Did you have the opportunity to choose a hospital you want to go to?

1- yes

2- no →

IF YOU DID NOT HAVE THE CHOICE, PLEASE GO ON WITH ANSWERING FROM QUESTION NR. 7!
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6. Why did you choose this hospital? Please mark 'yes' at the aspects that you took into consideration at the choice of the hospital! At the aspects which did not influence your decision, please circle 'no'!

a. doctors working here have a good reputation	1- yes	2- no
b. you or one of your friends had good experiences in this hospital earlier	1- yes	2- no
c. it is said that the technical equipment of this hospital is very good	1- yes	2- no
d. it is said that the service is very good here	1- yes	2- no
e. you came here because of a certain physician	1- yes	2- no
f. some of your friends or relatives work here	1- yes	2- no
g. this hospital is the nearest to your home	1- yes	2- no
h. for other reason	1- yes	2- no

7. During this last therapy at which department(s) did you stay?

- | | |
|----------------------------|--|
| 01- General Medicine | 07- Surgery |
| 02- Neurology | 08- Ophthalmology |
| 03- Gynaecology, obstetric | 09- Urology |
| 04- Oncology | 10- in other ward, please write down here: |
| 05- Psychiatry | |
| 06- Rheumatology | |

8. During your hospital stay did you have an operation?

- 1- yes 2- no

if yes: on which day did you have the operation? On theth day

9. How many nights did you spend in hospital altogether?.....nights

10. How many nights did you spend at the department from where you were released?

If you do not remember exactly, write down an approx number at least!
nights

11. Do you know that if you are offended in the hospital you can turn to a legal counsel of patients' rights with your complaint or experience?

- 1- yes 2- no

12. Before your hospital stay did you know that a legal counsel of patients's rights exists?

- 1- yes 2- no

13. How many beds were there in the hospital room you stayed in?

If you stayed in more hospital rooms, write the one where you spent the most time.

.....beds

14. How many people were in the hospital room where you stayed?

If the number had changed, write down the most typical.

.....persons

15. How did you get to your therapist?

- | | |
|---|---|
| 1- you were assigned to him, he was in attendance | 4- a friend, a relative suggested to turn to him |
| 2- you had been his patient earlier | 5- you came with a hospitalisation with the doctor's name |
| 3- the therapist is your private friend | 6- other way |

16. After your arrival to the hospital when did they start dealing with you?

- | | | |
|--------------------------|---------------------|----------------------------|
| 1- immediately | 4- in 30-60 minutes | 5- in 1-2 hours |
| 2- fewer than 15 minutes | 3- in 15-30 minutes | 6- more than 6 hours later |

17. After your accommodation when did the doctor examine you for the first time? (If your medication or operation was started immediately, without examination, write down the beginning of that.)

- | | | |
|-------------------------|--------------------|----------------------------|
| 1- immediately | 3- after 1-2 hours | 5- after 4-6 hours |
| 2- maximum 1 hour later | 4- after 2-4 hours | 6- after more than 6 hours |

18. Did you get any information at your arrival about the policy and the practices of the hospital?

- 2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

- 1- totally 2- partly 3- not at all

How did this information suit your needs?

- 1- it was not detailed enough 2- it was adequate 3- it was too detailed

19. Did you get any information about the availability of the legal counsel of patients' rights?

- 2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

- 1- totally 2- partly 3- not at all

How did this information suit your needs?

- 1- it was not detailed enough 2- it was adequate 3- it was too detailed

20. Did you get any information with what kinds of complaints you could turn to the counsel of patients' rights?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

21. Did you get any information about your state of health, chances of recovery?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

22. Did you get any general information about the advantages, disadvantages of the possible treatment methods?

2- no 1- yes 9- you were not in that condition, or you don't remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

23. Did you get any information about the expected examinations, therapies?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

24. Did you get any information if you had a painful examination or therapy: before the examination or therapy that it can be painful?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

25. Did you get any general information about why certain examinations, treatments and medicines are necessary?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

26. Did you get any general information about that certain examinations, therapies and medicaments could have risks and adverse effects?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

27. Did you get any information about that after you leave the hospital how you should live and what you should pay attention to?

2- no 1- yes 9- you were not in that condition, or you do not remember



How understandable was this information?

1- totally 2- partly 3- not at all

How did this information suit your needs?

1- it was not detailed enough 2- it was adequate 3- it was too detailed

28. All in all how satisfied are you with the way you were informed during your stay?

5- very satisfied

2- unsatisfied

4- satisfied

1- very unsatisfied

3- sometimes satisfied, sometimes not

29. When did you have to wake up in the hospital room? At

30. Was this time convenient for you?

1- it was too early

2- it was adequate

3- it was too late

31. Why did they wake you up at this time? You can sign more answers!

1- taking temperature

5- examination

2- washing

6- other reason

3- cleaning up

7- I do not know

4- taking medicine

32. Did it happen that you did not get your medicine or you did not get it on time?

1- yes

2- no

33. Did it happen that you got a medicine that was not prescribed for you?

1- yes

2- no

34. Did it happen during your hospital stay that...

a. by others' mistake you had to appear not adequately dressed in the presence of strangers?	1- yes	2- no
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b. during your examination besides nurses and doctors another person was present without your agreement?	1- yes	2- no
--	--------	-------

c. you were told incorrect information about your disease in the presence of other people?	1- yes	2- no
--	--------	-------

d. you were informed about your condition in a way that it offended or hurt you?	1- yes	2- no
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35. Do you know if it happened to any of the patients during his/her hospital stay that...

a. by others' mistake he/she had to appear not adequately dressed in the presence of strangers?	1- yes	2- no
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b. during his/her examination besides nurses and doctors another person was present without his/her agreement?	1- yes	2- no
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c. s/he were told incorrect information about his/her disease in the presence of other people?	1- yes	2- no
--	--------	-------

d. s/he were informed about his/her condition in a way that it offended or hurt him/her?	1- yes	2- no
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36. According to law in the situations described in the previous questions and in other offending, or unacceptable situation for the patient it is possible to turn to the hospital's legal counsel of patients' rights for help. Did you have any problem because of which you turned or you could have turned to the counsel of patients' rights?

1- yes, I had these kind of problems, but I did not know that a legal counsel existed

2- yes, I thought about turning to a legal counsel

3- yes, I tried to talk with the counsel, but I could not reach him

4- yes, I talked with the counsel

5- I did not have such a problem because of which I would have turned to counsel

37. On the basis of your experiences how far are the following statements true in connection with the doctors working in the department?

a. They work hastily, precipitately. 1- absolutely true 2- partly true 3- not true at all

b. They do their work carefully and conscientiously. 1- absolutely true 2- partly true 3- not true at all

c. They were polite but they kept distance. 1- absolutely true 2- partly true 3- not true at all

d. They treated you sympathetically and humanely. 1- absolutely true 2- partly true 3- not true at all

e. They treated you disdainfully. 1- absolutely true 2- partly true 3- not true at all

f. They spent too little time with you. 1- absolutely true 2- partly true 3- not true at all

g. They talked about your problems in the presence of others. 1- absolutely true 2- partly true 3- not true at all

h. You could talk to them about your questions connected to your disease. 1- absolutely true 2- partly true 3- not true at all

i. They listened to your problems carefully. 1- absolutely true 2- partly true 3- not true at all

38. On the basis of your experiences how far are the following statements true in connection with the nurses working in the department?

a. They work hastily, precipitately. 1- absolutely true 2- partly true 3- not true at all

b. They do their work carefully and conscientiously. 1- absolutely true 2- partly true 3- not true at all

c. They were polite but they kept distance. 1- absolutely true 2- partly true 3- not true at all

d. They treated you sympathetically and humanely. 1- absolutely true 2- partly true 3- not true at all

e. They treated you disdainfully. 1- absolutely true 2- partly true 3- not true at all

f. They spent too little time with you. 1- absolutely true 2- partly true 3- not true at all

g. They talked about your problems in the presence of others. 1- absolutely true 2- partly true 3- not true at all

h. You could talk to them about your questions connected to your disease. 1- absolutely true 2- partly true 3- not true at all

i. They listened to your problems carefully. 1- absolutely true 2- partly true 3- not true at all

39. Did you or any of your relatives give parasolvency to your therapist?

1- yes 2- no 3- I do not know

40. Did you or any of your relatives give parasolvency to another doctor?

1- yes 2- no 3- I do not know

41. Did you or any of your relatives give parasolvency to other members of the staff (nurses, surgeon's assistant, gymnastics trainer, radiologist, laboratory technician)?

1- yes 2- no 3- I do not know

42. What is your opinion about the quality of the food you got in the hospital?

1- good 2- medium 3- bad

43. How clean were the bathrooms, showers and toilets in the hospital?

1- clean, tidied 2- acceptable 3- dirty, untidied

44. Considering all respects how satisfied are you with the doctors who treated you in the hospital?

5- absolutely satisfied

2- unsatisfied

4- satisfied

1- very unsatisfied

3- satisfied and not as well

45. Considering all respects how satisfied are you with the nurses working at the department?

5- absolutely satisfied

2- unsatisfied

4- satisfied

1- very unsatisfied

3- satisfied and not as well

46. Considering all your experiences how satisfied are you with the service you got in hospital?

5- absolutely satisfied

2- unsatisfied

4- satisfied

1- very unsatisfied

3- satisfied and not as well

PLEASE ANSWER A FEW QUESTIONS CONCERNING YOUR PERSONAL DETAILS! THE QUESTIONS ARE CONTINUED ON THE FOLLOWING PAGE!

47. Your gender: 1- male 2-female

48. Year of birth: 19.....

49. What is your highest level of education you completed?

- | | |
|-------------------------------|----------------------------|
| 1- fewer than 8 grades | 4- high-school certificate |
| 2- 8 grades of primary school | 5- college, university |
| 3- vocational training school | |
-

50. You :

- | | |
|-------------------------------------|---------------------------|
| 1- work as an employee | 5- student |
| 2- work as a full-time entrepreneur | 6- unemployed |
| 3- old-age pensioner | 7- are on maternity leave |
| 4- disabled pensioner | 8- other..... |
-

51. Where do you live?

- | | |
|-------------------|-----------------|
| 1- in Budapest | 4- in a village |
| 2- in county seat | 5- on a farm |
| 3- in other town | |
-

52. How many persons live in your hoseuhold?.....persons

53. In your opinion what is your state of health like?

- | | |
|---------------------------------|------------------|
| 1- balanced, good | 4- rather bad |
| 2- changing, but rather good | 9- cannot decide |
| 3- changing, but not satisfying | |
-

54. How far do you consider yourself healthy compared to the people at your age?

- 1- Healthier than people at the same age
- 2- as healthy as people at the same age
- 3- your state of health is worse than the people's of the same age
- 9- cannot decide

Thank you for helping our work with your answers!