**Appendix 1:**

**Selected questions from the HQCA Emergency Department Patient Experience Survey and their grouping into composite domains.**

**A copy of the survey can be found at:**

[**https://d10k7k7mywg42z.cloudfront.net/assets/5320b963f002ff30ec0002ca/HQCA\_ED\_survey\_technical\_report\_2008.pdf**](https://d10k7k7mywg42z.cloudfront.net/assets/5320b963f002ff30ec0002ca/HQCA_ED_survey_technical_report_2008.pdf)

**Staff Care Composite Domain**: how well ED staff discussed and explained a patient’s medical condition, plan and results.

24. Did you have enough time to discuss your health or medical problem with the doctor or nurse?

25. Did the doctors and nurses listen to what you had to say?

26. While you were in the Emergency Department, did a doctor or nurse explain your condition and treatment in a way you could understand?

27. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

28. Did you have confidence and trust in the doctors and nurses examining and treating you?

29. In your opinion, did the doctors and nurses in the Emergency Department know enough about your condition or treatment?

31. While you were in the Emergency Department, how much information about your condition or treatment was given to you?

36. Were you involved as much as you wanted to be in decisions about your care and treatment?

**Discharge Information Composite Domain**: how well staff discussed discharge plans and addressed concerns prior to discharge.

55. Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

56. Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

57. Did a member of staff tell you what to do if you were worried about your condition or treatment after you left the Emergency Department?

58. Did a member of staff ask you about any of the following when you left the Emergency Department

 a) How are you getting home?

 b) If you had someone to assist you?

 c) If there were any other concerns about your safety and comfort at home?

 d) If you knew what to do for follow-up care?

**Respect Composite Domain**: how respectful were staff of patients and their confidentiality.

13. During your visit to the Emergency Department, did you consider leaving before you had been seen and treated?

15. How would you rate the courtesy of the Emergency Department triage nurse, that is, the person who first asked you about your health problem?

20. Overall, did you think the order in which patients were seen was fair?

30. Did doctors or nurses talk in front of you as if you weren’t there?

35. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the Emergency Department?

39. Was your family member or friend allowed to join you in the treatment area when you wanted?

**Respect Excluding LWBS Composite Domain**: same as the ‘Respect’ composite excluding those surveys from patients who left without being seen (LWBS).

15. How would you rate the courtesy of the Emergency Department triage nurse, that is, the person who first asked you about your health problem?

20. Overall, did you think the order in which patients were seen was fair?

30. Did doctors or nurses talk in front of you as if you weren’t there?

35. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the Emergency Department?

39. Was your family member or friend allowed to join you in the treatment area when you wanted?

**Medication Communication Composite Domain**: how effectively medication use and side effects were explained to patients. Staff Care Composite

52. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

53. Did a member of staff explain to you how to take the new medications?

54. Did a member of staff tell you about medication side effects to watch for?

**Pain Management Composite Domain**: how effectively and efficiently pain was managed by ED staff.

45. How many minutes after you requested pain medicine did it take before you got it?

46. Do you think the Emergency Department staff did everything they could to help control your pain?

**Wait Time and Crowding Composite Domain**

7. How crowded was the emergency department waiting room when you first arrived there?

18. Overall, how long did your visit to the emergency department last?

13. From the time you first arrived at the emergency department, how long did you wait before being examined by a doctor?

10. How long did you wait before you first spoke to the triage nurse, that is, the person who first asked you about your health problem?

8. Were you able to find a comfortable place to sit in the waiting area?