

Appendix 1 to Rozario D. How well do we do what we do, and how do we know it? The importance of patient-reported experience measures in assessing our patients' experience of care. *Can J Surg* 2019.

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Oakville Trafalgar Memorial Hospital- Surgical Day Care Questions

Q1 Before my operation, my surgeon and their staff explained what would happen to me, and gave me easy to understand instructions about getting ready for the procedure in a way I could understand.

Q2 The Pre-admission Clinic I attended before surgery was easy to communicate with and the staff there treated me with courtesy and respect.

Q3 The clerical and registration staff who cared for me at the Surgical Day Care registration desk were efficient and treated me with courtesy and respect.

Q4 During this Surgical Day Care visit, the nursing staff explained things in a way I could understand, answered my questions well, and treated me with courtesy and respect.

Q5 Before my procedure, I had enough time to talk about my health or medical problems with my surgeon, (s)he answered my questions well, and treated me with courtesy and respect.

Q6 Before my procedure, I spoke to my anesthesiologist, (s)he answered my questions well and treated me with courtesy and respect.

Q7 My procedure started on time with no delays, or if there were delays, they were clearly communicated to me.

Q8 After my procedure, enough information about my condition or procedure was given to me, my family, or my caregiver. I received information about what symptoms or health problems regarding my illness or procedure to watch for at home, and my followup plans were clear.

Q9 My pain and nausea were well controlled and I felt I was ready to be discharged when I left.

Q10 Before I left the hospital, I had a clear understanding about all of my prescribed medications, how to take them, and side effects to watch for.

Q11 Overall, I felt that I was treated with respect and dignity while I was at the hospital and I feel that my values, needs, and preferences were respected.

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Q12 I would strongly recommend Oakville Trafalgar Memorial Hospital to my friends and family.

Q13 We strive for "exemplary patient experiences, always". Please rate your overall experience with us.

Q14 What could we have done differently to improve your surgical experience? Let us know if you would like to be contacted to discuss things further.