



DEPARTMENT OF HEALTH & HUMAN SERVICES
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We are asking about your perceptions about our hospital's physical space including the design, architecture, layout, forms, surfaces, furnishings, artwork, and outdoor spaces.

Please fill in the bubble that best describes your experiences with the hospital environment during your most recent Clinical Center stay.

Only the patient who was in the hospital should fill out this questionnaire. As you answer, please think ONLY about your hospital stay on March 3, 2005.

These questions ask about getting to the hospital, parking, and finding the hospital entrance.

1. **For your most recent stay, how did you get to the hospital?**²³⁸⁶²
 1 I drove myself 3 I took public transportation 5 I took a taxi cab
 2 Family member or friend drove me 4 I was brought by ambulance
2. **Were there signs directing you to the parking garage or drop off area?**²³⁸⁶³
 1 Yes 2 No (Go to #4) 89 Don't know (Go to #4)
3. **Were these signs helpful?**²³⁸⁶⁴
 1 Not at all 2 Somewhat 3 For the most part 4 Definitely
4. **Did you park a car in the hospital's garage?**²³⁸⁶⁵
 1 Yes 2 No
5. **Were there enough parking spaces at the hospital?**¹³⁸⁶⁰
 1 Yes 2 No
6. **Did you need a handicapped-accessible parking space?**¹³⁸⁶²
 1 Yes 2 No (Go to #8)
7. **Were there enough handicapped-accessible parking spaces near the hospital entrance?**²³⁸⁶⁶
 1 Yes 2 No
8. **Were there signs directing you to the entrance of the hospital?**²³⁸⁶⁷
 1 Yes 2 No (Go to #10) 89 Don't know (Go to #10)
9. **Were these signs helpful?**²³⁸⁶⁸
 1 Not at all 2 Somewhat 3 For the most part 4 Definitely



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10. Was there a place near the hospital entrance for you to wait for someone who dropped you off or was picking you up?23869

- 1 Yes 2 No 3 Don't know

These questions ask about registration and finding your way around inside the hospital.

11. Did you enter the hospital through the parking garage or through the main lobby entrance?23870

- 1 Main Lobby 2 Parking Garage 3 Neither 4 Don't remember

12. Once you entered the hospital, was it easy to find someone to provide you with information or directions?23871

- 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

13. Were the people at the information desks helpful?23872

- 1 Doesn't apply 2 Not at all 3 Somewhat 4 For the most part 5 Definitely

14. Were the people at the information desks courteous?23873

- 1 Doesn't apply 2 Not at all 3 Somewhat 4 For the most part 5 Definitely

15. Once you entered the hospital, was it easy to find the admissions area?23874

- 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

16. Was there a place in the admissions area to talk privately with staff?23875

- 1 Yes 2 No 3 Did not talk with the admissions staff

17. If you used signs, maps, or directions that showed you where to find departments or areas, did you find them helpful?23876

- 1 Didn't use 2 Not at all 3 Somewhat 4 For the most part 5 Definitely

The following questions are about your hospital room.

18. Was the artwork in your room pleasant to look at?23885

- 1 My room didn't have artwork 2 Not at all 3 Somewhat 4 For the most part 5 Definitely

19. Did you want to put things in your room to make it more home-like such as pictures, plants, or flowers?23877

- 1 Yes 2 No (Go to #21) 3 Not permitted to have personal items like that in my room (Go to #21)

20. Was there enough space, such as shelves and counters, on which to place items to make your room more home-like?23878

- 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

21. Did you have enough space for your clothes and other personal belongings?23879

- 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

22. Did you bring any valuable belongings with you to the hospital?13884

- 1 Yes 2 No (Go to #24)

23. While you were in the hospital, did you think your valuable belongings were safe?23880

- 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

24. How often was the room temperature just right?24067

- 1 Never 2 Sometimes 3 Usually 4 Always

25. Was it easy for you to control the room temperature?24068

- 1 Never 2 Sometimes 3 Usually 4 Always



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26. Was it easy for you to control the room's lighting?²⁴⁰⁶⁹
 1 Never 2 Sometimes 3 Usually 4 Always
27. Did you have a roommate?²³⁸⁸¹
 1 Yes 2 No (Go to #29)
28. If you had a roommate, how often did you hear noise from the other patient in your room?²³⁸⁸²
 1 Never 2 Sometimes 3 Usually 4 Always
29. How often did you hear noise from the unit outside of your room?²³⁸⁸³
 1 Never 2 Sometimes 3 Usually 4 Always
30. If you heard noise outside your room did this noise affect your ability to rest/sleep?²³⁸⁸⁴
 1 Never 2 Sometimes 3 Usually 4 Always
31. How often was your room kept as clean as it should have been?²³⁸⁸⁶
 1 Never 2 Sometimes 3 Usually 4 Always
32. Did you have a telephone in your room?¹³⁸⁹²
 1 Yes 2 No (Go to #34)
33. Was it easy for you to reach the telephone from your bed?²³⁸⁸⁷
 1 Never 2 Sometimes 3 Usually 4 Always
34. Was it easy for you to use the call button?²³⁸⁸⁸
 89 Didn't use the call button 1 Never 2 Sometimes 3 Usually 4 Always
35. Was there enough space in your room for hospital staff to get around?²³⁸⁸⁹
 1 Never 2 Sometimes 3 Usually 4 Always
36. During your hospital stay, did you get out of bed?¹³⁸⁹⁶
 1 Yes 2 No (Go to #40)
37. Were there things such as heavy doors, narrow doorways, or slippery floors that made it hard for you to get into the bathroom?²³⁸⁹⁰
 1 Never 2 Sometimes 3 Usually 4 Always
38. Were there enough features available, such as handrails, so that you felt safe and secure when you were out of bed?²³⁸⁹¹
 1 Never 2 Sometimes 3 Usually 4 Always
39. Was the shower in your room convenient to use?²³⁸⁹²
 89 Didn't have a shower 1 Not at all 2 Somewhat 3 For the most part 4 Definitely
40. Did you have a window in your room?¹³⁹⁰⁰
 1 Yes 2 No (Go to #45)
41. Did you want to adjust the window blinds/curtains in your room?¹³⁹⁰¹
 1 Yes 2 No (Go to #43)
42. Was it easy for you to adjust the window blinds/curtains in your room?²³⁸⁹³
 1 Never 2 Sometimes 3 Usually 4 Always
43. Was the window located so that you could see the outdoors while lying in bed?¹³⁹⁰³
 1 Yes 2 No



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44. Did you have a pleasant view of the outdoors from the window in your room?13904

- Yes No

45. Were you able to access the Internet and email from your hospital room?23894

- Yes No (Go to #47) Don't know (Go to #47) Doesn't apply (Go to #47)

46. Was it easy for you to access the Internet or email from your room?23895

- Never Sometimes Usually Always

47. Overall, how would you rate the comfort of your hospital room on a scale from 0 to 10, where 0 is "the worst" and 10 is "the best"?23896

- 0 Worst 1 2 3 4 5 6 7 8 9 10 Best

The next few questions ask about your privacy.

48. Do you feel you had enough privacy in your room?23897

- Not at all Somewhat For the most part Definitely

49. Were there places on your unit for you to go to be alone?23898

- Yes No Don't know I was too sick to go anywhere

50. Were there private areas where you could talk with staff about things such as your illness and treatment?23899

- Never Sometimes Usually Always

Now we would like to find out about your experience in getting around outside of your room.

51. During your hospital stay, did you go outside of your room?13909

- Yes No (Go to #57)

52. Were the hallways clear of things such as furniture, beds or carts?23900

- Never Sometimes Usually Always

53. Were there bumps or grooves in the floor that made it hard for you to move about?23901

- Never Sometimes Usually Always

54. Were there features available, such as handrails or support, so that you felt safe and secure when you were walking outside your room?23902

- Never Sometimes Usually Always

55. Were there enough places close by but away from your unit where you could sit and relax with your family or by yourself?23903

- Don't know Not at all Somewhat For the most part Definitely

56. Were there enough benches or chairs available for you to rest in hallways while you were moving about the hospital?23904

- Don't know Never Sometimes Usually Always

57. Were there public telephones on your unit?24070

- Yes No Don't know

58. Were you able to go outside the hospital during your stay?23905

- Yes No (Go to #60)



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59. If yes, were there pleasant green spaces near (just outside) the hospital where you could sit and relax?23906

- 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

The following questions are about places for visitors.

60. While you were in the hospital, did you have visitors?13915

- 1 Yes 2 No (Go to #70)

61. Were public restrooms available to your visitors?24071

- 1 Yes 2 No 3 Don't know

62. Was your room large enough for your visitors?23907

- 1 Never 2 Sometimes 3 Usually 4 Always

63. Was there enough space in the visiting/waiting area for your visitors to be comfortable?23908

- 39 No visiting/waiting area (Go to #66) 1 Never 2 Sometimes 3 Usually 4 Always

64. Was there entertainment such as music, reading materials, TV, or artwork, in the visiting/waiting area?23909

- 39 Don't know 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

65. Was there enough privacy for your family or visitors in the visiting/waiting area?23910

- 39 Don't know 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

66. Was there a separate place for children to play while visiting/waiting?24072

- 1 Yes 2 No 39 Don't know

67. Did any of your family members or friends stay overnight?13923

- 1 Yes 2 No (Go to #69)

68. Were the sleeping areas for your family members or friends comfortable?23911

- 39 Don't know 1 Not at all 2 Somewhat 3 For the most part 4 Definitely

69. Overall, how would you rate the accommodations for your family and visitors on a scale from 0 to 10, where 0 is "the worst" and 10 is "the best"?23912

- 0 Worst 1 2 3 4 5 6 7 8 9 10 Best
 0 1 2 3 4 5 6 7 8 9 10

We are interested in finding out whether people who used equipment during their hospital stay had enough space to get around.

70. While you were in the hospital, did you use any of the following equipment to get around? (Mark all that apply)24073

- 1 Wheelchair 2 Walker 3 Crutches 4 IV pole 5 Other 39 Didn't use any equipment (Go to #74)

71. Was there enough space in the bathroom(s) to use equipment?13926

- 1 Yes 2 No

72. Was there enough space in the elevators to use equipment?13927

- 1 Yes 2 No

73. Was there enough space in your room to move around with equipment?24074

- 1 Yes 2 No



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These questions ask about your general opinions of the hospital environment.

How would you rate the importance of each of the following?

	Not At All Important	Somewhat Important	Important	Very Important
74. Having a private room ¹³⁹²⁹	①	②	③	④
75. Controlling the room temperature ¹³⁹³²	①	②	③	④
76. Controlling the indoor room lighting ¹³⁹³³	①	②	③	④
77. Having music (e.g., radio, tape player, CD player) ¹³⁹³⁴	①	②	③	④
78. Having a television and/or VCR ¹³⁹³⁵	①	②	③	④
79. Having a private shower ¹³⁹³⁶	①	②	③	④
80. Being able to find your way around ¹³⁹³⁷	①	②	③	④
81. Having email and Internet access ²³⁹¹³	①	②	③	④
82. Access to areas in the hospital to sit or to walk around ²³⁹¹⁴	①	②	③	④
83. Access to outside green areas to sit or walk ²³⁹¹⁵	①	②	③	④

	Poor	Fair	Good	Excellent
84. How would you rate the quality of the food service in the Clinical Center? ¹³⁸²				
a. Courtesy of the person who took your food order ²³⁹¹⁶	①	②	③	④
b. Variety of menu items ²³⁹¹⁷	①	②	③	④
c. Received food in a timely manner (within 45 min. of order) ²³⁹¹⁸	①	②	③	④
d. Temperature of the food ²³⁹²⁰	①	②	③	④
e. Overall quality of the food ²³⁹²¹	①	②	③	④

85. Regarding the HOSPITAL ENVIRONMENT, how would you rate the hospital environment on a scale from 0 to 10, where 0 is "the worst environment" and 10 is "the best environment"?²³⁹²²

0 Worst	1	2	3	4	5	6	7	8	9	10 Best
①	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩

86. On a scale of 0 to 10 where 0 is not at all important and 10 is extremely important, how would you rate the importance of this hospital's environment to your OVERALL SENSE OF WELL-BEING?²³⁹²³

0 Not at all important	1	2	3	4	5	6	7	8	9	10 Extremely important
①	①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩



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87. On a scale of 0 to 10 where 0 is not at all important and 10 is extremely important, how would you rate the importance of this hospital's environment to your family or visitors' OVERALL SENSE OF WELL-BEING?²³⁹²⁴

0 Not at all
important

1

2

3

4

5

6

7

8

9

10 Extremely
important

0

1

2

3

4

5

6

7

8

9

10

88. Is there anything else you would like to tell us about how the HOSPITAL ENVIRONMENT influenced your experience during your hospital stay?

Now we would like to ask you some questions about other aspects of your hospital experience.

89. Was it easy for you to find someone on the hospital staff to talk to about your concerns?⁸¹⁸⁸

- Yes, definitely Yes, somewhat No Didn't want to talk/no concerns

90. Did your family or someone else close to you have enough opportunity to talk to your doctor?⁸¹⁸⁶

- Yes, definitely No Family didn't want or need to talk
 Yes, somewhat No family or friends were involved

91. Did a doctor or nurse explain the results of tests in a way you could understand?⁸¹⁹¹

- Yes, completely Yes, somewhat No No tests were done

92. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?⁸¹⁸⁴

- Yes, always Yes, sometimes No

93. Did you feel like you were treated with respect and dignity while you were in the hospital?⁸¹⁹³

- Yes, always Yes, sometimes No

94. Were you ever in any pain?⁸¹⁹⁴

- Yes No (Go to #97)

95. Do you think that the hospital staff did everything they could to help control your pain?⁸¹⁹⁹

- Yes, definitely Yes, somewhat No

96. Overall, how much pain medicine did you get?⁸²⁰⁰

- Not enough Right amount Too much

97. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?²³⁹²⁵

- Yes, completely No I didn't receive medicine to take home
 Yes, somewhat Didn't need explanation

98. Did they tell you when you could resume your usual activities, such as when to go back to work or when you could drive a car?²³⁹²⁶

- Yes, completely Yes, somewhat No



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99. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?8210

- 1 Yes, definitely 3 No 5 Family didn't want or need information
 2 Yes, somewhat 4 No family or friends involved

100. Upon your discharge from the hospital were you provided with adequate information regarding your condition and care?23927

- 1 Yes, completely 2 Yes, somewhat 3 No

101. Overall, how would you rate the care you received at the hospital?8144

- 1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent

And finally, we would like to get some information on your health and background.

102. In general, how would you rate your health?8148

- 1 Poor 2 Fair 3 Good 4 Very Good 5 Excellent

103. How many nights did you spend at the hospital?23928

- 1 2 3 4 5 6-9 10-15 More than 15

104. What was the last year of school you completed?8159

- 1 Less than high school graduate 3 Some college, trade, or tech school 5 Post college graduate education
 2 High school graduate or GED 4 College graduate

105. Which of the following best describes your ethnic or racial background?23929

- 1 Hispanic or Latino 4 Asian 7 White
 2 Not Hispanic or Latino 5 Black or African American
 3 American Indian or Alaska Native 6 Native Hawaiian or Other Pacific Islander

Thank you for taking the time to complete this questionnaire! Your answers are greatly appreciated.

