**Patient Survey**

Your Discharge Experience

**Thank you for participating in the discharge experience survey. Your feedback is important and can help improve the discharge experience for patients across Ontario. We are implementing a quality improvement initiative called PODS, where patients are being given patient-friendly versions of their care instructions at discharge.**

**Patient Survey**

Introduction

1. Are you a patient or a caregiver? (A caregiver could be a family member, a friend, or a paid helper)
* Patient
* Caregiver
1. Was your caregiver (you, if caregiver is responding) present at discharge or during discharge teaching?
* Yes
* No
* Do not have a caregiver/Not Applicable
1. Did you feel involved/engaged in the discharge process?

0 1 2 3 4 5 6 7 8 9 10

Not engaged Neutral Most engaged

1. How long has it been since your most recent hospital discharge?
* Within a week
* More than a week **but** less than a month
* More than a month **but** less than 3 months
* More than 3 months
1. How would you rate your satisfaction with the discharge process?

0 1 2 3 4 5 6 7 8 9 10

Not satisfied Neutral Extremely satisfied

1. Did anyone at the hospital talk to you about what you would need to take care of yourself at home?
* Yes
* No

Comments

1. How would you rate your **understanding** of the following discharge instructions?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not at all | Partly | Quite a bit | Completely | N/A |
| Medications I need to take and why? |  |  |  |  |  |
| What to do if I concerned after I left? |  |  |  |  |  |
| Follow up appointments I need to book or go to? |  |  |  |  |  |
| Where to go for more information? |  |  |  |  |  |
| What to do to care for yourself at home? |  |  |  |  |  |

Comments

1. Have you had any follow up appointments after you went home? Have you seen your family doctor?
2. Before you went home from the hospital, you met with a member of your care team to review your discharge instructions and were given a sheet called PODS with instructions on it. Do you remember this?
3. Did you feel involved/engaged in the discharge process of receiving the PODS?

0 1 2 3 4 5 6 7 8 9 10

Not engaged Neutral Most engaged

1. How would you rate your satisfaction with the PODS?

0 1 2 3 4 5 6 7 8 9 10

Not satisfied Neutral Extremely satisfied

1. Was it useful in preparing for discharge? What was most useful?
2. How did you feel about the amount of information you were given? (too much / little? Was it overwhelming?)
3. Was the material you received easy to understand and use?
4. Did having a PODS help you follow your discharge instructions? Why or why not?
5. Do you have any other comments?