

DISCHARGE QUESTIONNAIRE

Your age: 18-24 25-39 40-59 60- 75 + 75 **Sex:** M F

Department of residency: 19 23 87 Other region (France) Other Country

Hospital Department: _____

(If you were hospitalised in more than one department, please only refer to the last department)

Entry date: / / 20

Exit date: / / 20

Did you give written consent for the treatment you received: Yes No

(see law of 4 March 2002)

PLEASE GIVE US YOUR FEEDBACK	UNSATISFACTORY	SOMEWHAT SATISFACTORY	SATISFACTORY	VERY SATISFACTORY	NA*
Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Identification of the different people working in the department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Respect of privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information given by the medical team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information given by the doctors/surgeons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information given by the anaesthesiologist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information concerning your treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doctors' listening skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Medical team's listening skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Administrative personnel's listening skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clearness of the doctors' responses to your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Courtesy and helpfulness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Staff availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Help with normal everyday activities (meals, washing up...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff response time to requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waiting time for additional tests/examinations (ex: x-rays...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall handling of your health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In case of pain, the treatment offered was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respect of your rest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dietary suggestions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respect of menu choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of dishes/meals offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Organisation of your discharge (documents, transportation, prescriptions...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explications delivered for prescribed medications upon discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on possible activities after discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on home-care after discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL : WHAT OVERALL SCORE WOULD YOU ATTRIBUTE TO THE HOSPITAL (FROM 0 = UNSATISFACTORY TO 10 = VERY SATISFACTORY) ?	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10				

* Not applicable

Thank you for your participation

Please indicate any comments on the backside



COMMENTS AND SUGGESTIONS:

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A word from the President of CISS Limousin

The Collectif Interassociatif for healthcare represents patients in facilities throughout the Region. We defend your rights and bring about improvements for your hospital stay. For this, we need to know your feelings regarding what went well during your hospitalisation but also what didn't go well. The discharge questionnaires will be examined by a commission, by the facility personnel and user representatives who will correct, thanks to you, the problems encountered.

Thank you and I hope you get well quickly.
Marcel GRAZIANI

What is the objective of a discharge questionnaire?

Health facilities must evaluate patient satisfaction. The questionnaire which you have been given today is part of that evaluation process. Consequently, a majority of the facilities in the region have decided to use the same discharge questionnaire for their patients.

The theme of the questionnaire:

«Good practices at the hospital», is one of the three directives of the operation launched on a national level «2011, year of patients and their rights» thus making actions led in this domain a priority.

For patients and their families, several moments are particularly noticeable in terms of «Good practices»:

- Reception, assistance and information for patients and their families.
- Assistance in fundamental needs, such as washing up, hygiene, meals, help with mobility...
- Consultations, tests/examinations, treatments and invasive care.
- Pain prevention and treatment.
- Assistance of patients and their families in the final phases of their lives.

What will the results be used for?:

The results of the study concerning user satisfaction, and particularly the judgements formulated by the patients in the discharge questionnaire are analysed by the Commission for the Relations with Users and Quality of Treatment - CRUQPC - and will be part of a report submitted to the board of directors of the health facility and the Regional Health Agency. Therefore the user contributes to decision making in order to better professional practices, thus becoming an actor of his health.

In this national context and taking into account regional political orientations, assistance to the development and promotion of «Good practices» must be put into place in the health facilities of the region. In order to fulfil its mission, GCS EPSILIM, has imagined a common discharge questionnaire for all of the health facilities of LIMOUSIN.

With this survey, your facility shows its willingness to take into account your expectations and to participate in the regional movement aiming to better the quality of healthcare.

¹ * GCS EPSILIM : Groupement de Coopération Sanitaire Expertise, Performance, Systèmes d'Information en Limousin. Regional structure of healthcare professionals and facilities, to promote quality and safety of healthcare and information systems.

If you wish to have additional information, you can consult the website:
www.sante-limousin.fr

