

APPENDIX TABLE. Comparison of Patient Satisfaction Survey Responses Pre- and Postimplementation of Telehospitalist Service

Domain	Question	Response	Preimplementation N (%)	Postimplementation <sup>b</sup> N (%)	Z test statistic (P value)
Care coordination	During this hospital stay, how often did healthcare providers seem informed and up-to-date about the care you got from other providers at the hospital?	Always	90 (41%)	82 (59%)	2.28 (0.022)
Communication about medications	Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? <sup>a</sup>	Always	45 (62%)	50 (80%)	1.92 (0.054)
	Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? <sup>a</sup>	Always	48 (48%)	49 (57%)	0.91 (0.362)
Communication with doctors	During this hospital stay, how often did doctors treat you with courtesy and respect?	Always	90 (76%)	87 (78%)	0.41 (0.681)
	During this hospital stay, how often did doctors listen carefully to you?	Always	90 (63%)	87 (64%)	0.14 (0.888)
	During this hospital stay, how often did doctors explain things in a way you could understand?	Always	90 (56%)	86 (59%)	0.50 (0.617)
Willingness to recommend hospital	Would you recommend this hospital to your friends and family?	Definitely Yes	91 (60%)	86 (70%)	1.30 (0.193)
Hospital rating	Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?	9-10, Being best hospital possible	92 (66%)	86 (66%)	0.42 (0.647)

<sup>a</sup>This question included a nonapplicable response. If selected, the response was excluded from the sample size for that specific question and was not included in the proportion calculation.

<sup>b</sup>Responses collected in May and June 2019 were excluded.