

Appendix A: Post-discharge Patient Satisfaction Question Script

Overall Patient Satisfaction with Physician Care Quality

- Overall, would you rate the quality of doctor care as?

Physician Behavior

- During this hospital stay, how often did doctors treat you with courtesy and respect?

Pain Control

- Would you rate the management of pain by the hospital staff as?
- How often was your pain well controlled?
- During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

Physician Communication Skills

- During this hospital stay how often did doctors listen carefully to you?
- During this hospital stay how often did doctors explain things in a way you could understand?
- How would you rate the doctor on communication with you?
- How would you rate the doctor on discussing any anxiety or fears you may have had about your condition or treatment?
- How would you rate the doctor on involving you in decisions about your care?

Patient Perceived Health

- In general how would you rate your overall health?

Appendix B: Patient Response Counts by Physician Type and Location

Physician Type	Location			Total Patients Surveyed
	Academic Hospital	Community Hospital 1	Community Hospital 2	
				8295
PCP	2949	1290	459	4698
Total Hospitalist	3262	129	206	3597
Hospital Owned Hospitalist	2242			
Private Hospitalists	603			
Academic Hospitalist	417			

Physician Type	Number of Physicians	Number of Patients
PCP	288	4698
Academic	8	417
Private	5	603
Hospital Owned	46	2577
Total	347	8295