**APPENDIX C – Detailed responses within the CareWell in Hospital questionnaire**

*Note: The 18 additional questionnaires which were gathered after the measurements period for test-retest purposes are not included in the analyses below.*

Number of participants:

* CWH study departments: **275**
	+ Before CWH implementation 126
	+ After CWH implementation 149
		- *Received CWH intervention(s) 43*
		- *Received no CWH intervention(s) 106*
* Geriatrics department: **177**

**Age**

|  |  |
| --- | --- |
|  | **Mean age in years\*** |
| **CWH study departments*** Before CWH implementation
* After CWH implementation
	+ *Received CWH intervention(s)*
	+ *Received no intervention CWH intervention(s)*
 | **77.8 ± 5.3*** 78.2 ± 5.0
* 77.3 ± 5.5
	+ *78.3 ± 6.4*
	+ *76.9 ± 5.0*
 |
| **Geriatrics department\*** | **83.3 ± 7.0** |

\* *Mean age was determined by distracting the year of birth from the year in which the questionnaire was returned: known for 171 patients from the Geriatrics Department and for 283 patients from CWH study departments.*

**Sexe**

|  |  |
| --- | --- |
|  | **Sexe (% male)** |
| **CWH study departments*** Before CWH implementation
* After CWH implementation
	+ *Received CWH intervention(s)*
	+ *Received no intervention CWH intervention(s)*
 | **56.7*** 54.0
* 59.1
	+ *53.5*
	+ *61.3*
 |
| **Geriatrics department\*** | **42.4** |

**Mean score**

|  |  |  |
| --- | --- | --- |
|  | **Mean score complete data** | **Mean score incomplete data (max. 2 missing)** |
| **CWH study departments*** Before CWH implementation
* After CWH implementation
	+ *CWH*
	+ *Usual care*
 | **6.3*** 6.5
* 6.1
	+ *4.8*
	+ *6.4*
 | **6.4*** 6.6
* 6.2
	+ *5.7*
	+ *6.4*
 |
| **Geriatrics department\*** | **6.8** | **6.8** |

**Self-reported health status**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **excel.** | **v.good** | **good** | **fair** | **poor** | **d.kn.** | **miss.** |
| **CWH study departments*** Before implementation
* After CWH implementation
	+ *CWH*
	+ *Usual care*
 | **1,1%**0,8%1,3%*2,3%**0,9%* | **4,7%**5,6%4,0%*0,0%**5,7%* | **30,2%**31,0%29,5%*18,6%**34,0%* | **46,9%**48,4%45,6%*46,5%**45,3%* | **10,5%**10,3%10,7%*14,0%**9,4%* | **1,1%**0,8%1,3%*2,3%**0,9%* | **5,5%**3,2%7,4%*16,3%**3,8%* |
| **Geriatrics department\*** | **0,0%** | **1,1%** | **13,6%** | **57,6%** | **20,3%** | **3,4%** | **4,0%** |

**Administration**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **independent** | **with help** | **someone else** | **missing** |
| **CWH study departments*** Before CWH implementation
* After CWH implementation
	+ *CWH*
	+ *Usual care*
 | **72,7%**65,9%78,5%*60,5%**85,8%* | **19,6%**25,4%14,8%*27,9%**9,4%* | **4,0%**4,8%3,4%*9,3%**0,9%* | **3,6%**4,0%3,4%*2,3%**3,8%* |
| **Geriatrics department\*** | **27,1%** | **32,2%** | **37,9%** | **2,8%** |

**Question 1 – Were you informed sufficiently by your doctor regarding the various options for treating your health problems?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **not at all** | **4,0%** | **5,5%** | 3,2% | 7,4% | *7,0%* | *7,5%* |
| **sometimes** | **21,5%** | **18,5%** | 17,5% | 19,5% | *18,6%* | *19,8%* |
| **often** | **21,5%** | **25,8%** | 27,8% | 24,2% | *14,0%* | *28,3%* |
| **every time** | **41,2%** | **40,0%** | 40,5% | 39,6% | *44,2%* | *37,7%* |
| **don't know** | **7,9%** | **5,1%** | 6,3% | 4,0% | *11,6%* | *0,9%* |
| **missing** | **4,0%** | **5,1%** | 4,8% | 5,4% | *4,7%* | *5,7%* |

**Question 2 – Were you able to indicate which treatment and/or care you preferred?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **not at all** | **15,3%** | **20,4%** | 17,5% | 22,8% | *20,9%* | *23,6%* |
| **sometimes** | **19,8%** | **14,9%** | 11,9% | 17,4% | *23,3%* | *15,1%* |
| **often** | **15,8%** | **11,3%** | 14,3% | 8,7% | *0,0%* | *12,3%* |
| **every time** | **24,9%** | **21,8%** | 23,8% | 20,1% | *11,6%* | *23,6%* |
| **don't know** | **18,6%** | **25,5%** | 26,2% | 24,8% | *37,2%* | *19,8%* |
| **missing** | **5,6%** | **6,2%** | 6,3% | 6,0% | *7,0%* | *5,7%* |

**Question 3 – During your hospital stay, could you co-decide what was important to your care?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **not at all** | **15,3%** | **16,0%** | 12,7% | 18,8% | *25,6%* | *16,0%* |
| **sometimes** | **16,9%** | **18,9%** | 16,7% | 20,8% | *25,6%* | *18,9%* |
| **often** | **16,4%** | **12,4%** | 11,9% | 12,8% | *9,3%* | *14,2%* |
| **every time** | **26,6%** | **22,2%** | 24,6% | 20,1% | *11,6%* | *23,6%* |
| **don't know** | **19,2%** | **23,3%** | 26,2% | 20,8% | *20,9%* | *20,8%* |
| **missing** | **5,6%** | **7,3%** | 7,9% | 6,7% | *7,0%* | *6,6%* |

**Question 4 – During your hospital stay, were you supported in keeping busy and finding social contacts and activities?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **not at all** | **5,6%** | **21,5%** | 19,0% | 23,5% | *11,6%* | *28,3%* |
| **a little** | **18,6%** | **10,9%** | 6,3% | 14,8% | *30,2%* | *8,5%* |
| **good** | **31,6%** | **16,4%** | 15,1% | 17,4% | *14,0%* | *18,9%* |
| **very good** | **10,7%** | **5,8%** | 3,2% | 8,1% | *9,3%* | *7,5%* |
| **N.A.** | **18,6%** | **34,2%** | 40,5% | 28,9% | *23,3%* | *31,1%* |
| **don't know** | **6,2%** | **4,7%** | 4,8% | 4,7% | *9,3%* | *2,8%* |
| **missing** | **8,5%** | **6,5%** | 11,1% | 2,7% | *2,3%* | *2,8%* |

**Question 5 – Did you know to whom you can go to within the hospital with questions, problems or complaints?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **yes** | **59,3%** | **58,9%** | 62,7% | 55,7% | *48,8%* | *58,5%* |
| **no** | **19,8%** | **24,0%** | 22,2% | 25,5% | *27,9%* | *24,5%* |
| **don't know** | **18,6%** | **12,4%** | 10,3% | 14,1% | *16,3%* | *13,2%* |
| **missing** | **2,3%** | **4,7%** | 4,8% | 4,7% | *7,0%* | *3,8%* |

**Question 6 – Before discharge, did you talk with a member of the hospital staff regarding the care you would need after discharge?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **yes, sufficiently** | **72,3%** | **61,5%** | 55,6% | 66,4% | *58,1%* | *69,8%* |
| **yes, but insufficiently** | **7,9%** | **4,4%** | 3,2% | 5,4% | *9,3%* | *3,8%* |
| **no** | **11,3%** | **26,2%** | 31,7% | 21,5% | *25,6%* | *19,8%* |
| **don't know/don't remember** | **5,6%** | **2,9%** | 0,8% | 4,7% | *4,7%* | *4,7%* |
| **missing** | **2,8%** | **5,1%** | 8,7% | 2,0% | *2,3%* | *1,9%* |

**Question 7 – Did a member of the hospital staff inform the key people and/or care providers of your discharge from the hospital?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **yes** | **78,5%** | **59,3%** | 60,3% | 58,4% | 59,4% | 78,5% |
| **some were informed** | **8,5%** | **13,1%** | 9,5% | 16,1% | 16,0% | 8,5% |
| **no** | **4,0%** | **13,1%** | 11,9% | 14,1% | 14,2% | 4,0% |
| **don't know** | **6,8%** | **9,1%** | 8,7% | 9,4% | 8,5% | 6,8% |
| **missing** | **2,3%** | **5,5%** | 9,5% | 2,0% | 1,9% | 2,3% |

**Question 8 – During your hospital stay, did you experience one or more adverse events?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Geriatrics department** | **CWH study departments** | **before CWH** | **after CWH** | **CWH** | **usual care** |
| **no** | **49,2%** | **60,4%** | 61,1% | 59,7% | *48,8%* | *64,2%* |
| **yes** | **49,7%** | **37,8%** | 36,5% | 38,9% | *48,8%* | *34,9%* |
| **missing** | **1,1%** | **1,8%** | 2,4% | 1,3% | *2,3%* | *0,9%* |