Appendix Table 1. Themes derived from patient comments

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| **Theme** | **Example** |
| Pleased with care/treated well | “The ER was hectic but the team worked really well together and did an exceptional job. Up here, everyone's always pleasant (doctors, nurses, housekeeping, kitchen staff etc.). They're trying to get to the bottom of what's going on. ”  “The doctors have been great, they are very patient and never make me feel rushed, and they are great with my family too. ”  “Because they are good, good doctors. The older a person gets, the more scared they become of doctors because you may get bad news. ” |
| Questions answered/explains well/listens well/helpful/spends time | “They answered everything I asked and told me what's going. They were great. They spent a long time with me.”  “Both of my doctors came in last night and spent 30 or 40 minutes with me and explained everything. They're really good doctors. They don't act like they're in a hurry. And they're very knowledgeable.” |
| Complaints about communication/explanation/difficult to understand | “The doctor yesterday told me one thing and then the other doctor today didn't know anything about it.”  “feels like providers play telephone game; everyone needs to be on same page; would be nice to have a program to record everything that I say so that I don't have to repeat it”  “They listen. The doctors listen but the problem is the intercom people, they get sidetracked and don't come in for a long time. Some of the doctors talk too fast for me, some of the doctors stand over me and talk to each other, I wished they would talk to me directly.”  “They don't understand how scared you are. I don't speak 'doctor' so I don't understand everything” |
| Complaints about listening | “They aren't listening. Sometimes I feel like they're just trying to open up a hospital bed.”  “The doctors don't seem to listen well - they just have a speech. It would also be helpful if they slowed down a little, especially when introducing themselves the first time.”  “The last doctor that was here, I would've given great except he asked the same question 4 different times and I answered him. To me, that's not listening so he doesn't get great.” |
| Seemed busy/rushed/didn't spend enough time/waiting | “They are very business-like, in and out. I did customer service for 20 years and the vibe they give off isn't pleasing.”  “I don't see the doctors very much, just the nurses. I'm not sure who my doctor is. They just come in in the morning say hi, make sure you're alive and leave. There's not much interaction with the patients.”  “It takes a long time for the doctors to get around. I've been here since yesterday and i just saw my team. It would be nice if they were more accessible. I'd be happy to talk to them on the phone even.” |
| Patient not sure what is going on | “I want them to do that they say they're going to do. If they say they're going to come back and check on me, then actually come back and check on me.  I just want more information. I want everything to be explained to me. ”  “When the doctors come in, I don't know who's a doctor, who's a nurse, who's a therapist. I don't understand what's going on with me. ”  “I just want to know what's going on, what's going to happen. I would like more information.” |
| Language barriers | “Because I ask them things and they answer well. I speak to them about things that are very basic since I don't speak English. I can't ask that many questions.” |
| Complaints about nursing | “Because I'm here, I put on the TV, the nurses comes in and turns down the volume. The nurses treat me unfairly. The doctors are ok.”  “She answered all the questions I had. Some of the nurses aren't great. I had to ask for a shower and for a towel. No one came in to check on me to see if i needed anything.” |
| Complaints about emergency department | “I didn't get what was going on explained to me. This is the 3rd time I've been here recently. I got very little attention in the ED. I don't think I saw a doctor yesterday. I had to ask for water 20 times in the ED and waited 2.5 hours. It's just frustrating. Once I got up here, it was fine” |
| Complaints about nutrition | “The doctors are trying to help me with my heart problem but they're starving me. They won't let me have breakfast or even drink water.”  “Feed me!” |
| Complaints about pain | “I'm in so much pain. My answers would be better if my pain were gone.”  “Take my pains away!” |
| Complaints about medication | “I've been telling them about my headache and they haven't given me anything. They just seem that they just want to get me out of here” |
| Complaints about discharge | “I wish I knew when I was going home.”  “I'm tired of waiting for everything. I thought I was discharging today.” |
| Improved from previous experience | “They're doing better than last time you asked. They sat down and talked to me and listened better.”  “They came back and explained to me about my care. They listened better. They should do this survey at the clinic.” |