

Supplementary S4

- This questionnaire is part of a research project in King Abdulaziz University to develop a set of primary patient-centeredness indicators that can be used to measure patient-centeredness by relevant stakeholder in healthcare buildings. The research project is going to help in providing a common understanding of patient-centeredness among all stakeholders.
- The following candidate patient-centeredness indicators was generated from the literature to be reviewed and refined in 3 rounds:

First Round

A.1 Do you think that the eight following candidate domains will cover all patient-centeredness aspects? If not please add new domains?

First domain: Access to care

Second domain: Continuity and transition

Third domain: Involvement of family and friends

Fourth domain: Emotional support and alleviation of fear and anxiety

Fifth domain: Physical comfort

Sixth domain: Information and education

Eighth domain: Respect for patients' values, preferences and expressed needs

Yes No

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B.1 Please select from the following, the indicators that you think they can be used to measure (First domain: Access to care)

Please also add new indicators if needed.

- 1.1 Access to the care location
- 1.2 Transportation availability to location
- 1.3 Appointments availability when needed
- 1.4 The ease of getting an appointment
- 1.5 Timeliness
- 1.6 The time to receive a confirmed diagnosis

Supplementary S4

- 1.7 Timeliness of first treatment
- 1.8 The adequate access to the type of services according to their needs
- 1.9 Clear policies are in place on how services are offered to patients

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B.2 Please select from the following, the indicators that you think they can be used to measure (Second domain: Continuity and transition)

Please also add new indicators if needed.

Second domain: Continuity and transition

- 2.1 Ongoing treatment after discharge
- 2.2 Timeliness
- 2.3 Follow-up care
- 2.4 Survivorship
- 2.5 Patient follow-up takes place on an agreed schedule

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B.3 Please select from the following, the indicators that you think they can be used to measure (Third domain: Involvement of family and friends)

Please also add new indicators if needed.

Third domain: Involvement of family and friends

- 3.1 Providing accommodations for family and friends
- 3.2 Involving family and close friends in decision making
- 3.3 Recognizing the needs of family and friends
- 3.4 Timeliness
- 3.5 Shared decision-making
- 3.6 Home care knows about the patient's situation
- 3.7 Family and friends had opportunities to ask questions
- 3.8 Involvement of family and friends

Supplementary S4

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B.4 Please select from the following, the indicators that you think they can be used to measure (Fourth domain: Emotional support and alleviation of fear and anxiety)

Please also add new indicators if needed.

Fourth domain: Emotional support and alleviation of fear and anxiety

- 4.1 Anxiety over status.
 - 4.2 Timeliness
 - 4.3 Psychosocial care
 - 4.4 The patient's psychosocial needs are addressed
 - 4.5 The patient is referred, when appropriate, to relevant psychosocial support services
 - 4.6 Patient was asked whether he had problems with living conditions
 - 4.7 Patient received support in mental health if needed
 - 4.8 Emotional support – relieving fear and anxiety
 - 4.6 Provide psychological counselling service to postoperative patients
 - 4.10 Patients involvement in shared decision making and supported to make fully informed decisions
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B.5 Please select from the following, the indicators that you think they can be used to measure (Fifth domain: Physical comfort)

Fifth domain: Physical comfort

- 5.1 Pain management
- 5.2 Assistance with activities and daily living needs
- 5.3 Hospital surroundings and facilities
- 5.4 Safety aspects
- 5.5 Patient got support for daily activities
- 5.6 Patient's support to control physical complaints
- 5.7 Physical comfort

Supplementary S4

- 5.8 Reduce patient falls
- 5.9 Offer radiation-free zones
- 5.10 Provide barrier-free facilities
- 5.11 Provide safety alarm facilities

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B.6 Please select from the following, the indicators that you think they can be used to measure (Sixth domain: Information and education)

Sixth domain: Information and education

- 6.1 Information on status and progress
- 6.2 Timeliness
- 6.3 Patient given information
- 6.4 Comprehensiveness of information given to patients
- 6.5 Style of information e.g. whether written; understandable; consistent etc
- 6.6 Information on treatment options including benefits and risks
- 6.7 Information on pain management
- 6.8 Information on medication(s) use
- 6.9 Patient involvement in shared decision-making
- 6.10 Patient's awareness of side effects
- 6.11 Guidelines are present on how to identify needs for groups of patients such as asthma patients, diabetes patients, surgery, and rehabilitations
- 6.12 Patient feedback - Regular surveys of patient experiences are conducted
- 6.13 Confidentiality - Patient health and contact details are kept confidential at all times
- 6.14 Present direction signs to guide patients
- 6.15 Provide information regarding access to clinical, social, physical and financial support on a continuing basis.
- 6.16 Patient knows at discharge which medication to take and why

Supplementary S4

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B.8 Please select from the following, the indicators that you think they can be used to measure (Seventh domain: Coordination and integration of care)

Seventh domain: Coordination and integration of care

- 7.1 Effective Communication with patient
- 7.2 Technical expertise and knowledge of healthcare professionals
- 7.3 Patients' confidence and trust in the doctors' knowledge and expertise
- 7.4 Doctors encourage the patient to ask questions
- 7.5 Patient had opportunities to ask questions
- 7.6 Patient's health history consideration
- 7.7 Coordinated and integrated care
 - 7.8 An induction programme is in place which promotes the philosophy of care
 - 7.9 Clear policies are in place on how services are offered to patients
 - 7.10 Tailoring healthcare services for each patient - Patients experience care that is tailored to their needs and personal preferences, taking into account their circumstances, their ability to access services and their coexisting conditions
 - 7.11 Competent and courteous staff - Reception staff are fully trained and are welcoming, courteous and efficient in all their dealings with patients
 - 7.12 Patients are made aware of how to raise a concern related to patient safety and/or their care while they are hospitalized
 - 7.13 Build hygiene maintenance system
 - 7.14 Keep toilets hygiene
 - 7.15 Enforce smoking ban
 - 7.16 Use IT to manage medical records
 - 7.17 Equip pharmacy with automation
 - 7.18 Manage hand hygiene of medical staff
 - 7.19 Set up agency to tackle patient complaints
 - 7.20 Set up privacy protection facilities

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Supplementary S4

B.8 Please select from the following, the indicators that you think they can be used to measure (Eighth domain: Respect for patients' values, preferences and expressed needs)

Eighth domain: Respect for patients' values, preferences and expressed needs

- 8.1 Timeliness
- 8.2 Sensitivity to special needs groups by services
- 8.3 Consideration of patient's preferences and needs
- 8.4 Interpreters are available for patients when needed
- 8.5 Extra assistance is provided for people with other disabling or chronic conditions
- 8.6 The health professionals are sensitive to differences in cultural perceptions and its treatment
- 8.7 The health professionals are sensitive to differences in the needs of other special groups (e.g. elderly, people with disabilities, those with low health literacy etc.)
- 8.8 Patient feels respected during treatment
- 8.9 Respectful to patients' values, preferences, and expressed needs
- 8.10 Compassionate care
- 8.11 Knowing the patient as an individual - Patients have opportunities to discuss their health beliefs, concerns and preferences to inform their individualised care
- 8.12 Essential requirements of care - Patients are treated with dignity, kindness, compassion, courtesy, respect, understanding and honesty
- 8.13 Equitable services - Patients with special needs associated with their disability or illness are given care and support if necessary in co-operation with other agencies to cover their needs over a 24-hour, 7-day week period when required, in consultation with the patient