

QUESTIONNAIRE S1. ORIGINAL QUESTIONNAIRE ADMINISTERED TO THE PATIENTS

- 1.** Do you know the Charter of Patient Rights and Responsibilities?
 - Yes, totally - No
 - Yes, at some extent - DK/NR
- 2.** Did the nursing team professionals identify themselves when entering your room to make any intervention?
 - Yes, totally - No
 - Yes, at some extent - DK/NR
- 3.** Did you want to be more involved in the decision making of your care and treatment?
 - Yes, totally - No
 - Yes, at some extent - DK/NR
- 4.** Did the nursing team take care of you and your family/relatives to help you and teach you self-care?
 - Yes, totally - No
 - Yes, at some extent - DK/NR
- 5.** Did the nurse spend enough time when informing you about your illness related care?
 - Yes, always - No
 - Yes, sometimes - No, gave no information
 - DK/NR
- 6.** Did the nurse explained all you wanted to know about treatment effects?
 - Yes, totally - No
 - Yes, at some extent - DK/NR
- 7.** When the nurse explained to you your illness aspects, did she try to avoid other patients from hearing her (e.g. spoke in quiet voice, drawing separation curtain)?
 - Yes, always - I was in a single room
 - Sometimes
 - No - DK/NR
- 8.** Did the nursing team members address you by your name?
 - Yes, always - No
 - Sometimes - DK/NR
- 9.** The nursing team, did help your hospital stay to be more bearable in the absence of your family or relatives?
 - Yes, totally - No

- Yes, at some extent - DK/NR

10. When you had questions, did you get clear and easy to understand answers from nursing staff?

- Yes, always - I had no questions
- Yes, at some extent - DK/NR
- No

11. Do you consider the relation with the nursing team close?

- Yes, totally - No
- Yes, at some extent - DK/NR

12. Did the nurses encouraged you to ask about your illness or any other aspect related to it?

- Yes, totally - No
- Yes, at some extent - DK/NR

13. Did you feel pain at some stage?

- Yes -No - DK/NR

14. Did the nursing team try to protect your intimacy while admitted in the hospital? (e.g. when examinations were carried out, bed bathing, going to the toilet or change of clothes)

- Yes, totally - Not needed as I could do everything by myself
- At some extent - DK/NR
- No

15. Did the nurse explain in a comprehensive way what the medications you had to have at home were for?

- Yes, totally - Didn't need explanations
- Yes, at some extent - Didn't have to take medications
- No - DK/NR

16. Do you think the nurse did as much as she could to relief your pain?

- Yes, totally - No
- Yes, at some extent - DK/NR

17. Did the nurse informed you about your right to reject treatments or tests?

- Yes, totally - No
- Yes, at some extent - DK/NR

18. Were you able to identify the different members of the healthcare team?

- Yes, totally
 - No, I couldn't differentiate team members who took care of me
 - Only physicians who took care of me - DK/NR
 - Only nurses who took care of me
- 19.** At any time during your admission, did the nursing team commented on issues not related to you in front of you?
- Yes, very often - No
 - Sometimes - DK/NR
- 20.** In general, did you feel treated with respect by the nursing team during your stay in the hospital?
- Yes, always - No
 - Sometimes - DK/NR
- 21.** Did the nurse talk to you about the warning signs related to your disease or treatment which you should be careful about?
- Yes, totally - No
 - Yes, at some extent - DK/NR
- 22.** Did the nursing team look after your comfort and facilitate your rest?
- Yes, always - No
 - Sometimes - DK/NR
- 23.** Did the nurse provide all the necessary information to your family or relatives to help with your recovery?
- Yes, totally - my family didn't need or want any information
 - At some extent - I didn't want any of my next of kin or friends talk to the nurse
 - No
 - There were no family members or relatives involved - DK/NR
- 24.** Did the nurse inform you about your right to know about what is written in your medical record?
- Yes, totally - No
 - Yes, at some extent - DK/NR
- 25.** Did you feel the nursing team was working in team and was well organized?
- Yes, always - No
 - Sometimes - DK/NR
- 26.** Did the nurse verify your identity (name, room number, bed...) before giving medication, blood withdrawal...?

- Yes, always
- Sometimes
- No
- DK/NR

27. Did the nursing team show interest for your family or relatives' comfort?

- Yes, always
- Sometimes
- No
- DK/NR

28. Did the nurse explain the possible side effects of the medication that you should take into account?

- Yes, totally
- At some extent
- No
- Didn't need explanations
- Didn't have to take any medication
- DK/NR

29. Did the nurse explained anything you wished to know about any type of care/techniques provided to you?

QUESTIONNAIRE S2. THE LIST OF ITEMS CONFORMING THE FINAL QUESTIONNAIRE

Interrelationships: 11, 22, 25

- Do you consider the relation with the nursing team close?
- Did the nursing team look after your comfort and facilitate your rest?
- Did you feel the nursing team was working in team and was well organized?

Nursing care: 2, 4, 5, 14, 27

- Did the nursing team professionals identify themselves when entering your room to make any intervention?
- Did the nursing team take care of you and your family/relatives to help you and teach you self-care?
- Did the nurse spend enough time when informing you about your illness related care?
- Did the nursing team try to protect your intimacy while admitted in the hospital? (e.g. when examinations were carried out, bed bathing, going to the toilet or change of clothes)
- Did the nursing team show interest for your family or relatives' comfort?

Information during hospital stay: 6, 10, 12

- Did the nurse explained all you wanted to know about treatment effects?
- When you had questions/ concerns, did you get clear and easy to understand answers from nursing staff?
- Did the nurses encouraged you to ask about your illness or any other aspect related to it?

Patient's rights information: 17, 24

- Did the nurse informed you about your right to reject treatments or test?
- Did the nurse inform you about your right to know about what is written in you medical record?

Discharge information: 15, 21, 23, 28

- Did the nurse explain in a comprehensive way what the medications you had to have at home were for?
- Did the nurse talk to you about the warning signs related to your disease or treatment which you should be careful about?
- Did the nurse provide all the necessary information to your family or relative to help with your recovery?
- Did the nurse explain the possible side effects of the medication that you should take into account?

Pain related: 13, 16

- Did you feel pain at some stage?
- Do you think the nurse did as much as she could to relief your pain?