

Patient Number _____ (Nurse to fill in)

Dear Sir/madam:

Hello! Thank you very much for your participation in this survey!

The main purpose of this survey is to understand your basic information and your expectations for orthopedic nursing services, so we hope that you can provide accurate information and choices to help us analyze the data and formulate better nursing measures, so as to improve the quality of service. Please choose the option that best meet your expectations in the form of expectation questionnaire of nursing service quality for orthopedic trauma inpatients . And draw "√" on the number symbol that best matches your degree of consent. This survey is filled in anonymously, and there is no right or wrong answer. The questionnaire will be kept strictly after being collected, please feel free to fill in. Thank you again for your cooperation!

General information questionnaire

1. Your age is _____
2. Your phone number: _____
3. Your gender is? (1)Male (2)Female
4. What is your ethnic group? ①Han nationality ②Other: _____
5. What is your marital status?
①Unmarried ②Married ③Divorced ④Widowed ⑤Other_____
6. Your type of occupation is?
① Unemployment ② A company employee ③ Public servants
④ Professional technical personnel ⑤ A merchant ⑥ Workers
⑦Farming ⑧Other_____
7. What's your educational level?

- ①Primary school and below ②Middle school to high school
③Junior college to undergraduate ④Graduate student or above

8. What is your current residence?

- ①Rural areas ②Market town ③Town of county ④Suburbs
⑤Urban area

9. Do you have any religious beliefs?

- ① Yes: _____ ②No

10. What is the per capita monthly income of the household?

- ① ≤ 1000 yuan ②1001-2999 yuan ③3000-4999 yuan ④ ≥ 5000 yuan

11. How do you pay for this medical expenses?

- ①Out of pocket ②Medical insurance for urban and rural residents
③Off-site medical insurance ④Municipal medical insurance
⑤Provincial medical insurance ⑥Other _____

12. Whether it is the first time to be admitted to this hospital?

- ①Yes ②No _____

13. Whether the first trauma hospital is our hospital or not?

- ①Yes ②No _____

14. (filled in by the nurse) The primary diagnosis of this admission was made _____

- ①The primary diagnosis of this admission was made ②Spinal injuries
③Joint injuries ④Multiple injuries ⑤Other _____

Evaluation questionnaire of nursing service quality for orthopedic trauma inpatients

Nursing service content	Degree of consent				
	Strongly agree	agree	Be in doubt	Disagree	Strongly Disagree
1 The environment of orthopedics department is clean and warm.	5	4	3	2	1
2 Orthopedic nurses can introduce themselves to you and your family members.	5	4	3	2	1
3 Orthopedic nurses were neatly dressed and wore work badges.	5	4	3	2	1
4 The orthopedics department has perfect convenience service facilities (free Wifi, convenience box with hair dryer, nail scissors, straw, balloon, paper cup, etc., mobile phone charging device).	5	4	3	2	1
5 Orthopedic emergency escape and safety facilities are fully equipped.	5	4	3	2	1
6 The service logos of orthopedics can be eye-catching and standardized.	5	4	3	2	1
7 Orthopedics department can have modern nursing service equipment (cold therapy instrument, air pressure pump, bedside ECG machine, mobile nursing station, etc.).	5	4	3	2	1
8 The department layout is reasonable and can focus on the safety and comfort of patients.	5	4	3	2	1
9 Orthopedic nurses can provide you with safe and accurate care.	5	4	3	2	1
10 The orthopedic nurse can ensure that you and your family have informed consent and work together to develop nursing plans and implement interventions.	5	4	3	2	1
11 Orthopedic nurses are able to provide basic care and make patients more comfortable.	5	4	3	2	1
12 Orthopedic nurses can have rich professional theoretical knowledge and experience.	5	4	3	2	1

Nursing service content	Degree of consent				
	Strongly agree	agree	Be in doubt	Disagree	Strongly Disagree
13 Orthopedic nurses can have the professional nursing practice ability of preoperative preparation and postoperative rehabilitation of various common orthopedic diseases.	5	4	3	2	1
14 Orthopedic nurses have the ability to deal with all kinds of emergencies and disease changes, and can take positive and effective measures.	5	4	3	2	1
15 Orthopedic nurses can provide you with timely services.	5	4	3	2	1
16 Orthopedic nurses can perform standardized and skilled nursing operations.	5	4	3	2	1
17 Orthopedic nurses can handle admission and discharge procedures quickly.	5	4	3	2	1
18 Orthopedic nurses are able to communicate in a way that you and the family can understand.	5	4	3	2	1
19 Orthopedic nurses can be patient and meticulous when answering your questions.	5	4	3	2	1
20 Orthopedic nurses can deliver on the promises they make to you.	5	4	3	2	1
21 Orthopedic nurses are able to provide you with appropriate frequency of care.	5	4	3	2	1
22 Orthopedic nurses can pay attention to the relief of your pain.	5	4	3	2	1
23 Orthopedic nurses always put your best interests first.	5	4	3	2	1
24 Orthopedic nurses are able to protect your privacy.	5	4	3	2	1
25 Orthopedic nurses can provide you with personalized nursing services.	5	4	3	2	1
26 Orthopedic nurses can understand your feelings and respond appropriately.	5	4	3	2	1