

Patient Number_____ (Nurse to fill in)

Dear Sir/Madam,

Hello! Thank you very much for participating in this survey again!

In order to improve the quality of orthopedic nursing service in our hospital and create a comfortable nursing service environment, we hereby compiled this questionnaire. After you are admitted to the orthopedic ward of our hospital, how do you feel and experience the orthopedic nursing service? In table 1, please orthopaedic trauma hospitalized patients nursing service quality perception questionnaire and table 2 orthopaedic trauma hospitalized patients nursing service in Kano analysis questionnaire option to choose the most fit your feelings, and in "√" on the digit symbol to represent your satisfaction(Kano analysis questionnaire is to investigate your needs in the following nursing needs, so as to define the attributes of needs. Each nursing item is divided into two questions). There is no right or wrong in this questionnaire, and it does not involve your privacy. Any suggestions and comments from you will be of great help to our project. Thank you for your cooperation!

Table 1 Perception questionnaire of nursing service quality for hospitalized patients with orthopedic trauma

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

Nursing service content	Degree of consent				
	Strongly agree	agree	Be in doubt	Disagree	Strongly Disagree
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
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

Nursing service content	Degree of consent				
	Strongly agree	agree	Be in doubt	Disagree	Strongly Disagree
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

Table 2 The Kano analysis questionnaire of nursing service for hospitalized patients with orthopedic trauma

No.	The forward question	The reverse question
01	a. The environment of orthopedics department is clean and warm.	b. The environment of orthopedics is not clean and warm.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
02	a. Orthopedic nurses can introduce themselves to you and your family members.	b. Orthopedic nurses cannot introduce themselves to you and your family members.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
03	a. Orthopedic nurses were neatly dressed and wore work badges.	b. Orthopedic nurses were not neatly dressed and did not wear work badges.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
04	a. The orthopedics department has perfect convenience service facilities (free Wifi, convenience	b. The orthopedic department does not have perfect convenience service facilities (free Wifi, convenience

No.	The forward question	The reverse question
	box with hair dryer, nail scissors, straw, balloon, paper cup, etc., mobile phone charging device).	box with hair dryer, nail scissors, straw, balloon, paper cup, etc., mobile phone charging device).
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
05	a. Orthopedic emergency escape and safety facilities are fully equipped.	b. Orthopedic emergency escape and safety facilities are not complete.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
06	a. The service logos of orthopedics can be eye-catching and standardized.	b. The service logos of orthopedics cannot be eye-catching and standardized.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
07	a. Orthopedics department can have modern nursing service equipment (cold therapy instrument, air pressure pump, bedside ECG machine, mobile nursing station, etc.).	b. Orthopedics department do not have modern nursing service equipment (cold therapy instrument, air pressure pump, bedside ECG machine, mobile nursing station, etc.).
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
08	a. The department layout is reasonable and can focus on the safety and comfort of patients.	b. The department layout is not reasonable and fails to focus on the safety and comfort of patients.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
09	a. Orthopedic nurses can provide you with safe and accurate care.	b. Orthopedic nurses cannot provide you with safe and accurate care.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
10	a. The orthopedic nurse can ensure that you and your family have informed consent and work together to develop nursing plans and implement interventions.	b. The orthopedic nurse cannot ensure that you and your family have informed consent and work together to develop nursing plans and implement interventions.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
11	a. Orthopedic nurses are able to provide basic care and make patients more comfortable.	b. Orthopedic nurses are not able to provide basic care and make patients more comfortable.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
12	a. Orthopedic nurses can have rich professional theoretical knowledge and experience.	b. Orthopedic nurses do not have rich professional theoretical knowledge and experience.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
13	a. Orthopedic nurses can have the professional nursing practice ability of preoperative preparation and postoperative rehabilitation of various common	b. Orthopedic nurses do not have the professional nursing practice ability of preoperative preparation and postoperative rehabilitation of various common

No.	The forward question	The reverse question
	orthopedic diseases. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	orthopedic diseases. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
14	a. Orthopedic nurses have the ability to deal with all kinds of emergencies and disease changes, and can take positive and effective measures. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses do not have the ability to deal with all kinds of emergencies and disease changes, and can take positive and effective measures. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
15	a. Orthopedic nurses can provide you with timely services. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses cannot provide you with timely services. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
16	a. Orthopedic nurses can perform standardized and skilled nursing operations. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses cannot perform standardized and skilled nursing operations. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
17	a. Orthopedic nurses can handle admission and discharge procedures quickly. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses cannot handle admission and discharge procedures quickly. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
18	a. Orthopedic nurses are able to communicate in a way that you and the family can understand. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses are not able to communicate in a way that you and the family can understand. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
19	a. Orthopedic nurses can be patient and meticulous when answering your questions. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses cannot be patient and meticulous when answering your questions. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
20	a. Orthopedic nurses can deliver on the promises they make to you. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses cannot deliver on the promises they make to you. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
21	a. Orthopedic nurses are able to provide you with appropriate frequency of care. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses are not able to provide you with appropriate frequency of care. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
22	a. Orthopedic nurses can pay attention to the relief of your pain. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	b. Orthopedic nurses cannot pay attention to the relief of your pain. ⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
23	a. Orthopedic nurses always put your best interests first.	b. Orthopedic nurses cannot always put your best interests first.

No.	The forward question	The reverse question
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
24	a. Orthopedic nurses are able to protect your privacy.	b. Orthopedic nurses are not able to protect your privacy.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
25	a. Orthopedic nurses can provide you with personalized nursing services.	b. Orthopedic nurses cannot provide you with personalized nursing services.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied
26	a. Orthopedic nurses can understand your feelings and respond appropriately.	b. Orthopedic nurses cannot understand your feelings and respond appropriately.
	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied	⑤Satisfied④Should be so③Indifferent②Acceptable ①Dissatisfied