

# HCAHPS

## Phone Script (Chinese)

### Script Conventions and Programming Instructions

#### Formatting and Programming

- *[Square brackets] are used to show programming instructions that must not actually appear on electronic telephone interviewing system screens*
- *Only one language (i.e., English, Spanish, Chinese, or Russian) must appear on the electronic interviewing system screen*
- *No changes are permitted to the wording or order of the HCAHPS Survey questions (Questions 1-32) or the response categories*
- *All transitional phrases must be read*
- *Text that is underlined must be emphasized*
- *Characters in < > brackets must not be read*
- *All questions are programmed to accept only one response, with the exception of Question 32*
- *Response categories must not be pre-coded or default coded*
- *MISSING/DON'T KNOW (DK) is a valid response option for each item in the electronic telephone interviewing system script; however, this option must not be read out loud to the patient. MISSING/DK response categories allow the phone interviewer to go to the next question if a patient is unable to provide a response for a given question (or refuses to provide a response). In the survey file layouts, a value of MISSING/DK is coded as "M - Missing/Don't know."*
- *Skip patterns should be programmed into the electronic telephone interviewing system*
  - *Appropriately skipped questions should be coded as "8 - Not applicable." For example, if a patient answers "No" to Question 12 of the HCAHPS Survey, the program should skip Question 13, and go to Question 14. Question 13 must then be coded as "8 - Not applicable." Coding may be done automatically by the telephone interviewing system or later during data preparation.*
  - *When a response to a screener question is not obtained, the screener question and any questions in the skip pattern should be coded as "M - Missing/Don't know." For example, if the patient does not provide an answer to Question 12 of the HCAHPS Survey and the interviewer selects "MISSING/DON'T KNOW" to Question 12, then the telephone interviewing system should be programmed to skip Question 13, and go to Question 14. Question 13 must then be coded as "M - Missing/Don't know." Coding may be done automatically by the telephone interviewing system or later during data preparation.*

### **HCAHPS Survey Questions:**

- *The phone introduction script and HCAHPS questions must be read verbatim*
- *It is optional to include the day of the week, e.g., Monday, with the discharge date (mm/dd/yyyy)*
- *All text that appears in lowercase letters must be read out loud*
- *Text in UPPERCASE letters must not be read out loud*
  - *However, YES and NO response categories are to be read if necessary*

### **Supplemental Items:**

- *The [NUMBER] of minutes to answer the HCAHPS Survey questions 1-32 should equal “8”*
- *If hospital-specific supplemental question(s) are added, the mandatory transition statement must be read immediately before the supplemental question(s)*
- *If hospital-specific supplemental items (limit of 12) are added, the [NUMBER] of minutes should be populated as follows:*
  - *If 1 to 5 supplemental items are added, “[NUMBER]” should equal “9”*
  - *If 6 to 9 supplemental items are added, “[NUMBER]” should equal “10”*
  - *If 10 to 12 supplemental items are added, “[NUMBER]” should equal “11”*

*Note: See the Phone Only Survey Administration chapter for all guidelines on the use of supplemental items.*

### **Proxy Respondents:**

- *In the event that a sampled patient is unable to begin or complete the interview themselves, the interview may be conducted with a proxy if the following conditions apply:*
  - *The sampled patient proactively requests that a proxy answer the survey*
  - *The interviewer determines the patient is struggling during the interview and asks the patient if they want someone to help them complete the survey*
  - *The interviewer obtains permission from the patient to interview the proxy*
  - *The proxy agrees to complete the HCAHPS Survey on behalf of the patient*
    - *either during the current call attempt*
    - *or at another time as designated by the proxy*
      - *The patient need not be present when the interview with the proxy is conducted*
- *If the interviewer is unable to speak to the patient directly in order to identify a proxy respondent and obtain the patient’s permission to do the interview for them, the interviewer must not proceed with the interview*
- *A script is included for identifying a proxy respondent, as well as a reminder for the proxy respondent to answer the survey questions about the patient*

***See Appendix W “Interviewing Guidelines” for further phone interviewing techniques and guidance, including refusal avoidance and probing.***

## INITIATING CONTACT

START 您好，我可以和[SAMPLED PATIENT NAME]說話嗎？

### OPTIONAL START:

您好，我是[INTERVIEWER NAME]. 我可以和[SAMPLED PATIENT NAME]說話嗎？

<1> 是 [GO TO INTRO]

<2> 否 [REFUSAL]

<3> NO, NOT AVAILABLE RIGHT NOW [SET CALLBACK]

### IF ASKED WHO IS CALLING:

我是[INTERVIEWER NAME]，從[DATA COLLECTION CONTRACTOR]代表 [HOSPITAL NAME] 打電話來。我們正在進行一項關於醫療保健的調查。請問[SAMPLED PATIENT NAME]有空嗎？

### IF ASKED WHETHER PERSON CAN SERVE AS PROXY FOR SAMPLED PATIENT:

可以，但我需要先詢問[SAMPLED PATIENT NAME]一下，以得到他的同意。

### IF THE SAMPLED PATIENT IS NOT AVAILABLE:

您能告訴我什麼時候打給他比較方便？

### IF THE SAMPLED PATIENT SAYS THIS IS NOT A GOOD TIME:

如果您現在沒有空，什麼時候打電話給您比較方便？

### IF ASKED IF YOU WOULD LIKE TO SPEAK TO “SR.” OR “JR.”:

我想要和大約 [AGE RANGE] 歲的 [PATIENT NAME] 說話。他是可用的？

IF SOMEONE OTHER THAN THE SAMPLED PATIENT ANSWERS THE PHONE RECONFIRM THAT YOU ARE SPEAKING WITH THE SAMPLED PATIENT WHEN THEY PICK UP.

## **SPEAKING WITH SAMPLED PATIENT**

**INTRO** 您好，我是 [INTERVIEWER NAME], (OPTIONAL TO STATE: 從 [DATA COLLECTION CONTRACTOR]) 代表 [HOSPITAL NAME] 打電話來。[HOSPITAL NAME] 目前正在參與一項關於患者在醫院接受的照顧調查。您的回答有助於改善醫院提供的照護品質，並幫助其他人做出更明智的照護選擇。

參與這項調查完全自願，您的回答也會保密。完成問卷約需[NUMBER]分鐘。  
[SURVEY VENDOR/HOSPITAL TO SPECIFY NUMBER – SEE PROGRAMMING INSTRUCTIONS]

為了品質改善目的，這通電話可能會被監聽 (OPTIONAL TO STATE 及 (或) 錄音)。

### **OPTIONAL QUESTION TO INCLUDE:**

我想要現在開始調查，我們現在方便繼續嗎？

- <1> SPEAKING WITH SAMPLED PATIENT [GO TO S1]
- <2> [REFUSAL]
- <3> NOT AVAILABLE RIGHT NOW [SET CALLBACK]
- <4> PATIENT NEEDS HELP WITH THE SURVEY [GO TO PROXY1]
- <5> PATIENT INDICATES PROXY BY NAME OR RELATIONSHIP [GO TO PROXY2]

IF IT BECOMES CLEAR THAT THE PATIENT IS MENTALLY OR PHYSICALLY INCAPACITATED AND CANNOT COMPLETE THE PHONE INTERVIEW THEMSELF OR REQUIRES ASSISTANCE IN COMPLETING THE INTERVIEW, ONLY THE PATIENT CAN GIVE PERMISSION FOR A PROXY TO COMPLETE THE SURVEY. SELECT OPTION 4/GO TO PROXY1.

## CONFIRMING USE OF PROXY

PROXY1 如果您需要協助才可完成這項調查，您可以請別人協助您或代您完成調查。這個人必須可以正確回答關於本次住院的問題。

請問您是否有人可以協助您回答或代您做這項調查？

- <1> PATIENT WANTS HELP TO RESPOND OR PROXY TO ANSWER SURVEY ON BEHALF OF PATIENT [GO TO PROXY2]
- <2> NO [REFUSAL]

PROXY2 請問這位可以協助您的人叫什麼名字？[COLLECT NAME OF THE PROXY AND PHONE NUMBER, IF NECESSARY]

<ENTER NAME AND PHONE NUMBER, IF APPLICABLE>:

請問他現在方便聽電話嗎？

- <1> 是 [GO TO PROXY\_INTRO]
- <2> NO, NOT AVAILABLE RIGHT NOW [SET CALLBACK TO PROXY]

## SPEAKING WITH PROXY

PROXY\_INTRO

您好，我是[INTERVIEWER NAME]，(OPTIONAL TO STATE: 從 [DATA COLLECTION CONTRACTOR]) 代表 [HOSPITAL NAME] 打電話來。[HOSPITAL NAME]目前正在參與一項關於患者在醫院接受的照顧調查。[SAMPLED PATIENT NAME]同意您代表他進行本次訪談。您的答案有助於改善醫院提供的照護品質，並幫助其他人做出更明智的照護選擇。

參與這項調查完全自願，您的回答也會保密。完成問卷約需[NUMBER] [SURVEY VENDOR/HOSPITAL TO SPECIFY NUMBER – SEE PROGRAMMING INSTRUCTIONS]分鐘。

為了品質改善目的，這通電話可能會被監聽 (OPTIONAL TO STATE 及 (或) 錄音)。

OPTIONAL QUESTION TO INCLUDE:

我想要現在開始調查，我們現在方便繼續嗎？

- <1> SPEAKING WITH PROXY [GO TO S1]
- <2> [REFUSAL]
- <3> NOT AVAILABLE RIGHT NOW [SET CALLBACK TO PROXY]

**CALL BACK TO COMPLETE A SURVEY PREVIOUSLY STARTED WITH THE  
SAMPLED PATIENT/PROXY**

RESUME 您好，請問我可以和[SAMPLED PATIENT/PROXY NAME]說話嗎？

**OPTIONAL START:**

您好，我是[INTERVIEWER NAME]，請問我可以和 [SAMPLED PATIENT/PROXY NAME]說話嗎？

<1> 是 [GO TO CONFIRM PATIENT/GO TO CONFIRM PROXY]

<2> 否 [REFUSAL]

<3> NO, NOT AVAILABLE RIGHT NOW [SET CALLBACK]

**IF ASKED WHO IS CALLING:**

我是[INTERVIEWER NAME]，從[DATA COLLECTION CONTRACTOR]代表 [HOSPITAL NAME] 打電話來。請問[SAMPLED PATIENT/PROXY NAME]是否方便完成他先前已經開始的調查？

**CONFIRM PATIENT/PROXY FOR A PREVIOUSLY STARTED SURVEY:** 我是[INTERVIEWER NAME]，從[DATA COLLECTION CONTRACTOR]代表 [HOSPITAL NAME] 打電話來。請問我可以和[SAMPLED PATIENT/PROXY NAME]說話嗎？我打電話是要繼續在稍早日期開始的調查。

**CONTINUE SURVEY WHERE PREVIOUSLY LEFT OFF.**

**CONFIRM PATIENT/PROXY FOR A CALL BACK:**

我是[INTERVIEWER NAME]，從[DATA COLLECTION CONTRACTOR]代表 [HOSPITAL NAME] 打電話來。請問我可以和 [SAMPLED PATIENT/PROXY NAME]說話嗎？您之前要我在這個時間給您打電話，以便完成調查。

## CONFIRMING DISCHARGE DATE

S1 IF SPEAKING WITH SAMPLED PATIENT:  
我們的記錄顯示您在 [DISCHARGE DATE (mm/dd/yyyy)] 前後從 [HOSPITAL NAME] 出院。請問對嗎？

IF SPEAKING WITH PROXY:  
我們的記錄顯示[SAMPLED PATIENT NAME]在 [DISCHARGE DATE (mm/dd/yyyy)]前後從[HOSPITAL NAME]出院。請問對嗎？請問對嗎？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

- <1> 是 [GO TO Q1\_INTRO]
- <2> 否 [GO TO INEL1]
- <3> DON'T KNOW [GO TO INEL1]
- <4> REFUSAL [GO TO INEL1]

## CONFIRMING INELIGIBLE PATIENTS

INEL1 IF SPEAKING WITH SAMPLED PATIENT:  
您曾經去過這家醫院嗎？

IF SPEAKING WITH PROXY:  
請問[SAMPLED PATIENT NAME]是否曾經住過這家醫院？

- <1> 是 [GO TO INEL2]
- <2> 否 [GO TO INEL\_END]

INEL2 IF SPEAKING WITH SAMPLED PATIENT:  
您去年曾是這家醫院的病人嗎？

IF SPEAKING WITH PROXY:  
[SAMPLED PATIENT NAME]在過去一年曾經住過這家醫院嗎？

- <1> 是 [GO TO INEL3]
- <2> 否 [GO TO INEL\_END]

INEL3 是什麼時候？

IF ANY DATE WAS WITHIN TWO WEEKS OF [DISCHARGE DATE (mm/dd/yyyy)], GO TO Q1\_INTRO; OTHERWISE, GO TO INEL\_END.

INEL\_END 謝謝您的寶貴時間。看起來我們有錯誤。祝您愉快。

## BEGIN HCAHPS QUESTIONS

**Q1\_INTRO** IF SPEAKING WITH SAMPLED PATIENT:  
請針對您這次在 [HOSPITAL NAME] 的住院回答本調查的問題。  
當您思考答案時，請不要包括其他住院經驗。最初幾個問題是關於您在這次住院期間從護士那裡得到的護理。

IF SPEAKING WITH PROXY:  
想提醒您一下，在回答本次訪談的問題時，您代表 [SAMPLED PATIENT NAME] 回答在[HOSPITAL NAME] 住院的問題。因此在回答問題時，請不要考慮其他醫院的住院經驗。前面幾個問題是針對住院期間，護士所提供的護理。

**BE PREPARED TO PROBE IF THE PATIENT OR PROXY ANSWERS OUTSIDE OF THE ANSWER CATEGORIES PROVIDED. PROBE BY REPEATING THE ANSWER CATEGORIES ONLY; DO NOT INTERPRET FOR THE PATIENT OR PROXY.**

**Q1** 此次住院期間，護士是否常以禮貌和尊重對待您？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK

**Q2** 此次住院期間，護士是否常細心聆聽您說話？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK



Q3 此次住院期間，護士是否常用您聽得懂的方式來向您解釋事務? 您會說...

- <1> 從未如此,
- <2> 有時如此,
- <3> 時常如此, 還是
- <4> 總是如此?

<M> MISSING/DK

Q4\_INTRO 接下來的問題是關於您在此次住院期間接受的醫生護理。

Q4 此次住院期間，醫生是否常以禮貌和尊重對待您? 您會說...

- <1> 從未如此,
- <2> 有時如此,
- <3> 時常如此, 還是
- <4> 總是如此?

<M> MISSING/DK

Q5 此次住院期間，醫生是否常細心聆聽您說話? 您會說...

- <1> 從未如此,
- <2> 有時如此,
- <3> 時常如此, 還是
- <4> 總是如此?

<M> MISSING/DK

Q6 此次住院期間，醫生是否常用您聽得懂的方式來向您解釋事務? 您會說...

- <1> 從未如此,
- <2> 有時如此,
- <3> 時常如此, 還是
- <4> 總是如此?

<M> MISSING/DK

Q7\_INTRO 下一組問題是關於醫院的環境。

Q7 此次住院期間，您的病房及衛浴設備是否經常保持乾淨清潔？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK

Q8 此次住院期間，您是否經常能得到所需的休息？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK

Q9 此次住院期間，您的病房周圍是否晚上經常很安靜？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK

Q10\_INTRO 下一組問題是關於這家醫院的護理。

Q10 此次住院期間，醫生、護士及其他醫院人員是否經常告知您有關您的療護情形並且隨時讓您知道最新狀況？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK

Q11 此次住院期間，醫生、護士及其他醫院工作人員是否經常能合作無間地照護您？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

<M> MISSING/DK

Q12 此次住院期間，您會需要護士或其他醫院員工來協助您使用廁所或床上尿便盆嗎？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

- <1> 是
- <2> 否 [GO TO Q14]

<M> MISSING/DK [GO TO Q14]

Q13 在您需要使用廁所或床上尿便盆時，您是否常能及時得到協助？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

[<8> NOT APPLICABLE]

<M> MISSING/DK

[NOTE: IF Q12 = "2 - NO" THEN Q13 = "8 - NOT APPLICABLE" OR IF Q12 = "M - MISSING/DK" THEN Q13 = "MISSING/DK"]

Q14 在住院期間，當您要求立即獲得幫助時，您能夠獲得所需的幫助嗎？您會說...

- <1> 從未如此,
- <2> 有時如此,
- <3> 時常如此,
- <4> 總是如此，還是
- <9> 我從來都沒有要求立即協助？
- <M> MISSING/DK

Q15 此次住院期間，是否有人給您以前從沒有使用過的藥物？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

- <1> 是
- <2> 否 [GO TO Q18]
- <M> MISSING/DK [GO TO Q18]

Q16 在提供您新藥之前，醫院員工是否告訴您新藥的功能為何？您會說...

- <1> 從未如此,
- <2> 有時如此,
- <3> 時常如此，還是
- <4> 總是如此？
- [<8> NOT APPLICABLE]
- <M> MISSING/DK

[NOTE: IF Q15 = "2 - NO" THEN Q16 = "8 - NOT APPLICABLE" OR IF Q15 = "M - MISSING/DK" THEN Q16 = "M - MISSING/DK"]

Q17 在給您新藥之前，醫院員工是否用您能了解的方式來解釋有關藥物可能產生的副作用？您會說...

- <1> 從未如此，
- <2> 有時如此，
- <3> 時常如此，還是
- <4> 總是如此？

[<8> NOT APPLICABLE]

<M> MISSING/DK

[NOTE: IF Q15 = "2 - NO" THEN Q17 = "8 - NOT APPLICABLE" OR IF Q15 = "M - MISSING/DK" THEN Q17 = "M - MISSING/DK"]

Q18 此次住院期間，醫生、護士及其他醫院人員是否有協助您休息與復原？您會說...

- <1> 有，非常積極，
- <2> 有，一點點，還是
- <3> 沒有？

<M> MISSING/DK

Q19\_INTRO 接下來的問題是關於您離開醫院以後。

Q19 醫生、護士或其他醫院人員是否與您及您的家人或照護者共同為您制定出院後的照護計劃？您會說...

- <1> 有，非常積極，
- <2> 有，一點點，還是
- <3> 沒有？

<M> MISSING/DK

Q20 醫生、護士或醫院人員是否對您的家人或照護者，提供有關您出院後必須注意的症狀或健康問題方面的足夠資訊？您會說...

- <1> 有，非常積極，
- <2> 有，一點點，
- <3> 沒有，還是
- <9> 我沒有能幫忙注意症狀或健康問題的家人或看護？

<M> MISSING/DK

Q21 在出院之後您是直接回家？去別人家？還是去住另外一家醫療機構？

READ RESPONSE CHOICES 1, 2 AND 3 ONLY *IF NECESSARY*

- <1> 自己的家
- <2> 別人的家
- <3> 另一個醫護機構 [GO TO Q24]
  
- <M> MISSING/DK [GO TO Q24]

Q22 住院時，您的醫生、護士或其他員工有沒有與您談論出院後是否會獲得所需要的協助？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

- <1> 是
- <2> 否
  
- [<8> NOT APPLICABLE]
- <M> MISSING/DK

[NOTE: IF Q21 = “3 - ANOTHER HEALTH FACILITY” THEN Q22 = “8 - NOT APPLICABLE” IF Q21 = “M - MISSING/DK” THEN Q22 = “M - MISSING/DK”]

Q23 此次住院期間，您是否得到書面資料來解釋有關您離開醫院以後應如何觀察病狀或健康的問題？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

- <1> 是
- <2> 否
  
- [<8> NOT APPLICABLE]
- <M> MISSING/DK

[NOTE: IF Q21 = “3 - ANOTHER HEALTH FACILITY” THEN Q23 = “8 - NOT APPLICABLE” IF Q21 = “M - MISSING/DK” THEN Q23 = “M - MISSING/DK”]

Q24 我們希望知道您對於住在 [HOSPITAL NAME] 的整體評價。這是您在 [DISCHARGE DATE (mm/dd/yyyy)] 左右結束的住院。請不要在回答中包括其他任何住院。

請用下列0到10中任何一個數字評價。0 是最差醫院，10 是最佳醫院。您認為那一個數字最能代表您對此醫院的評價？

IF THE PATIENT DOES NOT PROVIDE AN APPROPRIATE RESPONSE, PROBE BY REPEATING:

請用下列0到10中任何一個數字評價。0 是最差醫院，10是最佳醫院。您認為那一個數字最能代表您對此醫院的評價？

- <0> 0
- <1> 1
- <2> 2
- <3> 3
- <4> 4
- <5> 5
- <6> 6
- <7> 7
- <8> 8
- <9> 9
- <10> 10

<M> MISSING/DK

Q25 您是否會向您的朋友和家人推薦這間醫院？您會說...

- <1> 絕不會，
- <2> 也許不會，
- <3> 可能會，還是
- <4> 絕對會？

<M> MISSING/DK

Q26\_INTRO 下一組問題是關於您本人。（IF SPEAKING WITH PROXY: 想提醒您一下，您是代表患者回答問題。）

Q26 這次住院是事前規劃好的？您會說...

- <1> 有，非常積極，
- <2> 有，一點點，還是
- <3> 沒有？

<M> MISSING/DK

Q27 概括而言，您對個人整體的健康作如何評價？您會說...

- <1> 特佳，
- <2> 甚好，
- <3> 好，
- <4> 可以，還是
- <5> 差？

<M> MISSING/DK

Q28 概括而言，您對個人整體的精神或情緒健康作如何評價？您會說...

- <1> 特佳，
- <2> 甚好，
- <3> 好，
- <4> 可以，還是
- <5> 差？

<M> MISSING/DK

Q29 您在家裡主要說哪一個語言？

READ RESPONSE CHOICES IF NECESSARY AND STOP WHEN PATIENT PROVIDES A RESPONSE：您會說您主要是說...

- <1> 英語，
- <2> 西班牙文，
- <3> 中文，還是
- <20> 其他語言？

<M> MISSING/DK

IF THE PATIENT REPLIES WITH MULTIPLE LANGUAGES, PROBE: 您會說您主要是說[LANGUAGE A]或 [LANGUAGE B]？

IF THE PATIENT REPLIES THAT THEY SPEAK AMERICAN CODE AS 1 – ENGLISH.



Q30 您完成了下列哪一項最高學業或學位？請先聽完所有六個答案再回答。您是否...

- <1> 讀完八年級或以下,
- <2> 讀了一些高中, 但沒有畢業,
- <3> 高中畢業或有同等學業文憑,
- <4> 讀了一些大學或二年制學位,
- <5> 四年大學畢業, 還是
- <6> 四年大學畢業以上?

<M> MISSING/DK

ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELOR'S DEGREE SHOULD BE CODED AS 4. IF THE PATIENT DESCRIBES NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE TO FIND OUT IF THEY HAVE A HIGH SCHOOL DIPLOMA AND CODE 2 OR 3, AS APPROPRIATE.

Q31 您是西班牙裔、西語族裔、或拉丁裔嗎？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

- <X> 是
- <1> 否

<M> MISSING/DK

IF YES: 您會說您是 (READ ALL RESPONSE CHOICES)

- <2> 古巴人,
- <3> 墨裔、墨裔美國人、美國出生的墨裔美國人,
- <4> 波多黎各人, 或
- <5> 其他西班牙人 / 西裔 / 拉丁裔?

<M> MISSING/DK

[FOR PHONE INTERVIEWING, QUESTION 32 IS BROKEN INTO PARTS A-E]

READ ALL RACE CATEGORIES, PAUSING AT EACH RACE CATEGORY TO ALLOW PATIENT TO REPLY TO EACH RACE CATEGORY.

IF THE PATIENT REPLIES, “WHY ARE YOU ASKING MY RACE?”:

我們詢問您的種族是為了人口統計目的。我們想要確保我們調查的民眾準確代表了我國的種族多元性。

IF THE PATIENT REPLIES, “I ALREADY TOLD YOU MY RACE”:

我知道，可是調查需要我詢問所有種族，以便調查結果可以包含多種族的人。如果種族不適用您的情況，請回答「否」。感謝您的耐心。

Q32 當我唸出以下項目時，請告訴我哪一個類別可以描述您的種族。我必須唸出所有五個類別。請對每個類別回答「是」或「否」。

Q32A 您是美洲印第安人或阿拉斯加原住民嗎？

- <1> 是／美洲印第安人或阿拉斯加原住民
- <0> 否／非美洲印第安人或阿拉斯加原住民

<M> MISSING/DK

Q32B 您是亞洲人嗎？

- <1> 是／亞洲人
- <0> 否／非亞洲人

<M> MISSING/DK

Q32C 您是黑種人或非裔美國人嗎？

- <1> 是／黑種人或非裔美國人
- <0> 否／非黑種人或非裔美國人

<M> MISSING/DK

Q32D 您是夏威夷原住民或其他太平洋島民嗎？

- <1> 是／夏威夷原住民或其他太平洋島民
- <0> 否／非夏威夷原住民或其他太平洋島民

<M> MISSING/DK

Q32E 您是白種人嗎？

<1> 是／白種人  
<0> 否／非白種人

<M> MISSING/DK [GO TO END]

IF THE PATIENT REPLIES THAT THEY ARE CAUCASIAN CODE AS WHITE.

[NOTE: IF HOSPITAL-SPECIFIC SUPPLEMENTAL QUESTION(S) ARE ADDED, LIMIT OF 12, THE MANDATORY TRANSITION STATEMENT MUST BE READ IMMEDIATELY BEFORE THE SUPPLEMENTAL QUESTION(S).]

本問卷調查中的問題 1-32 來自美國衛生及公共服務部 (U.S. Department of Health and Human Services)，用於品質測量。其他問題則是來自於 **[NAME OF HOSPITAL]**，用於收集有關您住院情況的更多反饋，且不會與美國衛生及公共服務部分享。

END 我的問題問完了。謝謝您花費的時間。祝您愉快。

*<THIS ITEM IS NOT TO BE PROGRAMMED. THE NOTE BELOW MUST APPEAR ON ALL PUBLISHED MATERIALS CONTAINING THIS CATI SCRIPT.>*

<NOTE: Questions 1-32 in this survey are works of the U.S. Government and are in the public domain and therefore are NOT subject to U.S. copyright laws.>

