

# HCAHPS

## Telephone Script (Chinese)

### Overview

This telephone interview script is provided to assist interviewers while attempting to reach the patient. The script explains the purpose of the survey and confirms necessary information about the patient. Interviewers must not conduct the survey with a proxy.

*Note: No proxy respondents are permitted in the administration of the HCAHPS Survey. However, an individual may assist the patient by repeating questions or with translation of the survey -- but only the patient may provide answers to the survey.*

### General Interviewing Conventions and Instructions

- The telephone introduction script and HCAHPS questions must be read verbatim
- Practice pronouncing the patient's name before initiating the call
- 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 options are to be read if necessary
- All questions and all answer categories must be read exactly as they are worded
  - During the course of the survey, the use of **neutral** acknowledgment words such as the following is permitted:
    - Thank you
    - Alright
    - Okay
    - I understand, or I see
    - Yes, Ma'am
    - Yes, Sir
- Read the scripts from the interviewer screens (reciting the survey from memory can lead to unnecessary errors and missed updates to the scripts)
- Adjust the pace of the HCAHPS Survey interview to be conducive to the needs of the respondent
- No changes are permitted to the order of the HCAHPS Survey (Questions 1-29)
- No changes are permitted to the order of the answer categories for the HCAHPS questions
- All transitional phrases must be read
- Text that is underlined must be emphasized
- Characters in < > brackets must not be read
- [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 or Chinese) must appear on the electronic interviewing system screen
- 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 options allow the telephone 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 10 of the HCAHPS Survey, the program should skip Question 11, and go to Question 12. Question 11 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 10 of the HCAHPS Survey and the interviewer selects "MISSING/DON'T KNOW" to Question 10, then the telephone interviewing system should be programmed to skip Question 11, and go to Question 12. Question 11 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.

***NOTE: SEE INTERVIEWING GUIDELINES IN APPENDIX N FOR GUIDELINES ON HOW TO HANDLE DIFFICULT TO REACH PATIENTS.***

## **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> YES [GO TO INTRO]

<2> NO [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:**

對於這項調查，我們需要直接和[SAMPLED PATIENT NAME] 說話。請問[SAMPLED PATIENT NAME]有空嗎？

**IF THE SAMPLED PATIENT IS NOT AVAILABLE:**  
您能告訴我什麼時候打電話給（他／她）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。

IF SOMEONE OTHER THAN THE SAMPLED PATIENT ANSWERS THE PHONE  
RECONFIRM THAT YOU ARE SPEAKING WITH THE SAMPLED PATIENT WHEN HE  
OR SHE PICKS UP.

### **CALL BACK TO COMPLETE A PREVIOUSLY STARTED SURVEY**

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

<1> YES [GO TO CONFIRM PATIENT]

<2> NO [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。[SAMPLED  
PATIENT NAME] 現在有空完成一項[他／她]在稍早日期開始的調查嗎？

**CONFIRM PATIENT:** 我是 [INTERVIEWER NAME]，從 [DATA COLLECTION  
CONTRACTOR] 代表 [HOSPITAL NAME] 打電話來。我想要確認和我說話的是  
[SAMPLED PATIENT NAME]。我打電話是要繼續在稍早日期開始的調查。  
CONTINUE SURVEY WHERE PREVIOUSLY LEFT OFF.

### **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] 正在參加一項關於人們在醫院接受的護理  
調查。這項調查屬於一項全國性的計劃，旨在衡量醫院的護理品質。調查結  
果可以讓人們用來選擇醫院。您的回答可能會基於品質改善的目的和醫院分  
享。

參加這項調查完全自願，而且不會影響您的醫療保健或福利。回答問題大約  
需要7分鐘 [OR HOSPITAL/SURVEY VENDOR SPECIFY].

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？

*NOTE: THE STATED NUMBER OF MINUTES TO COMPLETE THE SURVEY MUST BE AT LEAST 7 MINUTES. IF SUPPLEMENTAL ITEMS ARE ADDED TO THE SURVEY, THIS NUMBER SHOULD BE INCREASED ACCORDINGLY.*

S1: 我們的紀錄顯示您在 [DISCHARGE DATE (mm/dd/yyyy)] 前後從 [HOSPITAL NAME] 出院。對不對？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

<1> YES [GO TO Q1\_INTRO]  
<2> NO [GO TO INEL1]  
<3> DON'T KNOW [GO TO INEL1]  
<4> REFUSAL [GO TO INEL1]

**CONFIRMING INELIGIBLE PATIENTS**

INEL1: 您曾經去過這家醫院嗎？

<1> YES [GO TO INEL2]  
<2> NO [GO TO INEL\_END]

INEL2: 您去年曾是這家醫院的病人嗎？

<1> YES [GO TO INEL3]  
<2> NO [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 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。

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

Q1 此次住院期間，護士多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 此次住院期間，在您按過求助鈴之後，是否常能得到所需要的及時協助？  
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> 我從未按過求助鈴？

<M> MISSING/DK

Q5\_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。

Q5 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

Q6 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

Q7 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

Q8\_INTRO 下一組問題是關於醫院的環境。

Q8 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

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 接下來的問題是關於您在這家醫院的經驗。

Q10 此次住院期間，您曾需要醫生，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 Q12]
  
- <M> MISSING/DK [GO TO Q12]

Q11 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 Q10 = "2 - NO" THEN Q11 = "8 - NOT APPLICABLE" OR IF Q10 = "M - MISSING/DK" THEN Q11 = "MISSING/DK"]

Q12 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 Q15\_INTRO]
  
- <M> MISSING/DK [GO TO Q15\_INTRO]

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

Q14 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 Q12 = "2 - NO" THEN Q14 = "8 - NOT APPLICABLE" OR IF Q12 = "M - MISSING/DK" THEN Q14 = "M - MISSING/DK"]

Q15\_INTRO 接下來的問題是關於您離開醫院以後。

Q15 您離開醫院以後是否直接回家，還是到別人的家裏或是進入另一個醫護機構？

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 Q18]
  
- <M> MISSING/DK [GO TO Q18]



Q16 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 Q15 = “3 - ANOTHER HEALTH FACILITY” THEN Q16 = “8 - NOT APPLICABLE” IF Q15 = “M - MISSING/DK” THEN Q16 = “M - MISSING/DK”]

Q17 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 Q15 = “3 - ANOTHER HEALTH FACILITY” THEN Q17 = “8 - NOT APPLICABLE” IF Q15 = “M - MISSING/DK” THEN Q17 = “M - MISSING/DK”]

Q18

我們希望知道您對於住在[FACILITY 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

Q19

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

Q20\_INTRO 我們對於此次住院還有幾個問題。

Q20 此次住院期間，醫護人員在決定我離開醫院所需的醫療照護時，考慮到我本人、家人或看護者的喜好。您會說...

- <1> 強烈不同意,
- <2> 不同意,
- <3> 同意, 還是
- <4> 強烈同意?

<M> MISSING/DK

Q21 當我離開醫院時，我充分理解我對於管理自己健康應該負責的事項。您會說...

- <1> 強烈不同意,
- <2> 不同意,
- <3> 同意, 還是
- <4> 強烈同意?

<M> MISSING/DK

Q22 當我離開醫院時，我清楚瞭解服用每種藥物的目的。您會說...

- <1> 強烈不同意,
- <2> 不同意,
- <3> 同意
- <4> 強烈同意, 還是
- <5> 我離開醫院時未得到任何藥物?

<M> MISSING/DK

IF THE PATIENT SEEMS CONFUSED BECAUSE HE/SHE RECEIVED A PRESCRIPTION INSTEAD OF MEDICATION, THEN PROBE BY READING THE FOLLOWING: “如果您是帶著藥物處方離開醫院，而非真正的藥物，請根據您對於服用處方藥之目的的了解來回答問題。”

Q23\_INTRO 下一組問題是關於您個人。

Q23 此次住院期間，您是透過急診室而住進醫院的嗎？

READ YES/NO RESPONSE CHOICES ONLY *IF NECESSARY*

<1> 是

<2> 否

<M> MISSING/DK

Q24 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

Q25 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

Q26

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 BACHELORS DEGREE SHOULD BE CODED AS 4. IF THE PATIENT DESCRIBES NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE TO FIND OUT IF HE/SHE HAS A HIGH SCHOOL DIPLOMA AND CODE 2 OR 3, AS APPROPRIATE.

Q27

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

<M> MISSING/DK

[FOR TELEPHONE INTERVIEWING, QUESTION 28 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。謝謝您的耐心。

Q28 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。

Q28A 您是白種人嗎？

- <1> YES/WHITE
- <0> NO/NOT WHITE
  
- <M> MISSING/DK

Q28B 您是黑種人或非裔美國人嗎？

- <1> YES/BLACK OR AFRICAN AMERICAN
- <0> NO/NOT BLACK OR AFRICAN AMERICAN
  
- <M> MISSING/DK

Q28C 您是亞洲人嗎？

- <1> YES/ASIAN
- <0> NO/NOT ASIAN
  
- <M> MISSING/DK

Q28D 您是夏威夷原住民或其他太平洋島民嗎？

- <1> YES/NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- <0> NO/NOT NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
  
- <M> MISSING/DK

Q28E 您是美洲印第安人或阿拉斯加原住民嗎？

- <1> YES/AMERICAN INDIAN OR ALASKA NATIVE
- <0> NO/NOT AMERICAN INDIAN OR ALASKA NATIVE

<M> MISSING/DK

Q29 您在家說的主要語言是什麼？請先聽完所有八個選擇再做回答。您會說您主要講...

- <1> 英語, [GO TO END]
- <2> 西班牙語, [GO TO END]
- <3> 中文, [GO TO END]
- <4> 俄語, [GO TO END]
- <5> 越南語, [GO TO END]
- <6> 葡萄牙語, 還是 [GO TO END]
- <7> 德語 [GO TO END]
- <9> 一些其他語言？ [GO TO Q29A]
- <M> MISSING/DK [GO TO END]

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

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

Q29A 您在家裡主要還會說其他什麼語言？

[NOTE: PLEASE DOCUMENT THE OTHER LANGUAGE AND MAINTAIN  
IN YOUR INTERNAL RECORDS.]

#### SUPPL\_INTRO

本問卷調查中的問題 **1-29** 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。隨後的問題來自 [NAME OF HOSPITAL]，用於匯集您對於住院的更多反饋意見，且不會與美國衛生及公共服務部分享。

*NOTE: IF HOSPITAL-SPECIFIC SUPPLEMENTAL QUESTION(S) ARE ADDED, THE STATEMENT ABOVE MUST BE PLACED IMMEDIATELY BEFORE THE SUPPLEMENTAL QUESTION(S).*

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 >*

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