

REPID: _____

[MT01] Interviewer: _____

1. Patient is excluded if any of the following apply:

- Enhanced contact precautions
- Airborne precautions
- Patient is known to be not alert or not able to communicate
- Patient is known to be unable to speak, see, or hear
- Patient is not available (unavailable multiple times or not going to be available at all today)

↪ Skip to **MT02**

2. If patient is not excluded, come back later if any of the following apply:

- Temporarily unavailable (out for test, busy with nurses or doctors)
- Asleep

↪ Skip to **MT02**

3. If patient is available and not excluded, approach by name and ask:

💬 "Mr./Ms. Smith?"

Exclude patient if their name does not match the name on the enrollment sheet.

💬 "Hi, my name is _____ and I work with the infection control doctors. I was wondering if you would be willing to answer some questions for a research study. It will take about 15 minutes."

[MT02] Enrollment status:

- Come back later to restart survey
- Patient excluded: ↘ Go to **MT03**
- Agrees to participate: ↘ Skip to **MT04**
- Declines participation: ↘ Skip to **MT04**

[MT03] Reason for excluding patient:

- Physically not able to participate (could not sit up, hear, see, read, etc.)
- Could not speak or understand English
- Failed vision test
- Failed reading test
- Unavailable multiple times
- ↳ End survey

→ Hand iPad to participant

[MT04] Please read **out loud** the smallest line you can easily see:

V Z C E

D L T Z C

V N O P T

Z C E F N

D P V T Z

C D F V T

Z C L D V

T N E L F

V D N O T

E C P T O

→ Hand iPad to interviewer

[Interviewer: if patient reads line correctly (0 or 1 incorrect letters), instruct him to tap the line and press next. If patient does not read the line correctly, ask him to try the next bigger line. If patient is unable to read any of the bottom 4 lines,  return to page 1 to indicate exclusion.]

Study information

Interviewer: verbally provide the following information to the patient:

- 🗨️ I'm going to give you some information about the study now.
- 🗨️ If I say anything that's unclear, please stop me and ask me to explain it more.
- 🗨️ Please pay attention because I will ask you some questions about this to make sure you understand.
- 🗨️ Medicare has a website that you can go on to compare hospitals based on a number of different things like complications, patient satisfaction, and infections related to medical care.
- 🗨️ This survey uses the same format as the Medicare website but with made-up information about the hospitals. The questions in the survey ask you to compare two hospitals using this made-up information.
- 🗨️ The survey will take about 15 minutes.
- 🗨️ I will also ask you some questions about previous hospitalizations and basic demographics.
- 🗨️ Your responses are confidential and we don't link your responses to your name or anything that identifies you.
- 🗨️ The survey is voluntary, and there's no penalty if you decide you don't want to answer these questions.
- 🗨️ You can tell me at any time that you want to stop the survey.

Then give patient written survey information letter:

- 🗨️ "We have to give you a paper copy of the information I just told you. You can read through it now, and please ask me if you have any questions."

Then ask:

- 🗨️ "Do you still want to participate?"

If no: ↶ return to page 1 and indicate patient declined to participate.

→ **Hand iPad to participant**

Please read this sentence out loud:

Dorothy lived in the middle of the great Kansas prairies, with Uncle Henry, who was a farmer.

→ **Hand iPad to interviewer**

*[Interviewer: if patient reads 3 or more words incorrectly, ↗ return to page 1 to indicate exclusion.
Otherwise, ↘ continue to next page.]*

Assent comprehension assessment

Tell the participant:

 "I'm going to ask a few questions about the study to make sure you understand."

[MT05] 1) What is the purpose of this study?

[acceptable answers: something to do with hospital quality, quality data, etc]

- Correct
- Incorrect

[MT06] 2) Do you have to participate in this study?

[acceptable answers: no]

- Correct
- Incorrect

[MT07] 3) Are your answers to this survey confidential?

[acceptable answers: yes]

- Correct
- Incorrect

[MT08] 4) If you want to stop the survey, what should you do?

[acceptable answers: hand back iPad, tell interviewer, etc.]

- Correct
- Incorrect

*[Interviewer: If patient misses 1 or more, ↗ return to page 1 and indicate the patient is excluded.
Otherwise, ↘ continue to next page.]*

Interviewer: Help the participant get in a comfortable position where he/she can hold the iPad.

→ **Hand iPad to participant**

Introduction (part 1)

When patients come to the hospital, sometimes they develop complications because of their hospital care. Sometimes these complications include infections.

In this survey you will see some information about how often a certain kind of infection happens when patients are in the hospital. This infection is a type of urinary tract infection, which is also called a UTI. A UTI is an infection in the bladder or kidney.

UTIs may be a complication because of hospital care when the patient has a urinary catheter. This kind of UTI is called a **catheter-associated urinary tract infection**.

Introduction (part 2)

Hospitals tell the government how many **catheter-associated urinary tract infection** patients get when they are staying in the hospital. Anyone can look this up on the Medicare website to decide which hospital to go to.

In this survey, we will show you some information about the number of catheter-associated urinary tract infections that happen at two pretend hospitals. We call these pretend hospitals **Hospital 1** and **Hospital 2**.

You will then answer questions about whether you think **Hospital 1** performs better than **Hospital 2**, if **Hospital 2** performs better than **Hospital 1**, or if you think they perform the same.

Introduction (part 3)

Some of the questions in the survey may seem very easy or may be confusing.

If you don't know the answer to a question, it's **very important** to say "Don't know" instead of guessing.

If you see **i** during the survey, tap on it to see more information.

Ready to begin the survey?

Tap "Next" to start.

[HC01] Question 1**Catheter-Associated Urinary Tract Infections**

	Evaluation
Hospital 1	Better than the U.S. National Benchmark
Hospital 2	Worse than the U.S. National Benchmark

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC02] Question 2**Catheter-Associated Urinary Tract Infections**

	Evaluation
Hospital 1	No different than the U.S. National Benchmark
Hospital 2	Better than the U.S. National Benchmark

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC03] Question 3**Catheter-Associated Urinary Tract Infections**

Evaluation	
Hospital 1	Worse than the U.S. National Benchmark
Hospital 2	Worse than the U.S. National Benchmark

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC04] Question 4**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	38	2220	8.331	4.56	Worse than the U.S. National Benchmark
Hospital 2	1	2021	9.42	0.11	Better than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.

Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.

❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC05] Question 5

Catheter-Associated Urinary Tract Infections					
	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	77	31,813	81.201	0.95	No different than the U.S. National Benchmark
Hospital 2	149	29,910	78.509	1.90	Worse than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.
Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.

❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC06] Question 6**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	40	10,061	38.801	1.03	No different than the U.S. National Benchmark
Hospital 2	20	5,394	19.727	1.01	No different than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.

Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.

❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC07] Question 7**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	78	11,001	81.401	0.96	Better than the U.S. National Benchmark
Hospital 2	2	10,923	82.355	0.02	Better than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.

Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.

❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC08] Question 8**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	108	13,201	97.681	1.11	Worse than the U.S. National Benchmark
Hospital 2	386	13,108	98.826	3.91	Worse than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.

Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

- ❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.
- ❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC09] Question 9**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	91	8,801	65.121	1.40	No different than the U.S. National Benchmark
Hospital 2	44	8,738	65.884	0.67	No different than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.

Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

- ❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.
- ❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC10] Question 10**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷
Hospital 1	3	1,284	1.87	1.60
Hospital 2	10	18,752	21.401	0.47

Standardized infection ratio (SIR) national benchmark = 1.
Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

- ❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.
- ❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC11] Question 11**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷
Hospital 1	93	38,201	91.502	1.02
Hospital 2	30	2,214	8.472	3.54

Standardized infection ratio (SIR) national benchmark = 1.
Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

- ❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.
- ❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC12] Question 12**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷
Hospital 1	246	54,984	122.486	2.01
Hospital 2	27	6202	13.327	2.03

Standardized infection ratio (SIR) national benchmark = 1.
Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

- ❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.
- ❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

[HC13] Question 13**Catheter-Associated Urinary Tract Infections**

	No. of infections reported (A)	Catheter Days^❶	Predicted No. Infections (B)	Standardized Infection Ratio (SIR) (A/B)^❷	Evaluation
Hospital 1	58	15,484	94.508	0.61	Better than the U.S. National Benchmark
Hospital 2	0	1,175	1.703	0.000 ¹	No different than the U.S. National Benchmark

Standardized infection ratio (SIR) national benchmark = 1.

Lower SIRs are better. A score of (0) – meaning no CAUTIs – is best.

❶ Catheter Days: Catheter days are the total number of days a catheter was used in patients.

❷ Standardized Infection Ratio: The Standardized Infection Ratio (SIR) compares the actual number of infections at a hospital to the "predicted" number of infections.

¹ The lower limit of the confidence interval cannot be calculated if the number of observed infections equals zero.

Use the information in the [blue rectangle](#) to answer this question:

Which hospital has the strongest performance?

- Hospital 1 performs stronger than Hospital 2
- Hospital 1 and Hospital 2 are about the same
- Hospital 2 performs stronger than Hospital 1
- Not enough information
- Don't know

→ **Hand iPad to interviewer**

Interviewer: Ask the remaining questions verbally 

Hospital compare experience/utility

[UT01] Have you ever used Medicare Hospital Compare or any other website to help you choose a hospital?

- Yes, website for comparing hospitals, which website? _____
- Yes, website for insurance eligibility, which website? _____
- No

[UT01] Would a website that compares hospitals have helped you decide whether or not to come to the University of Maryland Hospital?

- Yes, it would help
- No, it would not help

Health experience

[HE01] How many times have you been admitted to the hospital, including this time?

(select one)

[Interviewer: read response options if patient is trying to count precisely for a long time; explain "admitted" if the patient seems confused.]

- No times
- 1 or 2 times
- 3 to 6 times
- 7 or more times
- Don't know/not sure
- Prefer not to respond

[HE02] Have you ever had a complication that you think the hospital caused? (select one)

- Yes: _____
- No
- Don't know/not sure
- Prefer not to respond

[HE03] Have you ever had a Catheter-Associated Urinary Tract Infections (CAUTI)? (select one)

- Yes
- No
- Don't know/not sure
- Prefer not to respond

[HE04] Have you ever worked in a hospital, doctor's office, or a place that cares for sick people? (select one)

- Yes
- No
- Don't know/not sure
- Prefer not to respond

[HE05] ...and have any of your immediate family members? (select one)

Include only your parents, siblings, and children.

- Yes
- No
- Don't know/not sure
- Prefer not to respond

[HE06] Have you ever been a caregiver for someone who was hospitalized more than 3 times in a year? (select one)

- Yes
- No
- Don't know/not sure
- Prefer not to respond

Demographics

[DE01] What is the highest grade or year of school you completed? (select one)

- Never attended school or only attended kindergarten
- Grades 1 through 8 (Elementary)
- Grades 9 through 11 (Some high school)
- Grade 12 or GED (High school graduate)
- College 1 year to 3 years (Some college or technical school)
- College 4 years or more (College graduate)
- Prefer not to respond

[DE02] Is your annual household income from all sources...? (select one)

- Less than \$20,000
- \$20,000 to \$25,000
- \$25,000 to \$35,000
- \$35,000 to \$50,000
- \$50,000 to \$75,000
- Greater than \$75,000
- Don't know/not sure
- Prefer not to respond

[DE03] How old are you? (select one, enter age if applicable)

- Age in years: _____
- Don't know/not sure
- Prefer not to respond

[DE04] Race - select all that apply:

- White
- Black or African American
- Hispanic/Latino/Spanish origin
- American Indian or Alaska Native
- Asian
- Asian Indian
- Pacific Islander

[DE05] Are you...? (select one)

- Married
- Divorced or separated
- Widowed
- A member of an unmarried couple
- Single
- Prefer not to respond

[DE06] Are you currently...? (select one)

- Employed for wages
- Self-employed
- Out of work for 1 year or more
- Out of work for less than 1 year
- A Homemaker
- A Student
- Retired
- Unable to work
- Prefer not to respond

Note: gender and insurance status are collected from electronic hospital records.

[End of survey.]

Responses for hospital comparison questions:

HC01)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	79	71.82	← correct
Hospital 1 and Hospital 2 are about the same	6	5.45	
Hospital 2 performs stronger than Hospital 1	1	0.91	
Not enough information	18	16.36	
Don't know	6	5.45	
Total	110	100.00	

HC02)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	14	12.73	
Hospital 1 and Hospital 2 are about the same	6	5.45	
Hospital 2 performs stronger than Hospital 1	73	66.36	← correct
Not enough information	11	10.00	
Don't know	6	5.45	
Total	110	100.00	

HC03)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	13	11.82	
Hospital 1 and Hospital 2 are about the same	63	57.27	← correct
Hospital 2 performs stronger than Hospital 1	3	2.73	
Not enough information	23	20.91	← correct
Don't know	8	7.27	
Total	110	100.00	

HC04)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	6	5.45	
Hospital 1 and Hospital 2 are about the same	6	5.45	
Hospital 2 performs stronger than Hospital 1	86	78.18	← correct
Not enough information	4	3.64	
Don't know	8	7.27	
Total	110	100.00	

HC05)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	75	68.18	← correct
Hospital 1 and Hospital 2 are about the same	8	7.27	
Hospital 2 performs stronger than Hospital 1	9	8.18	
Not enough information	5	4.55	
Don't know	13	11.82	
Total	110	100.00	

HC06)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	15	13.64	
Hospital 1 and Hospital 2 are about the same	38	34.55	← correct
Hospital 2 performs stronger than Hospital 1	36	32.73	
Not enough information	12	10.91	
Don't know	9	8.18	
Total	110	100.00	

HC07)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	16	14.55	
Hospital 1 and Hospital 2 are about the same	24	21.82	
Hospital 2 performs stronger than Hospital 1	57	51.82	← correct
Not enough information	6	5.45	
Don't know	7	6.36	
Total	110	100.00	

HC08)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	52	47.27	← correct
Hospital 1 and Hospital 2 are about the same	29	26.36	
Hospital 2 performs stronger than Hospital 1	13	11.82	
Not enough information	8	7.27	
Don't know	8	7.27	
Total	110	100.00	

HC09)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	14	12.73	
Hospital 1 and Hospital 2 are about the same	28	25.45	
Hospital 2 performs stronger than Hospital 1	55	50.00	← correct
Not enough information	6	5.45	
Don't know	7	6.36	
Total	110	100.00	

HC10)

	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	41	37.27	
Hospital 1 and Hospital 2 are about the same	4	3.64	
Hospital 2 performs stronger than Hospital 1	46	41.82	← correct
Not enough information	9	8.18	
Don't know	10	9.09	
Total	110	100.00	

HC11)	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	49	44.55	← correct
Hospital 1 and Hospital 2 are about the same	7	6.36	
Hospital 2 performs stronger than Hospital 1	37	33.64	
Not enough information	8	7.27	
Don't know	9	8.18	
Total	110	100.00	

HC12)	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	21	19.09	
Hospital 1 and Hospital 2 are about the same	30	27.27	← correct
Hospital 2 performs stronger than Hospital 1	48	43.64	
Not enough information	5	4.55	
Don't know	6	5.45	
Total	110	100.00	

HC13)	Freq.	Percent	
Hospital 1 performs stronger than Hospital 2	29	31.18	
Hospital 1 and Hospital 2 are about the same	8	8.60	
Hospital 2 performs stronger than Hospital 1	38	40.86	
Not enough information	8	8.60	
Don't know	10	10.75	
Total	93	100.00	

(Note: the first 17 respondents were not presented with HC13. HC13 does not have a clear correct answer as Hospital 1 performs better than expected and Hospital 2 has 0 infections. This question was included in the survey for exploratory analysis on how participants interpret hospitals with 0 infections.)