

*Tool J:***Questions to Ask Your Hospital about Patient-Centered Care****Patient Preferences and Comfort**

- What do the patient rooms look like? Will I be able to see outside? Will I be able to adjust the lighting and the temperature myself? If I am not in a private room, is there a place that I can go to have a private conversation?
- Are there any activities other than television available, such as music or reading material?
- Are there lounges available for me and my family/friends to use? Are there patios, gardens, or other outdoor spaces for patients and families?
- Is it possible for you to adjust mealtimes and routine checks around my schedule? For example, if I am a late sleeper, can I receive my breakfast and have my temperature taken later in the morning instead of being awakened?
- Is food available to me 24 hours a day if I am hungry? Can my family/friends cook food for me at the hospital? Will I have a variety of food choices that take my personal or ethnic preferences into consideration?
- Are complementary and integrative therapies such as massage available? What types of services? How would I arrange for those services?

Access to Information

- Do you have a consumer health library?
- What type of information will you provide to me about my condition and treatment options? If I would like more background information, how could I obtain that information?
- What process would I use to access my medical records while I am in the hospital? Will someone review the records with me and answer any questions I have? Do I have the option to add my own information and perspectives into my record for my healthcare team to read and review?

Involvement of Family and Friends

- Are there any limitations on when I may have family/friends with me? Can they stay overnight?
- If I want them to be involved, can my family and friends be trained to help care for me while I am in the hospital? If a family member/friend will be caring for me after discharge, what type of information and training is available to them before my discharge?

Responsiveness to Patient or Family Concerns

- What process should I (or my family member/friend) use to raise a concern while in the hospital?
- Do you have a process for a team to rapidly assess a patient who is deteriorating? Can a patient or family member initiate the team?

Involvement of Patients in Hospital Operations

- What processes do you use to get input from patients and family members?
 - Do you have a patient and family advisory council?
 - Are patients involved on other hospital committees?
 - Do you conduct patient focus groups?
- What type of orientation and support do you provide for patients and family members involved in hospital operations?
- How do you use the feedback obtained from patients and families?

Patient Feedback

- How do patients rate their experience in your hospital?*

* To review how patients rated their experiences at individual hospitals, visit the CMS Hospital Compare website (www.hospitalcompare.hhs.gov) where hospitals' HCAHPS patient survey data is now available.