

Appendix A. Patient satisfaction survey measures

Question	N=81
When you had important questions to ask the doctors, did you get answers that you could understand? n (%)	
Yes, always	71/81 (88)
Yes, sometimes	8/81 (10)
No	0/81 (0)
This did not happen	2/81 (2)
When you had important questions to ask the nurses, did you get answers that you could understand? n (%)	
Yes, always	69/81 (85)
Yes, sometimes	9/81 (11)
No	0/81 (0)
This did not happen	3/81 (4)
Did you have confidence and trust in the doctors treating you? n (%)	
Yes, always	73/81 (90)
Yes, sometimes	8/81 (10)
No	0/81 (0)
This did not happen	0/81 (0)
Did you have confidence and trust in the nurses treating you? n (%)	
Yes, always	72/81 (88)
Yes, sometimes	9/81 (12)
No	0/81 (0)
This did not happen	0/81 (0)
Were you treated with kindness and understanding by the doctors while you were in the hospital/NUHS@Home? n (%)	
Yes, always	79/81 (98)
Yes, sometimes	2/81 (2)
No	0/81 (0)
This did not happen	0/81 (0)
Were you treated with kindness and understanding by the nurses while you were in the hospital/NUHS@Home? n (%)	
Yes, always	79/81 (98)
Yes, sometimes	2/81 (2)
No	0/81 (0)
This did not happen	0/81 (0)
If you had any worries or fears about your condition or treatment, did the doctors discuss them with you? n (%)	
Yes, always	43/81 (53)
Yes, sometimes	10/81 (12)
No	3/81 (4)
This did not happen	25/81 (31)
If you had any worries or fears about your condition or treatment, did the nurses discuss them with you? n (%)	
Yes, always	41/81 (51)
Yes, sometimes	10/81 (12)
No	5/81 (6)
This did not happen	25/81 (31)

If your family wanted to talk to a doctor, did they have enough opportunity to do so? n (%)	
Yes, definitely	57/80 (71)
Yes, to some extent	18/80 (23)
No	1/80 (1)
This did not happen	4/80 (5)
Were you and/or your family involved as much as you wanted to be in decisions about your care and treatment? n (%)	
Yes, definitely	66/80 (83)
Yes, to some extent	9/80 (11)
No	5/80 (6)
How much information about your condition or treatment was given to you and/or your family? n (%)	
Not enough	4/80 (5)
The right amount	73/80 (91)
Too much	3/80 (4)
Were you given enough privacy when discussing your condition or treatment? (e.g. drawing the curtain, speaking in a softer tone) n (%)	
Yes, definitely	65/79 (82)
Yes, to some extent	6/79 (8)
No	8/79 (10)
Overall, did you feel you were treated with respect while you were in the hospital/NUHS@Home? n (%)	
Yes, definitely	77/80 (96)
Yes, to some extent	3/80 (4)
No	0/80 (0)
Overall experience, mean (SD) [n=80]	
	9 (1.51)
Would recommend this hospital to others in your situation? n (%)	
Yes	72/77 (94)
No	5/77 (6)

SD: standard deviation

Appendix B. Change in EQ-5D D14 versus baseline

	n=81
Mobility	
Patients with no mobility problems at baseline, n (%)	38/81 (47)
Patients with no mobility problems at D14, n (%)	48/81 (59)
Patients with no mobility problems at D14 versus baseline	<i>P</i> =0.049
Self-care	
Patients with no self-care problems at baseline, n (%)	53/81 (65)
Patients with no self-care problems at D14, n (%)	56/81 (69)
Patients with no self-care problems at D14 versus baseline	<i>P</i> =0.369
Activity	
Patients with no activity problems at baseline, n (%)	49/81 (61)
Patients with no activity problems at D14, n (%)	54/81 (67)
Patients with no activity problems at D14 versus baseline	<i>P</i> =0.254
Pain/discomfort	
Patients with no pain/discomfort problems at baseline, n (%)	27/81 (33)
Patients with no pain/discomfort problems at D14, n (%)	48/81 (59)
Patients with no pain/discomfort problems at D14 versus baseline	<i>P</i> =0.000
Anxiety/depression	
Patients with no anxiety/depression problems at baseline, n (%)	51/81 (63)
Patients with no anxiety/depression problems at D14, n (%)	60/81 (74)
Patients with no anxiety/depression problems at D14 versus baseline	<i>P</i> =0.049
EQ-5D Index Value	
Baseline Index Value, mean (SD)	0.45 (0.51)
D14 Index Value, mean (SD)	0.58 (0.51)
Change in Index Value at D14 versus baseline, <i>t</i> , <i>P</i> value	<i>P</i> =0.001
EQ VAS	
Baseline VAS, mean (SD)	63.08 (21.58)
D14 VAS, mean (SD)	73.81 (18.37)
Change in EQ-VAS at D14 versus baseline, <i>P</i> value	<i>P</i> =0.000

SD: standard deviation