



Patient Evaluation of Nursing Care: A Danish Cross-Sectional Study

Hanne Irene Jensen^{1,2,3*}, Louise Muxoll Gronhaug⁴, Gitte Lehmkuhl Henner⁵, Mette Stie^{3,6}

¹Department of Anaesthesiology and Intensive Care, Vejle Hospital, University of Southern Denmark, Vejle, Denmark; ²Department of Anaesthesiology and Intensive Care, Kolding Hospital, University of Southern Denmark, Kolding, Denmark; ³Department of Regional Health Research, University of Southern Denmark, Odense, Denmark; ⁴Department of Orthopaedic Surgery, Vejle Hospital, University of Southern Denmark, Vejle, Denmark; ⁵Spine Centre of Southern Denmark, Middelfart Hospital, University of Southern Denmark, Middelfart, Denmark; ⁶Department of Oncology, Vejle Hospital, University of Southern Denmark, Vejle, Denmark

Supplementary Table 1: Overall responses on the CARE Measure instrument.

Questionnaires	Poor		Fair		Good		Very good		Excellent		Does not apply	
	n	%	n	%	n	%	n	%	n	%	n	%
1. Making you feel at ease (being friendly and warm towards you, treating you with respect; not cold or abrupt)	3	(0.1)	12	(0.6)	86	(4)	683	(32)	1,319	(63)	7	(0.3)
2. Letting you tell your "story"(Giving you time to fully describe your illness in your own words: not interrupting or diverting you)	4	(0.2)	23	(1.1)	135	(6)	740	(35)	1,151	(55)	50	(2.4)
3. Really listening (paying close attention to what you were saying: not looking at the notes or computer, as you were talking)	3	(0.1)	11	(0.5)	116	(6)	688	(33)	1,279	(61)	6	(0.3)
4. Being interested in you as a whole person (asking/knowing relevant details about your life, your situation: not treating you as "just a number")	8	(0.4)	28	(1.3)	139	(7)	660	(31)	1,242	(59)	21	(1.0)
5. Fully understanding your concerns (Communicating that he/she had actually understood your concerns: not overlooking or dismissing anything)	4	(0.2)	26	(1.2)	149	(7)	693	(33)	1,108	(53)	111	(5.3)
6. Showing care and compassion (seeming genuinely concerned, connected with you on a human level: not being indifferent or "detached")	2	(0.1)	16	(0.8)	135	(6)	651	(31)	1,255	(60)	33	(1.6)
7. Being positive (having a positive approach and a positive attitude: being honest but not negative about your problems)	3	(0.1)	10	(0.5)	111	(5)	659	(31)	1,294	(62)	17	(0.8)
8. Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information: not being vague)	4	(0.2)	19	(0.9)	133	(6)	654	(31)	1,255	(60)	18	(0.9)
9. Helping you to take control (exploring with you what you can do to improve your health yourself: encouraging rather than "lecturing" you)	9	(0.4)	22	(1.1)	157	(7)	661	(32)	1,148	(55)	101	(4.8)
10. Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved: not ignoring your views)	9	(0.4)	34	(1.6)	147	(7)	620	(30)	1,092	(52)	187	(9.0)

Correspondence to: Hanne Irene Jensen, Department of Anaesthesiology and Intensive Care, Vejle Hospital, University of Southern Denmark, Vejle, Denmark, E-mail: Hanne.irene.jensen@rsyd.dk

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Supplementary Table 2a: Comparisons between gender

Questionnaires	Women	Men	p
1. Making you feel at ease	5 (4-5)	5 (4-5)	0.99
2. Letting you tell your "story"	5 (4-5)	5 (4-5)	0.48
3. Really listening	5 (4-5)	5 (4-5)	0.87
4. Being interested in you as a whole person	5 (4-5)	5 (4-5)	0.88
5. Fully understanding your concerns	5 (4-5)	5 (4-5)	0.06
6. Showing care and compassion	5 (4-5)	5 (4-5)	0.20
7. Being positive	5 (4-5)	5 (4-5)	0.84
8. Explaining things clearly	5 (4-5)	5 (4-5)	0.89
9. Helping you to take control	5 (4-5)	5 (4-5)	0.72
10. Making a plan of action with you	5 (4-5)	5 (4-5)	0.64

All values presented as medians (Interquartile range); p-values based on the Mann-Whitney U-test.

Supplementary Table 2b: Comparisons between age-groups

Questionnaires	18-39 years	40-65 years	66-99 years	p
1. Making you feel at ease	5 (4-5)	5 (4-5)	5 (4-5)	0.93
2. Letting you tell your "story"	5 (4-5)	5 (4-5)	5 (4-5)	0.4
3. Really listening	5 (4-5)	5 (4-5)	5 (4-5)	0.67
4. Being interested in you as a whole person	5 (4-5)	5 (4-5)	5 (4-5)	0.73
5. Fully understanding your concerns	5 (4-5)	5 (4-5)	5 (4-5)	0.11
6. Showing care and compassion	5 (4-5)	5 (4-5)	5 (4-5)	0.31
7. Being positive	5 (4-5)	5 (4-5)	5 (4-5)	0.77
8. Explaining things clearly	5 (4-5)	5 (4-5)	5 (4-5)	0.69
9. Helping you to take control	5 (4-5)	5 (4-5)	5 (4-5)	0.59
10. Making a plan of action with you	5 (4-5)	5 (4-5)	5 (4-5)	0.3

All values presented as medians (Interquartile range); p-values based on the Kruskal-Wallis test.

Supplementary Table 3: Psychometric analyses using Cronbach's Alpha

Questions	1	2	3	4	5	6	7	8	9	10
Making you feel at ease (being friendly and warm towards you, treating you with respect; not cold or abrupt)	-	0.81	0.84	0.82	0.82	0.84	0.84	0.81	0.81	0.77
Letting you tell your "story" (Giving you time to fully describe your illness in your own words: not interrupting or diverting you)	-	-	0.85	0.82	0.83	0.81	0.82	0.8	0.82	0.8
Really listening (paying close attention to what you were saying; not looking at the notes or computer, as you were talking)	-	-	-	0.83	0.85	0.81	0.85	0.83	0.84	0.79
Being interested in you as a whole person (asking/knowing relevant details about your life, your situation: not treating you as "just a number")	-	-	-	-	0.85	0.84	0.85	0.82	0.83	0.79
Fully understanding your concerns (Communicating that he/she had actually understood your concerns: not overlooking or dismissing anything)	-	-	-	-	-	0.86	0.85	0.83	0.85	0.83
Showing care and compassion (seeming genuinely concerned, connected with you on a human level: not being indifferent or "detached")	-	-	-	-	-	-	0.89	0.84	0.84	0.81
Being positive (having a positive approach and a positive attitude: being honest but not negative about your problems)	-	-	-	-	-	-	-	0.86	0.86	0.82
Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information: not being vague)	-	-	-	-	-	-	-	-	0.88	0.84
Helping you to take control (exploring with you what you can do to improve your health yourself: encouraging rather than "lecturing" you)	-	-	-	-	-	-	-	-	-	0.86
Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved: not ignoring your views)	-	-	-	-	-	-	-	-	-	-