Supplementary material 2. Qualpacs tool

Quality Patient Care Scale (Qualpacs)

Patient code: …… Bed Number: …….

Ward/Unit code: ……. Date / Time: ……

General observational notes for data collection sessions

Please record objective descriptions of ward atmosphere, events and interactions /conversations observed. Information such as time, place, activity and dialogue are recorded as objectively as possible.

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Observation notes for specific interactions

Detailed descriptions of each interaction taking place such as specific activities, contextual details occurring during the observation session. Please record grade(s) of the nurses taking part in the interaction.

Interaction 1: Time:……. Grade(s): …….

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Interaction 2: Time:……. Grade(s): …….

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Interaction 3: Time:……. Grade(s): …….

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Interaction 4: Time:……. Grade(s): ……

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Interaction 5: Time:……. Grade(s): ……

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Interaction 6: Time:……. Grade(s): ……

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Interaction 7: Time:……. Grade(s): ……

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Interaction 8: Time:……. Grade(s): ……

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Interaction 9: Time:……. Grade(s): ……

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Interaction 10: Time:……. Grade(s): ……

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Psychological Care: Individual – *Actions directed towards meeting psychosocial needs of individual patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
1. Patient receives nurse's full attention. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
2. Patient is given opportunity to explain his/her thoughts and feelings. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
	Best care										
	Better than average care										

3. Patient is approached in a kind, gentle, and friendly manner. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
4. Patient's inappropriate behavior is responded to in a therapeutic manner. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Psychological Care: Individual – *Actions directed towards meeting psychosocial needs of individual patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
5. Appropriate action is taken in response to anticipated or	Best care										
	Better than average care										

manifest patient anxiety or distress. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
6. Patient receives explanation and verbal reassurance when needed. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
7. Patient receives attention from nurses with neither becoming involved in a non-therapeutic way. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

8. Patient is given consideration as a member of a family and society. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Psychological Care: Individual – *Actions directed towards meeting psychosocial needs of individual patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
9. Patient receives attention for his/her spiritual needs. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

10. The rejecting or demanding patient continues to receive acceptance. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
11. Patient receives care that communicates respect and dignity. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
12. The health aspects of the patient's personality are utilised. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										

	Not applicable										
	Not observed										

Psychological Care: Individual – *Actions directed towards meeting psychosocial needs of individual patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
13. An atmosphere of trust, respect and acceptance is created rather than one of power, prestige and authority. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
14. Appropriate topics of conversation are chosen. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										

	Not applicable										
	Not observed										
15. The unconscious or non-orientated patient is cared for with the same respectful manner as the conscious patient. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Physical Care - *Actions directed towards meeting physical needs of patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
24. Nursing procedures are adapted to meet needs of individual patient for treatment. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										

	Not observed										
25. Patient's daily hygiene needs for cleanliness are acceptable appearance are met. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
26. Nursing procedures are used as media for interaction & communication with patient. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
27. Physical symptoms and physical changes are identified and appropriate action taken. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										

	Poorest care										
	Not applicable										
	Not observed										

Physical Care - *Actions directed towards meeting physical needs of patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
28. Physical distress evidenced by the patient is responded to quickly and appropriately. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
29. Patient is encouraged to observe appropriate rest and exercise. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										

	Poorest care										
	Not applicable										
	Not observed										
30. Patient is encouraged to take adequate diet. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
31. Action is taken to meet patient's needs for adequate hydration and elimination. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Physical Care - *Actions directed towards meeting physical needs of patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
32. Behavioural & psychological changes due to medication are observed & appropriate action taken. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
33. Expectations of patient's behavior are adjusted & acted upon according to the effect the medication has on the patient. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
34. Medical asepsis is carried out in relation to patient's	Best care										
	Better than average care										

personal hygiene & immediate environment. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
35. Medical asepsis is carried out during treatments & special procedures. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Physical Care - *Actions directed towards meeting physical needs of patients (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
36. Environment is maintained that gives the patient a feeling of being safe and seciure. #D	Best care										
	Better than average care										
	Average										

	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
37. Safety measures are carried out to prevent patient from harming him/herself or others. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
38. Established techniques for safe administration of medication & Parenteral fluids are carried out. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

General Care - *Actions that may be directed towards meeting either psychosocial or physical need of patients or both at the same time (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
39. Patient receives instruction as necessary. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
	Best care										

40. Patient and family are involved in planning for care and treatment. #D/I	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
41. Patient's sensitivities and right to privacy are protected. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
42. Patient is helped to accept dependence/independence as appropriate to his/her condition. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										

	Not observed										

General Care - *Actions that may be directed towards meeting either psychosocial or physical need of patients or both at the same time (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
43. Resources within the milieu are utilized to provide the patient with opportunities for problem solving. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
44. Patient is given freedom of choice in ADL whenever possible & within patient's ability to make choice. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

45. Patient is encouraged to take part in ADL that will stimulate his/her potential for positive psychosocial growth and movement towards physical independence. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
46. Activities are adapted to physical and mental capabilities of patient #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

General Care - *Actions that may be directed towards meeting either psychosocial or physical need of patients or both at the same time (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
	Best care										

47. Nursing care is adapted to patient's level and pace of development. #D	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
48. Diversional and/or treatment activities are made available according to patient's capabilities and needs. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
49. Patient with slow or unskilled performance is accepted and encouraged. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										

	Not observed										
50. Nursing care goals are established & activities performed which recognize & support the therapist care plan. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

General Care - *Actions that may be directed towards meeting either psychosocial or physical need of patients or both at the same time (15 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
51. Interaction with the patient is within the framework of the therapeutic plan. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

52. Close observation of the patient is carried out with minimal disturbance. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
53. Response to the patient is appropriate in emergency situations. #D	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Communication – *Communication on behalf of the patient (8 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
54. Ideas, facts, feelings & concepts about the patient are communicated clearly in speech	Best care										
	Better than average care										

to medical & paramedical staff. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
55. Family is provided with the opportunity for reciprocal communication with the nursing staff. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
56. Ideas, facts and concepts about the patient are clearly communicated in charting. #I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

57. Well-developed nursing care plans are established and incorporated into nursing assignments. #I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Communication – *Communication on behalf of the patient (8 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
58. Pertinent incidents of the patient's behavior during interaction with staff are accurately reported. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
	Best care										

59. Staff participate in conferences concerning patient care. #D	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
60. Good and effective communication & relationships with other disciplines in and outside the hospital are established for patient's benefit #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
61. Patient's needs are met through the use of referrals to departments in the hospital and to other community agencies. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										

	Not observed										

Professional Implications – *Care given to patients reflects initiative and responsibility indicative of professional's expectations (7 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
62. Decisions made by staff reflect knowledge of facts and good judgment. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
63. Evidence (spoken, behavioural, recorded) is given by staff of insight into deeper problems and needs of the patients #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

64. Changes in care and care plans reflect continuous evaluation of results of nursing care #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
65. Staff is reliable: follow through with responsibility for the patient's care. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

Professional Implications – *Care given to patients reflects initiative and responsibility indicative of professional's expectations (7 items)*

	Interaction	1	2	3	4	5	6	7	8	9	10
	Best care										
	Better than average care										

66. Assigned staff keep informed of the patient's condition and whereabouts. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
67. Care given to the patient reflects flexibility in rules and regulations as indicated by individual patient needs. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
68. Organisation and management of nursing activities reflect due consideration for patient needs. #D/I	Best care										
	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										