

SANE Empowering Care Survey

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Version: Advocate-Administered Oral Questions (Before Survivor Leaves SANE)

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Please review your institution's policies regarding program evaluation/quality improvement monitoring to determine whether you need Institutional Review Board (IRB) (ethics review) approval prior to administering this or any other survey.

Purpose: Before you go, we are trying to get feedback on the services provided by the nurse. This feedback is important and will be used to improve our services.

Procedure: I would be asking you some questions about your experience with the nurse and your satisfaction with the care you received. As we talk, I will be taking notes on your answers on this paper. The survey should only take about 10-15 minutes.

Would you be willing to provide feedback on the services you received from the nurse?

Confidentiality: Your feedback will remain confidential. The nurse will not be allowed to see your answers. When we're done, I'll put the survey in a locked box that only the program coordinator and the evaluators can access. The nursing staff will receive a summary report that will not include your name. Furthermore, your identity will not be revealed in any reports written about the evaluation.

Rights: Before we begin, I want to let you know that you may say no to any of the questions or end the survey at any time. Your decision whether to do the survey will not affect your relationship with Turning Point, the services you receive from Turning Point, or impact your case in anyway.

Do you have any questions?

Do I have your permission to continue with the survey? Yes No

SECTION 1: In this first set of questions, I will be asking you some specific things about your interaction with the nurse.

How often did....	None of the time	Some of the time	Most of the time	The whole time	Declined to answer	N/A
1. The nurse explain what was going to happen next in the exam	1	2	3	4	8	9
2. The nurse ask if you had questions	1	2	3	4	8	9
3. You have a chance to help with the exam if you wanted to (e.g. pull or comb own hair)	1	2	3	4	8	9
4. The nurse tell you how parts of the exam might feel before she did them	1	2	3	4	8	9
5. The nurse take your needs and concerns seriously	1	2	3	4	8	9
6. The nurse listen to you	1	2	3	4	8	9
7. You feel you could take a break during the exam or say no to any part of the exam	1	2	3	4	8	9
8. The nurse explain why each part of the exam was important	1	2	3	4	8	9

SECTION 2: We're moving into the last set of questions.

Before starting, I just want to check in - do you want to continue with the survey?

Yes No

In this last set of questions, I would like to ask you about how you felt during and after your interaction with the nurse.

	Not	A	Some	A lot or	Declined to	N/A
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	at all	little	what	completely	answer	
9. How much care and compassion did you feel that the nurse showed?	1	2	3	4	8	9
10. How much control did you feel that you had during the exam?	1	2	3	4	8	9
11. How informed did you feel about what was happening in the exam?	1	2	3	4	8	9
12. How clear were the nurse's instructions about the medications?	1	2	3	4	8	9
13. How informed did you feel about where to go for follow-up medical care?	1	2	3	4	8	9
14. How much pressure did you feel from the nurse to go through with prosecution?	1	2	3	4	8	9
15. How likely will you be to contact the nurse if you have a problem?	1	2	3	4	8	9
16. How likely will you be to attend counseling at (RCC AGENCY)?	1	2	3	4	8	9

17. Was there anything that you needed while you were here that you did not receive?

I just have one last question.

18. What was most helpful about the services you received while you were here?

- ✓ **I just want to double check I didn't miss anything. [Look over survey and clarify as needed]**
- ✓ **We're all done. Do you have any questions?**
- ✓ **Thank you for providing feedback!!**

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