|  |  |  |  |
| --- | --- | --- | --- |
|  | Questions | Likert Response Scale (agreement vs. frequency) | How used for QI |
| 1 | Doctors, nurses or other staff at the facility asked my permission before carrying out procedures and examinations | always, often, sometimes, rarely, never,  |  |
| 2 | Overall, during my labor and birth I felt my personal preferences were respected | strongly agree, agree, undecided, disagree, strongly disagree |  |
| 3 | The health care team supported my cultural or family traditions | strongly agree, agree, undecided, disagree, strongly disagree |  |
| 4 | When the health care team could not meet my wishes, they explained why | always, often, sometimes, rarely, never,  |  |
| 5 | The staff was compassionate and treated me with kindness | strongly agree, agree, undecided, disagree, strongly disagree |  |
| 6 | I feel that I was treated differently because of my race/ethnicity, sexual orientation, or insurance? | strongly agree, agree, undecided, disagree, strongly disagree |  |
| 7 | The health care team helped create a comfortable, caring environment | strongly agree, agree, undecided, disagree, strongly disagree |  |
| 8 | The doctors**,** nurses and midwives listened to and respected my wishes | always, often, sometimes, rarely, never,  |  |
| 9 | The staff made me feel cared for as an individual | always, often, sometimes, rarely, never,  |  |
| 10 | I trusted my doctors, nurses and other staff at the hospital to take the best care of me. | always, often, sometimes, rarely, never,  |  |
|  | 3 Demographic questions on maternal age, race, parity |  |  |

**CMQCC PREM**