

Original

Design of a questionnaire on the quality of occupational health nursing at the safety management services

Diseño y validación de un cuestionario de calidad de los cuidados de Enfermería del Trabajo en los Servicios de Prevención

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Abstract

Introduction and Aim: The main aim of this study is to draw up a “*Questionnaire on Satisfaction with Occupational Health Nursing*” (*Cuestionario de satisfacción con los cuidados de la enfermería del trabajo – CUSACET*), which will enable us to gauge users’ perceptions with regard to the occupational health nursing work carried out by the various safety management services.

Materials and Method: The questionnaire is designed to encompass three dimensions:

1. **Sociodemographic:** consisting of four items.
2. **Opinion of the safety management services:** consisting of fifteen items.
3. **Opinion of care received** from the nursing staff at the safety management service, measured by twenty-three items.

We opted to do the validation according to the basic criteria of Moriyama and by applying Cronbach’s Alpha index. To this end, 55 control questionnaires were given out at various safety management services in Cantabria. The questionnaires were collected and the data recorded onto the statistical analysis program SPSS v.15.

Results: The criterion established for validity was exceeded, with results above 80% in assessment by experts in accordance with Moriyama’s basic criteria.

We encountered good internal consistency, as evidenced by a Cronbach Alpha coefficient of 0.837 in each section.

Conclusions: This paper presents a new instrument, specifically designed to measure the quality of occupational health nursing care through the perceptions of the users who receive it which is reliable and easy to use.

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Key words: Quality of Health Care, Questionnaire, Personal Satisfaction, Quality Improvement, Occupational Health Nursing, Safety Management.

Resumen

Origen y objetivos: El objetivo principal de este trabajo será elaborar un cuestionario que nos permita conocer la percepción de los trabajadores sobre las actividades que realiza la enfermería del trabajo en los diferentes Servicios de Prevención.

Método: El cuestionario se divide en tres partes: 1) Variables sociodemográficas, formadas por 4 ítems; 2) Opinión sobre el servicio de prevención, formado por 15 ítems; 3) Opinión de los trabajadores sobre la atención de enfermería, formado por 23 ítems. Se analizó el comportamiento métrico del cuestionario respecto a la validez de constructo, de criterio y la consistencia interna, para lo cual, se opta por hacerlo según los criterios básicos de Moriyama y el cálculo de índice ρ de Conbrach. Para ello se repartieron 55 cuestionarios de control en los diferentes servicios de prevención de la Comunidad de Cantabria y se trataron los datos con el programa SPSS v.15 de análisis estadístico.

Resultados: Se superó el criterio de validación establecido, con resultados superiores al 80% en la valoración de los expertos. Encontramos una buena consistencia interna, evidenciada por un Alfa de Cronbach de 0.837 en cada sección.

Conclusión: El cuestionario reúne suficientes propiedades psicométricas para ser considerado una herramienta útil y fiable capaz de medir con objetividad la satisfacción de los trabajadores con los cuidados de la enfermería del trabajo.

Palabras clave: Calidad del Cuidado, Cuestionario, Satisfacción Profesional, Mejora calidad, Enfermería del trabajo, Servicios de Prevención

INTRODUCTION AND AIM

Quality is an inherent facet and property which allows things to be compared with others of their same kind¹. One might argue that it is a subjective appreciation; what the users of any service want and trust – especially when the service in question is related to health – is that all of their needs and requirements will be satisfied, and for this reason quality depends upon how these are addressed². When the perception is one of satisfaction, a relationship of quality can be said to have been established, giving added value to the work carried out.

Occupational health nursing has a broad field of application, with users being exposed to multiple risk factors and harmful agents. These in turn cause a multitude of pathologies and illnesses which, unless they are watched for and detected in time, develop into occupational diseases or disabilities which are negative for all concerned³.

As specialists in this area, we therefore have a high degree of responsibility in our daily work; in those duties and functions which, as professionals, we must fulfil at all times with the diligence and competence expected of us.

In carrying out our work, we must consequently pay close attention not only to technical, scientific and managerial quality, but also to those other aspects which are important to the users of our services. Day-to-day assessment by our users helps us to improve these aspects, which we ourselves are not always aware of, but which are key in terms of raising our standards of service and of professional quality.

Occupational health nursing staff participate actively in the compulsory audits of the safety management services where they work, covering the work carried out, management and compliance with current occupational health legislation. As a result, they must become involved in studying the quality of the care they provide by gauging users' perceptions. This will enable them to adapt and shape this care to satisfy users' perceived needs. With this in mind, we have designed this questionnaire, which will be of use when submitting ourselves to audit by the final users of our care.

Our review of the bibliography on instruments to measure the quality of nursing care revealed the main reference work to be a study by *L.H.Thomas*, in which he produces and validates a nursing quality assessment instrument known as the “*Newcastle Satisfaction Nursing Scales (NSNS)*”^{4,5}.

The translation into Spanish, cultural adaptation and subsequent validation were carried out by *R. Alonso*, giving rise to the “*Nursing Quality Questionnaire*” (*Cuestionario de medición de calidad del cuidado de enfermería – CUCACE*)⁶.

Our interest in drafting our own questionnaire stems from the fact that there is currently no other in the field of occupational health nursing. Those which do exist are designed for clinical nursing and cannot be applied to the specificities of our field.

The main aim of this study is to draw up a “*Questionnaire on Satisfaction with Occupational Health Nursing*” (*Cuestionario de satisfacción con los cuidados de la enfermería del trabajo – CUSACET*), which will enable us to gauge users' perceptions with regard to the occupational health nursing work carried out by the various safety management services.

Our secondary aim is for the questionnaire to identify aspects of our care which can be improved.

MATERIALS AND METHODS

In order to assess users' perceptions, we opted to produce and validate a questionnaire, understood as a tool to collect information. The questionnaire is designed to quantify and generalise this information, in addition to standardising the procedure, with the aim of comparing and contrasting information¹.

The questionnaire (CUSACET), is designed to encompass three dimensions⁷:

- d) **Sociodemographic**: consisting of four items, which will help us to classify users according to age, sex, education and employment sector.
- e) **Opinion of the safety management services**: consisting of fifteen items, which will give us the users' appraisal of various aspects of the safety management service to which they belong: general impression, customer service, medical tests, accident and emergency services and facilities.
- f) **Opinion of care received** from the nursing staff at the safety management service, measured by twenty-three items.

In order to obtain these opinions, we have opted to use Likert's scale to quantify each item, with participants being asked to rate the extent to which they agree or disagree. A scale of 1 to 5 is used, where 1 represents the lowest degree of satisfaction and 5 the highest.

Having designed the three dimensions of the questionnaire and all of the items, we turned our attention to the matter of validation. We opted to do this according to the basic criteria of Moriyama and by applying Cronbach's Alpha index⁸.

We targeted a minimum expert rating of 80%.

Internal reliability: Cronbach's Alpha index

For this calculation, we considered a significant correlation to be one whose coefficient was 0.65 or above. The closer the Cronbach Alpha coefficient is to 1, the more consistent is the test.

Basic criteria of Moriyama

In order to validate the questionnaire (Annex III), it was sent to five experts in occupational health nursing, together with eight questions (Table I) on the suitability of the items, ease of completion and understanding, and whether the questionnaire is likely to be a helpful instrument for occupational health nursing staff in their day-to-day work. The experts, answering by e-mail, had to rate each question from 1 (totally disagree) to 5 (totally agree). Each question thus had a maximum of 25 points, which would signify the experts' complete agreement with the questionnaire's designers.

Table I. CUSACET Questionnaire

Questionnaire on satisfaction with occupational health nursing at the safety management services

QUESTIONS TO EXPERTS	Totally agree	Agree	Not sure	Disagree	Totally disagree
1 It is helpful to evaluate users' perceptions of their occupational health nursing care	5	4	3	2	1
2 The questions are simple and clear	5	4	3	2	1
3 The questions are simple and clear	5	4	3	2	1
4 The questions cover all areas of occupational health nursing work	5	4	3	2	1
5 The user will be able to understand the questions in the questionnaire	5	4	3	2	1
6 The rating system in the answers is appropriate	5	4	3	2	1
7 The questionnaire is easy to complete	5	4	3	2	1
8 The questionnaire could be a helpful additional resource in everyday occupational health nursing	5	4	3	2	1

Circle what you consider to be the correct option for each question.

Cronbach's Alpha index

This coefficient was calculated in order to validate the internal consistency of the questionnaire¹⁰; to this end, 55 control questionnaires were given out at various safety management services in Cantabria during the month of December. The users chosen consisted of 9 who were undergoing a health examination at their employer's safety management service and 46 at an external service. The questionnaires were collected and the data recorded onto the statistical analysis program SPSS v.15.

RESULTS

In order to validate the questionnaire under Moriyama's methodology, we e-mailed the questionnaire and the questions regarding suitability to five specialist occupational health nurses. On receipt of their answers, their expert opinions to the eight questions were analysed.

We will now proceed to analyse their responses question by question.

Analysis of questions to experts

1. *It is helpful to evaluate users' perceptions of their occupational health nursing care*: this question received a total of 24 points (96%), which indicates that the experts consider the questionnaire to be appropriate and helpful for occupational health nursing.
2. *The questions are simple and clear*: the responses give a rating of 22 points (88%), meaning that, in the experts' opinion, the questions are suitable.
3. *The data is well ordered and structured*: this question received a total of 21 points (84%), indicating that the questionnaire is well-structured, though improvable.

4. *The questions cover all areas of occupational health nursing work:* this item also received 21 points (84%), from which we deduce that it covers most aspects of our work.
5. *The user will be able to understand the questions in the questionnaire:* the experts gave this question 23 points (93%), therefore they consider that any person would be able to complete the questionnaire.
6. *The rating system in the answers is appropriate:* this question also received 23 points (93%), meaning that the experts agree with the rating system used to give numerical values to the responses.
7. *The questionnaire is easy to complete:* again, 23 points (93%), meaning that nobody will have difficulties in filling it out.
8. *The questionnaire could be a helpful additional resource in everyday occupational health nursing:* the experts' score of 22 points (88%), shows that they believe the questionnaire to be useful to occupational health nurses in their day-to-day work.

In Table II we can see the breakdown of the experts' scores according to Moriyama's basic criteria.

Table II. Expert opinion results

Questionnaire on satisfaction with occupational health nursing at the safety management services

QUESTIONS TO EXPERTS	Expert 1	Expert 2	Expert 3	Expert 4	Expert 5	Total	%
1 It is helpful to evaluate users' perceptions of their occupational health nursing care	4	5	5	5	5	24	96
2 The questions are simple and clear	5	4	4	4	5	22	88
3 The data is well ordered and structured	4	4	4	4	5	21	84
4 The questions cover all areas of occupational health nursing work	4	3	4	5	5	21	84
5 The user will be able to understand the questions in the questionnaire	5	4	4	5	5	23	92
6 The rating system in the answers is appropriate	4	5	4	5	5	23	92
7 The questionnaire is easy to complete	5	4	4	5	5	23	92
8 The questionnaire could be a helpful additional resource in everyday occupational health nursing	3	5	5	4	5	22	88

Taking into account the scores for each of Moriyama's principles, all of which exceed the previously established validity criterion of 80% expert support, we consider the proposed items to be valid. Thus, the questionnaire stays at 43 items, as reflected in the methodology.

A calculation was carried out for each section of the questionnaire, with the following results:

The section "Opinion of the Safety management Service" obtains a Cronbach Alphacoefficient of 0.837. (Table III)

Table III. Reliability statistics

Cronbach Alpha coefficient	Cronbach Alpha coefficient based on the items presented	Number of items
,837	,880	9

The section “Opinion of the care provided by nursing staff” obtains a Cronbach Alpha coefficient of 0.837 (table IV).

Table IV. Reliability statistics

Cronbach Alpha coefficient	Cronbach Alpha coefficient based on the items presented	Number of items
,837	,911	17

Table V (Annex I) shows the breakdown of valid responses for each item

Table VI (Annex II) gives a breakdown of valid and non-valid valid responses for each item.

DISCUSSION, CONCLUSIONS

This paper presents a new instrument, specifically designed to measure the quality of occupational health nursing care through the perceptions of the users who receive it.

The criterion established for validity was exceeded, with results above 80% in assessment by experts in accordance with Moriyama’s basic criteria.

We encountered good internal consistency, as evidenced by a Cronbach Alpha coefficient of 0.837 in each section – very similar to that encountered by *L.H. Thomas (4)*, who obtained an internal consistency of 0.96, and by *R. Alonso(6)*, with 0.85 – making for an instrument which is reliable and easy to use.

It is worth pointing out that, for the question on general impression of nursing care received, which used a Likert scale of 1-5, not a single user gave a negative rating. This result is similar to that of *R. Alonso*, whose study produced 97% positive ratings.

On analysing the data referring to valid responses, we found that two questions – on “ease of contact by telephone” and “telephone assistance” – produced a large number of non-valid responses. This is because, when health examinations are scheduled, most users deal directly with the company employee responsible for organising them. Thus, the user has insufficient information to answer these questions on the questionnaire. For this reason, we decided to correct the questionnaire, and the proposed improvement can be seen in the new design.

In addition, the data referring to “appraisal of the accident and emergency service” need to be analysed separately, as only users whose company has an accident and emergency service can give a meaningful response.

These questions cannot be eliminated from the questionnaire, since they provide information on the quality of service in these cases.

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ANNEX I

Tabla 5. Breakdown (%) of valid responses per item

ITEM	DEGREE OF SATISFACTION (%)				
	1	2	3	4	5
General opinion of the safety management service	0	1,9	3,8	45,3	49,1
Waiting time between making and attending appointment	0	0	7,3	31,7	61
Receptionist (attitude, availability, etc)	0	0	2	36,7	61,2
Tiempo de espera previo a la consulta	0	2	16	22	60
Waiting time prior to medical tests	0	0	3,9	39,2	56,9
Appraisal of the Accident and Emergency service. Speed of attention by A&E staff	0	0	33,3	33,3	33,3
Appraisal of the Accident and Emergency service. Equipment	0	0	25	25	50
Internal and external accessibility	0	0	7,3	36,4	56,4
Cleanliness of toilets and common areas	0	0	3,6	27,3	69,1
Comfort of waiting areas	0	3,6	18,2	36,4	41,8
Well-equipped with medical devices and instruments	0	0	6,1	38,8	55,1
General opinion of the nursing care	0	0	0	30,9	69,1
Ease of relationship	17,6	0	2	23,5	56,9
Information about health examination	1,9	5,8	11,5	28,8	51,9
Time dedicated by nurse	1,9	3,8	13,2	28,3	52,8
Willingness of nurse to listen	1,9	0	7,5	30,2	60,4
Information received about tests	0	1,9	7,5	35,8	54,7
Level of kindness and respect	0	0	3,7	27,8	68,5
Level of privacy afforded	0	0	5,8	30,8	63,5
Competence of the nurse	0	0	5,9	31,4	62,7
Nurse's knowledge of risks pertaining to job	0	0	8,1	43,2	48,6
Nurse's knowledge of technical equipment	0	0	1,9	34,6	63,5
Nurse's keenness to solve problems	0	0	6,3	29,2	64,6
Understanding of health information given	0	0	11,8	33,3	54,9
Information received re health examination	0	2	7,8	41,2	49
Information received re follow-up when needed	0	2,9	5,7	25,7	65,7
Level of confidence shown by the nurse	0	0	5,8	42,3	51,9
Confidence inspired	0	0	5,7	34	60,4

ANNEX II

Table 6. Data re. valid and non-valid responses

ITEM	Valid responses	Non-valid responses
General opinion of safety management service	53	2
Ease of telephone contact	27	28
Telephone assistance (politeness, helpfulness, etc...)	23	32
Availability of appointment dates and times	40	15
Waiting time between making and attending appointment	41	14
Receptionist (attitude, availability, etc)	49	6
Waiting time in waiting room	50	5
Administrative processes	38	17
Waiting time prior to medical tests	51	4
Appraisal of the Accident and Emergency service. Speed of attention by A&E staff	3	52
Appraisal of the Accident and Emergency service. Equipment	8	47
Internal and external accessibility	55	0
Cleanliness of toilets and common areas	55	0
Comfort of waiting areas	55	0
Well-equipped with medical devices and instruments	49	6
General opinion of the nursing care	55	0
Nurse introduced him/herself	49	6
Ease of relationship	51	4
Called by name	51	4
Information about health examination	52	3
Knew name of nurse	52	3
Time dedicated by nurse	53	2
Received information on asking	47	8
Willingness of nurse to listen	53	2
Information received about tests	53	2
Level of kindness and respect	54	1
Level of privacy afforded	52	3
Competence of the nurse	51	4
Nurse's knowledge of risks pertaining to job	37	18
Nurse's knowledge of technical equipment	52	3
Nurse's keenness to solve problems	48	7
Nurse resolved queries re health examination	36	19
Understanding of health information given	51	4
Information received re health examination	51	4
Information received re follow-up when needed	35	20
Nurse talked about other issues	53	2
Nurse explained when and how patient would receive report	48	7
Level of confidence shown by the nurse	52	3
Confidence inspired	53	2

ANNEX III

Cuestionario sobre satisfacción con los cuidados de enfermería en los Servicios de Prevención

SU OPINIÓN SOBRE LA ATENCIÓN RECIBIDA POR EL PERSONAL DE ENFERMERÍA

Queremos conocer lo que piensan los trabajadores/as de la atención recibida del personal de Enfermería, cuando acuden al Servicio de Prevención.

Por ello, hemos desarrollado el presente cuestionario y estaríamos muy agradecidos con usted si pudiese disponer de unos minutos para cumplimentarlo.

El objetivo es hacerlo llegar a todos aquellos trabajadores/as que hayan acudido al Servicio de Prevención para la realización de su Examen de Salud al menos en dos ocasiones.

Cumplimentarlo le llevará 15 minutos de su valioso tiempo.

Sus respuestas tendrán un tratamiento confidencial, por ello, rogamos no escriba su nombre en ningún lugar del cuestionario.

Esperamos que le resulte interesante y fácil de cumplimentar.

Muchas gracias por su colaboración.

Rellenar en castellano:



Fill in english:



Questionnaire on satisfaction

with nursing care in the prevention

services

YOUR OPINION OF THE CARE PROVIDED BY NURSING STAFF

We would like to know what workers think of the care provided by nursing staff when they attend the prevention services.

With that in mind we have produced this questionnaire, and we would be very grateful if you could spare just a few minutes to complete it.

Our aim is to give it to all those workers who have had a health examination performed by the prevention services at least twice.

It will only take 15 minutes of your time to complete this questionnaire.

Your answers will be treated as confidential, so please do not write your name anywhere on the questionnaire.

We hope you will find it interesting and easy to fill in.

Thank you very much for your cooperation.

Rellenar en castellano:



Fill in english:



Datos Socio-Demográficos

Año de nacimiento: _____ Sexo: Mujer Hombre

Nivel de estudios: _____

¿Cuál fue el último curso que estudió?: _____

Sector de actividad: _____

Agricultura, Pesca, Ganadería, Caza, R. Forestales, Minería

Industria y Energía

Comercio, Servicios financieros, Ciencia y tecnología, Turismo, Sector Servicios

Construcción

Socio-Demographic data

Date of birth: _____ Sex: Female Male

Level of education: _____

What is the highest level of education that you achieved?: _____

Employment Sector: _____

Primary sector: Agriculture, forestry and fishing, mining, extraction of oil and gas, etc

Secondary sector: Industry and energy, etc

Tertiary sector: Trade, financial services, science and technology, tourism, etc

Tertiary sector: Trade, financial services, science and technology, tourism, etc

Construction



Opiniones sobre el Servicio de Prevención

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del Servicio de Prevención.

Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.

Impresión general del Servicio de Prevención:

1
 2
 3
 4
 5
 NS/NC

Valoración de la atención al cliente

Disponibilidad de la fecha y hora de citación

1
 2
 3
 4
 5
 NS/NC

Opinion of the prevention services

The purpose of these questions is to find out your opinion on various aspects relating to the prevention services.

Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box.

General opinion of the prevention service:

1
 2
 3
 4
 5
 don't know

Appraisal of customer service:

Availability of appointment dates and times

1
 2
 3
 4
 5
 don't know

Opiniones sobre el Servicio de Prevención

Recepcionista (actitud, disponibilidad, etc..)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
Tiempo de espera previo a la consulta / intervención	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
Procesos administrativos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
<u>Valoración de las pruebas médicas</u>						
Tiempo de espera para realizar las pruebas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
<u>Valoración de las urgencias (sólo si ha utilizado este servicio)</u>						
Rapidez en la actuación del personal de urgencias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
Equipamiento (sillas de ruedas, camillas, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
<u>Valoración de las instalaciones</u>						
Accesibilidad interior y exterior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
Limpieza de aseos y zonas comunes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
Comodidad de salas de espera	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC
Dotación de aparatos médicos e instrumental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	NS/NC

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del Servicio de Prevención. Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.

Opinion of the prevention services

Receptionist (attitude, availability, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
Waiting time prior to the appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
Administrative processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
<u>Appraisal of medical tests</u>						
Waiting time prior to medical tests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
<u>Appraisal of the Accident and Emergency service (only if you have used it)</u>						
Speed of attention by A&E staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
Equipment (stretchers, wheelchairs, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
<u>Appraisal of facilities</u>						
Internal and external accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
Cleanliness of toilets and common areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
Comfort of waiting areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know
Well-equipped with medical devices and instruments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	1	2	3	4	5	don't/know

The purpose of these questions is to find out your opinion on various aspects relating to the prevention services. Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box

Opinión sobre la Atención del Personal de Enfermería

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del personal de enfermería.

Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.

Impresión general de la atención de la enfermera/o

1 2 3 4 5 NS/NC

1. ¿La enfermera/o se presentó antes de realizarle el examen de salud?

SI NO NS/NC

2. ¿Cómo valora la facilidad de la relación con la enfermera/o?

1 2 3 4 5 NS/NC

3. La enfermera/o, ¿le llamó por su nombre?

SI NO NS/NC

4. ¿Cómo valora la información que le dio la enfermera/o sobre el contenido de su examen de salud?

1 2 3 4 5 NS/NC

5. ¿Conocía el nombre del personal que le atendió?

SI NO NS/NC

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del personal de enfermería.

Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.

Opinion of the care provided by nursing staff

The purpose of these questions is to find out your opinion on various aspects relating to the nursing staff.

Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box.

General opinion of the nursing care

1 2 3 4 5 don't know

1. Did the nurse introduce himself/herself to you before performing the health examination?

YES NON don't know

2. How do you rate the ease of your relationship with the nurse?

1 2 3 4 5 don't know

3. Did the nurse call you by your name?

SI NO don't know

4. How do you rate the information that the nurse gave you about your health examination?

1 2 3 4 5 don't know

5. Did you know the name of the person who was attending to you?

SI NO don't know

The purpose of these questions is to find out your opinion on various aspects relating to the nursing staff.

Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box.

CUESTIONARIO

6. ¿Cómo valora el tiempo que le dedicó la enfermera/o?

1 2 3 4 5 NS/NC

7. ¿Recibió información de la enfermera/o sólo cuando la solicitó?

SI NO NS/NC

8. ¿Cómo valora la disposición de la enfermera/o para escucharle?

1 2 3 4 5 NS/NC

9. ¿Cómo valora el grado de información que recibió de la enfermera/o sobre las pruebas que le realizó?

1 2 3 4 5 NS/NC

10. ¿Cómo valora el grado de amabilidad y respeto en el trato con la enfermera/o?

1 2 3 4 5 NS/NC

11. ¿Cómo valora el grado de intimidad que le proporcionó la enfermera/o?

1 2 3 4 5 NS/NC

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del personal de enfermería. Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.



6. How do you rate the amount of time the nurse dedicated to you?

1
 2
 3
 4
 5
 don't know

7. Did you receive information from the nurse only when you asked for it?

YES
 NON
 don't know

8. How do you rate the willingness of the nurse to listen to you?

1
 2
 3
 4
 5
 don't know

9. How do you rate the amount of information that you received from the nurse about the tests performed?

1
 2
 3
 4
 5
 don't know

10. How do you rate the level of kindness and respect in your dealings with the nurse?

1
 2
 3
 4
 5
 don't know

11. How do you rate the level of privacy afforded by the nurse?

1
 2
 3
 4
 5
 don't know

The purpose of these questions is to find out your opinion on various aspects relating to the nursing staff. Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box.

12. ¿Cómo valora la preparación de la enfermera/o que le atendió?

1 2 3 4 5 NS/NC

13. ¿Cómo valora el conocimiento de la enfermera/o de los riesgos de su puesto de trabajo?

1 2 3 4 5 NS/NC

14. ¿Cómo valora el conocimiento de la enfermera/o sobre el material técnico (aparatos) del que disponía para la realización de su examen de salud?

1 2 3 4 5 NS/NC

15. ¿Cómo valora el interés de la enfermera/o por resolver y solucionar sus problemas, durante el examen de salud?

1 2 3 4 5 NS/NC

16. ¿Solucionó sus dudas sobre alguna cuestión relacionada con su examen de salud al preguntarle al enfermera/o?

SI NO NS/NC

17. ¿Cómo valora el grado de comprensión de la información que le proporcionó la enfermera/o?

1 2 3 4 5 NS/NC

18. ¿Cómo valora la información que recibió de la enfermera/o sobre la evaluación de su estado de salud?

1 2 3 4 5 NS/NC

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del personal de enfermería. Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.

12. How do you rate the competence of the nurse who attended you?

1
 2
 3
 4
 5
 don't/know

13. How do you rate the nurse's knowledge of the risks pertaining to your job?

1
 2
 3
 4
 5
 don't/know

14. How do you rate the nurse's knowledge of the equipment used to carry out your health examination?

1
 2
 3
 4
 5
 don't/know

15. How do you rate the nurse's keenness to solve your problems during the health examination?

1
 2
 3
 4
 5
 don't/know

16. Did the nurse successfully answer any health queries you may have put to him/her?

YES
 NON
 don't/know

17. How well did you understand the health information given to you by the nurse?

1
 2
 3
 4
 5
 don't/know

18. How do you rate the information given to you by the nurse about your health examination?

1
 2
 3
 4
 5
 don't/know

The purpose of these questions is to find out your opinion on various aspects relating to the nursing staff. Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box.

19. ¿Cómo valora la información que le dio la enfermera/o del seguimiento que debía hacer en caso de alteración?

1 2 3 4 5 NS/NC

20. ¿La enfermera/o habló con Vd. sobre otros temas que no eran relativos a su salud laboral.?

SI NO NS/NC

21. ¿Le explicó la enfermera/o cómo y cuándo recibiría su informe.?

SI NO NS/NC

22. ¿Cómo valora el grado de seguridad que le ha transmitido la enfermera/o?

1 2 3 4 5 NS/NC

23. Valore el grado de confianza que le inspira la enfermera/o

1 2 3 4 5 NS/NC

Con las siguientes preguntas se pretende valorar su opinión sobre diferentes aspectos del personal de enfermería. Marque con una X dentro de la casilla, siendo 1 el grado menor de satisfacción y 5 el mayor. Si hay alguna cuestión de la que no tiene información o no quiere contestar marque la casilla "no sabe/no contesta" NS/NC.

CUESTIONARIO

19. How do you rate the information given by the nurse about any follow-up which might be needed?

1 2 3 4 5 don't know

20. Did the nurse talk to you about any issues other than your health at work?

YES NON don't know

21. Did the nurse explain to you when and how you would receive your report?

YES NON don't know

22. How do you rate the level of confidence shown by the nurse?

1 2 3 4 5 don't know

23. How much confidence did the nurse inspire in you?

1 2 3 4 5 don't know

The purpose of these questions is to find out your opinion on various aspects relating to the nursing staff. Mark an X in the appropriate box, where 1 is the lowest degree of satisfaction and 5 the highest. If there are any questions for which you do not have enough information or which you do not want to answer, mark the "don't know" box.

