

Patient—how often doctors, nurses and other health professionals explained things in an understandable way descriptor, code N

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Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	How often doctors, nurses and other health professionals explained things in an understandable way descriptor
METEOR identifier:	518648
Registration status:	Health , Recorded 11/10/2013
Definition:	A descriptor of the relative frequency with which doctors, nurses and other health professionals explained things to the patient in an understandable way, as represented by a code.
Data Element Concept:	Patient—how often doctors, nurses and other health professionals explained things in an understandable way descriptor
Value Domain:	How often doctors, nurses and other health professionals explained things in an understandable way code N

Value domain attributes

Representational attributes

Representation class:	Code
Data type:	Number
Format:	N
Maximum character length:	1

	Value	Meaning
Permissible values:	1	All of the time
	2	Most of the time
	3	Some of the time
	4	Rarely
	5	Never
Supplementary values:	8	Don't know
	9	Refused to answer

Data element attributes

Collection and usage attributes

Collection methods: This standard question was developed by Picker Institute Europe and selected for use by the Patient Experience Information Development Working Group (PEIDWG) as part of the national set of core, common patient experience questions (CATI version) designed to be used for patients admitted to hospital. The question relating to this data element is as follows:

- *PEX Q2:* How often did the doctors, nurses and other health professionals caring for you explain things in a way you could understand?

Source and reference attributes

Submitting organisation: Patient Experience Information Development Working Group (PEIDWG)
Australian Commission on Safety and Quality in Health Care (ACSQHC)
National Health Information Standards and Statistics Committee (NHISSC)

Origin: Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) 2014. Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey, Version 7, 2014. HCAHPS, Baltimore, MD. Last viewed 1 April 2014,
[http://www.hcahps.org/files/HCAHPS%20V9.0%20Appendix%20A%20-%20Mail%20Survey%20Materials%20\(English\)%20March%202014.pdf](http://www.hcahps.org/files/HCAHPS%20V9.0%20Appendix%20A%20-%20Mail%20Survey%20Materials%20(English)%20March%202014.pdf)

Modified by PEIDWG - HCAHPS Questions 3 and 7 were combined to create PEx Q2 and validated.