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.

Observation notes for specific interactions

	otions of each interaction nurses taking part in the	taking place such as specific activities, contextual details occurring during the observation session. Please record interaction.
		Grade(s):
		Grade(s):
Interaction 3:	Time:	Grade(s):

Interaction 4:	Time:	Grade(s):
Interaction 5:	Time:	Grade(s):
Interaction 6:	Time:	Grade(s):
Interaction 7:	Time·	Grade(s):
miteraction 7.	111110111111111111111111111111111111111	Grade(3)

Interaction 8:	Time:	Grade(s):
	T'	
Interaction 9:	Time:	Grade(s):
Interaction 10:	Time:	Grade(s):

	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	Best care										
feelings. #D	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	Average					
manner. #D	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
4. Patient's inappropriate behavior is responded to in a	Best care					
therapeutic manner. #D	Better than average care					
	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					

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

1.					1	l			
Average									
Poorer than average care									
Poorest care									
Not applicable									
Not observed									
Best care									
Better than average care									
Average									
Poorer than average care									
Poorest care									
Not applicable									
Not observed									
Best care									
Better than average care									
Average									
Poorer than average care									
Poorest care									
Not applicable									
Not observed									
	Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Better than average care Poorest care Not applicable Poorer than average care Average Poorer than average care Average Poorest care Not applicable Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Better than average care Poorest care Not applicable Poorest care Better than average care Average Poorer than average care Average Poorest care Not applicable Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Average Poorest care Not applicable Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Best care Poorest care Not observed Best care Better than average care Not observed Poorer than average care Average Poorer than average care Average Poorest care Not applicable Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Poorest care Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Average Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable	Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Not applicable Not observed Best care Better than average care Not applicable Not observed Poorer than average care Poorest care Not applicable Not applicable

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					

	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										

T _			1		ı	1	1	1	r
Best care									
Better than average care									
Average									
Poorer than average care									
Poorest care									
Not applicable									
Not observed									
Best care									
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Poorer than average care									
Poorest care									
Not applicable									
Not observed									
Best care									
Better than average care									
Average									
Poorer than average care									
Poorest care									
	Average Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Average Poorest care Average Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care	Better than average care Average Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Poorest care Average Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Average Poorer than average care	Better than average care Average Poorest care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care	Better than average care Average Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Average Poorest care Not observed Best care Better than average care Average Poorer than average care	Better than average care Average Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Poorer than average care Poorer than average care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care	Better than average care Average Poorer than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care Average Poorer than average care	Better than average care Average Poorer than average care Poorest care Not applicable Not observed Best care Average Poorer than average care Not applicable Not observed Better than average care Average Poorer than average care Not applicable Not observed Best care Not observed Best care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care	Better than average care Average Poorer than average care Not applicable Not observed Best care Better than average care Poorest care Not applicable Average Poorer than average care Better than average care Average Poorest care Not applicable Not observed Best care Best care Best care Poorest care Not applicable Not observed Best care Better than average care Average Poorer than average care	Better than average care Average Poorest care Not applicable Not observed Best care Better than average care Poorest care Not applicable Not observed Best care Better than average care Average Poorest care Not applicable Not observed Best care Poorest care Not applicable Not observed Best care Rot applicable Not observed Best care Better than average care Average Poorer than average care

Not	ot applicable					
Not	ot observed					

	Interaction	1	2	3	4	5	6	7	8	9	10
13. An atmosphere of trust, respect and acceptance is	Best care										
created rather than one of power, prestige and authority. #D	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										
conversation are enosen. IID	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	Best care					
with the same respectful manner as the conscious	Better than average care					
patient. #D	Average					
patient. #D	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					

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

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

Poorest care					
Not applicable					
Not observed					

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

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

	Interaction	1	2	3	4	5	6	7	8	9	10
36. Environment is maintained that gives the patient a feeling	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	Best care					
harming him/herself or others. #D	Better than average care					
1 #10	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
38. Established techniques for safe administration of	Best care					
medication & Parenteral fluids are carried out. #D	Better than average care					
are carried out. #D	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					

General Care - Actions that mo	ny be directed towards meeting ei	ther psyci	hosocial o	r physical	need of p	atients or	both at th	ne same ti	me (15 ite	ems)	
	,	. ,		. ,	,				·	,	
	Interaction	1	l 2	3	1 4	5		7	l 0	9	10
	interaction	1	2	3	4	5	6	/	8	9	10
39. Patient receives instruction as necessary. #D	Best care										
as	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
	Best care										
	1		I	1	1		1	I	I	1	1

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

		1			
Not observed					,
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	Best care										
patient with opportunities for problem solving. #D	Better than average care										
problem solving. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
44. Patient is given freedom of choice in ADL whenever	Best care										
possible & within patient's ability to make choice. #D	Better than average care										
ability to make choice. #D	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

45. Patient is encouraged to take part in ADL that will	Best care					
stimulate his/her potential for positive psychosocial growth	Better than average care					
and movement towards physical independence. #D/I	Average					
independence. #D/1	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
46. Activities are adapted to physical and mental capabilities	Best care					
of patient #D/I	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	Better than average care					
development. #D	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
48. Diversional and/or treatment activities are made	Best care					
available according to patient's capabilities and needs. #D	Better than average care					
capabilities and needs. #D	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
49. Patient with slow or unskilled performance is	Best care					
accepted and encouraged. #D	Better than average care					
	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					

	Not observed					
50. Nursing care goals are established & activities	Best care					
performed which recognize & support the therapist care plan.	Better than average care					
#D/I	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	Best care										
therapeutic plan. #D	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	Best care					
minimal disturbance. #D	Better than average care					
	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
53. Response to the patient is appropriate in emergency	Best care					
situations. #D	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	Best care										
communicated clearly in speech	Better than average care										

	T			1	1	1
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	Best care					
communication with the nursing staff. #D/I	Better than average care					
Std11. #D/1	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
56. Ideas, facts and concepts about the patient are clearly	Best care					
communicated in charting. #I	Better than average care					
	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					

57. Well-developed nursing care plans are established and	Best care					
incorporated into nursing assignments. #I	Better than average care					
assignments. III	Average					
F	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	Best care										
interaction with staff are accurately reported. #D/I	Better than average care										
accurately reported. #D/1	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
	Best care										

59. Staff participate in conferences concerning patient	Better than average care					
care. #D	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
60. Good and effective communication & relationships	Best care					
with other disciplines in and outside the hospital are	Better than average care					
established for patient's benefit	Average					
#D/I	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
61. Patient's needs are met through the use of referrals to	Best care					
departments in the hospital and to other community agencies.	Better than average care					
#D/I	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	Best care										
good judgment. #D/I	Better than average care										
	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										
63. Evidence (spoken, behavioural, recorded) is given	Best care										
by staff of insight into deeper problems and needs of the	Better than average care										
patients #D/I	Average										
	Poorer than average care										
	Poorest care										
	Not applicable										
	Not observed										

64. Changes in care and care plans reflect continuous	Best care					
evaluation of results of nursing care #D/I	Better than average care					
cure mby	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
65. Staff is reliable: follow through with responsibility for	Best care					
the patient's care. #D/I	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	Average					
condition and whereabouts. #D	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
67. Care given to the patient reflects flexibility in rules and	Best care					
regulations as indicated by individual patient needs. #D/I	Better than average care					
marviadai patient needs. #D/1	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed					
68. Organisation and management of nursing	Best care					
activities reflect due consideration for patient needs.	Better than average care					
#D/I	Average					
	Poorer than average care					
	Poorest care					
	Not applicable					
	Not observed				_	