



QUOTE-questionnaire for patients with Inflammatory Bowel Disease

Name	QUOTE-IBD
Language	Available in Dutch, Danish, English, Greek, Italian, Norwegian and Portuguese
Number of items	Focus on GP-care and medical specialist care
Developed by	University Maastricht, NIVEL
Year	1998
Corresponding literature	Van der Eijk I, Sixma H, Smeets T, Tavela Veloso F, Odes S, Montague S, Fornaciari G, Moum B, Stockbrugger R, Russel M. <i>Quality of health care in inflammatory bowel disease: development of a reliable questionnaire (QUOTE-IBD) and first results.</i> Am J Gastroenterol 2001;12: 3329-36.
Read more about quote	http://www.nivel.nl go to English site>Instruments>QUOTE

EUROCARE

**Questionnaire about Quality of Care
for patients with Inflammatory Bowel Disease**

Part B: Important or not?

We would like to know what you expect from the doctors, nurses and other health care workers who help you. The questionnaire is therefore concerned with what is important to you. There are no right or wrong answers. Please read the example carefully first.

EXAMPLE

Doctors, nurses and other health care workers	Not important	Fairly important	Important	Extremely important
should have a friendly attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you tick the second box in this example, this means that you had to think about it for a moment, but you think it is fairly important that the doctors, nurses and other health care workers whose services you use have a friendly attitude.

1 Below you will see a number of statements all starting with: "Doctors, nurses and other health care workers ..." We would like you to indicate after **every** statement how important you think it is.

Doctors, nurses and other health care workers	Not important 1	Fairly important 2	Important 3	Extremely important 4
1 should have a good understanding of my problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 should allow me to have an input into the decisions regarding the treatment or help I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 should always take me seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 should always keep appointments punctually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 should not keep me in the waiting room for more than 15 minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 should inform me, in understandable language, about the medicines that are prescribed for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 should prescribe medicines which are fully covered by the National Health System or social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 should always be easy to reach by telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 should make sure that I can see a specialist within 2 weeks after being referred to him/her	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 should always communicate with other health and social care providers about the services I require	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 You will see another series of statements; please tick the box of your choice after each of the following:

		Not important 1	Fairly important 2	Important 3	Extremely important 4
1	Waiting areas and consulting rooms should be clean and orderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Doctors and nurses should also approach my physical complaints from a psychological point of view	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Doctors and nurses should inform me clearly about the examinations I am subjected to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	I should usually be seen by the same doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Doctors should inform me clearly about other possible physical problems due to IBD, e.g. joint pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Nurses at the endoscopy department should have specific expertise in IBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Hospitals and medical practice rooms should have good toilet facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	If my doctor is absent an adequately competent substitute should be available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	In health institutions adequate information about nutrition and IBD should be available to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	It should be possible for me to consult my doctor regularly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	In case of acute problems a doctor should be available within 24 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Doctors and nurses should pay attention to the influence of my IBD on my family life and/or work situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	As an IBD patient I should have confidence in my doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 In sections 1 and 2, we raised a lot of issues concerning the quality of care. Even so, we may have overlooked subjects that are of particular importance to you as an IBD patient. If this is the case, please write them down in your own words in the space below.

- 1
- 2
- 3

Part C: Experiences and problems

In part B we asked you what you expect of care services. In this section of the questionnaire we would like to repeat many of these questions by asking you what you actually experienced from care services. The following questions are concerned with GPs, medical specialists, nurses and the care institutions whose services you have used for IBD **within the past year**.

EXAMPLE

The GP I have seen during the past year ...	No	Not really	On the whole, yes	Yes
has a friendly attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you tick the second box in this example, this means that you had to think about it for a moment, but you find that this doctor not really has a friendly attitude.

1 Have you been in touch with a **GP** because of IBD during the past year (52 weeks)? (This means any kind of contact, including telephone calls)

1 no → go to section **2** on page 14

2 yes → please tick the box of your choice after each of the following statements. In case you have been in touch with more than one doctor, think of the one **you have had the most contact with**.

The GP I have seen during the past year ...	No 1	Not really 2	On the whole, yes 3	Yes 4
1 has a good understanding of my problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 allows me to have an input into the decisions regarding the treatment or help I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 always takes me seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 always keeps appointments punctually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 does not keep me in the waiting room for more than 15 minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 informs me, in understandable language, about the medicines that are prescribed for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 prescribes medicines which are fully covered by the National Health System or social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 is always easy to reach by telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The GP I have seen during the past year ...		No 1	Not really 2	On the whole, yes 3	Yes 4
9	makes sure that I can see a specialist within 2 weeks after being referred to him/her	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	always communicates with other health and social care providers about the services I require	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	has a waiting area and consulting room which are clean and orderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	approach my physical complaints, due to IBD, also from a psychological point of view	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	informs me clearly about the examinations I am subjected to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	is the GP I usually see	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	informs me clearly about other possible physical problems due to IBD, e.g. joint pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	has a waiting area and consulting room with good toilet facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	makes sure an adequately competent substitute is available if he/she is absent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	informs me adequately about nutrition and IBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	lets me consult him/her regularly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	is promptly available in case of acute problems (or an adequately competent substitute is available)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	pays attention to the influence of my IBD on my family life and/or work situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	gives me confidence in him/her	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Have you been in touch with one or more medical **specialists** during the past year (52 weeks) **because of IBD?** (This means any kind of contact, including telephone calls)

1 no → go to section **3** on page 16

2 yes → please tick the box of your choice after each of the following statements. In case you have been in touch with more than one medical specialist, think of the one **you have had the most contact with.**

The specialist I have seen during the past year, with whom I have had the most contact ...		No 1	Not really 2	On the whole, yes 3	Yes 4
1	has a good understanding of my problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	allows me to have an input into the decisions regarding the treatment or help I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	always takes me seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	always keeps appointments punctually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	does not keep me in the waiting room for more than 15 minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	informs me, in understandable language, about the medicines that are prescribed for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	prescribes medicines which are fully covered by the National Health System or social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	is always easy to reach by telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	makes sure that I can see a specialist within 2 weeks after being referred to him/her	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	always communicates with other health and social care providers about the services I require	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	has a waiting area and consulting room which are clean and orderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	approaches my physical complaints, due to IBD, also from a psychological point of view	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	informs me clearly about the examinations I am subjected to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The specialist I have seen during the past year,
with whom I have had the most contact ...**

	No 1	Not really 2	On the whole, yes 3	Yes 4
14 is the specialist I usually see	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 informs me clearly about other possible physical problems due to IBD, e.g. joint pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 has a waiting area and consulting room with good toilet facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 makes sure an adequately competent substitute is available if he/she is absent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 informs me adequately about nutrition and IBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 lets me consult him/her regularly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 is promptly available in case of acute problems (or an adequately competent substitute is available)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 pays attention to the influence of my IBD on my family life and/or work situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22 gives me confidence in him/her	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 We would like your opinion on the following specific statements:

In my experience ...	No 1	Not really 2	On the whole, yes 3	Yes 4
1 medicines which are fully covered by the National Health System or social services are prescribed to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 the outpatient clinic is easy to reach by telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 waiting areas and consulting rooms in the hospital are clean and orderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 nurses at the endoscopy department have specific expertise in IBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 the hospital has good toilet facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 the hospital provides adequate information about nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Judgement

1 Please indicate on the following line your experience with the quality of care you have received during the past year.

Poor Extremely good

2 Where on the following line would you place "Fairly important" (FI) and "Important" (I)?

Not Important Extremely important

3 Where on the following line would you place "Not really" (NR) and "On the whole, yes" (OY)?

No Yes