

Title of the study: Identifying the needs of parents admitted to the paediatric emergency department

Part 1: Socio-demographic and related-questions form

1. Age of the child?

2. Age of the mother?

3. Age of the father?

4. Gender of the child?

- ☐ Male
- ☐ Female

5. Relation to the child?

- ☐ Mother
- ☐ Father

6. Mother's education level?

- ☐ Primary school
- ☐ Secondary school
- ☐ High school
- ☐ Bachelor's degree and higher

7. Father's education level?

- ☐ Primary school
- ☐ Secondary school
- ☐ High school
- ☐ Bachelor's degree and higher

8. Employment status of mother?

- ☐ Employed
- ☐ Not employed

9. Employment status of father?

- ☐ Employed
- ☐ Not employed

10. Number of children in the family?

11. Place of residence?

- ☐ City centre
- ☐ District
- ☐ Village

12. Participants arrival time to the PED?

- ☐ 08:00 – 17:00
- ☐ 17:00 – 24:00
- ☐ 24:00 – 08:00

13. Number of visits to the PED in the last 1 year?

- ☐ 1
- ☐ 2-3
- ☐ 4-5
- ☐ 6-7
- ☐ 8-9
- ☐ 10 and more

14. Parent self-reported health complaint of the child brought to the PED?

- ☐ Upper respiratory tract infection
- ☐ Fever
- ☐ Fatigue
- ☐ Headache
- ☐ Cough
- ☐ Vomiting
- ☐ Sore throat
- ☐ Stomachache
- ☐ Dyspnea
- ☐ Dizziness
- ☐ Chest pain
- ☐ Diarrhea
- ☐ Blackout
- ☐ Allergy
- ☐ Other

15. Waiting time in the PED? (In minutes)

16. Parents self-perception of urgency?

- ☐ Not-urgent
- ☐ Semi-urgent
- ☐ Urgent

17. Were you satisfied with the healthcare staff who took care of you in the PED?

- ☐ Yes
- ☐ No
- ☐ Partly

20. Were you satisfied with the care your child received in the PED?

- ☐ Yes
- ☐ No
- ☐ Partly

18. Were you satisfied with the communication of the healthcare staff in the PED?

- ☐ Yes
- ☐ No
- ☐ Partly

21. Was the time allocated for the treatment and care of your child in the PED sufficient?

- ☐ Yes
- ☐ No
- ☐ Partly

19. Did the healthcare staff in the PED provide enough information about your child's health condition?

- ☐ Yes
- ☐ No
- ☐ Partly

22. If your child has the same complaint in the future, will you go to the PED again?

- ☐ Yes
- ☐ No
- ☐ Partly

Part 2: Critical Care Family Needs Inventory - Emergency Department

The Needs of Patients' Relatives	How important is each of your needs during the time you are in the emergency department?			
	Not important	Slightly important	Important	Very important
1. Have a doctor or nurse meet you on arrival at the hospital				
2. To have a person to care for the family				
3. To find out the condition of your relative before being asked to sign papers				
4. To have friends and relatives with you while in the emergency department				
5. To have a private place to wait				
6. To have explanations given in understandable terms				
7. To be kept updated frequently				
8. To know all the specific facts concerning your relative's progress				
9. To know why things were done for your relative				
10. To be spared distressing details about your relative's illness or injury				
11. To talk to a doctor				
12. To talk to a nurse				
13. To know about the expertise of staff caring for your relative				
14. To know about the expected outcome				
15. To have questions answered honestly				
16. To be told about transfer plans while they are being made				
17. To be assured that the best care possible has been given to your relative				
18. To stay out of the way during your relative's care				
19. To see your relative as soon as possible				
20. To have explanations about the treatment area before going in to see your relative for the first time				
21. To have a staff member with you while visiting your relative				
22. To see what was happening to your relative				

23. To be with your relative at any time				
24. To be given directions regarding what to do at the bedside				
25. To feel helpful to your relative's care				
26. To be included when decisions are made				
27. To have time alone with your relative				
28. To feel accepted by hospital staff				
29. To be treated as an individual				
30. To feel hospital staff care about your relative				
31. To be assured of the comfort of your relative				
32. To encouraged to express emotions				
33. To be reassured as to what normal emotional responses should be				
34. To share emotions with staff				
35. To feel there is hope				
36. To be told about religious services				
37. To have food and refreshments nearby				
38. To have a telephone in or near the waiting room				
39. To have toilet facilities nearby				
40. To be able to contact staff at a later date to ask questions				