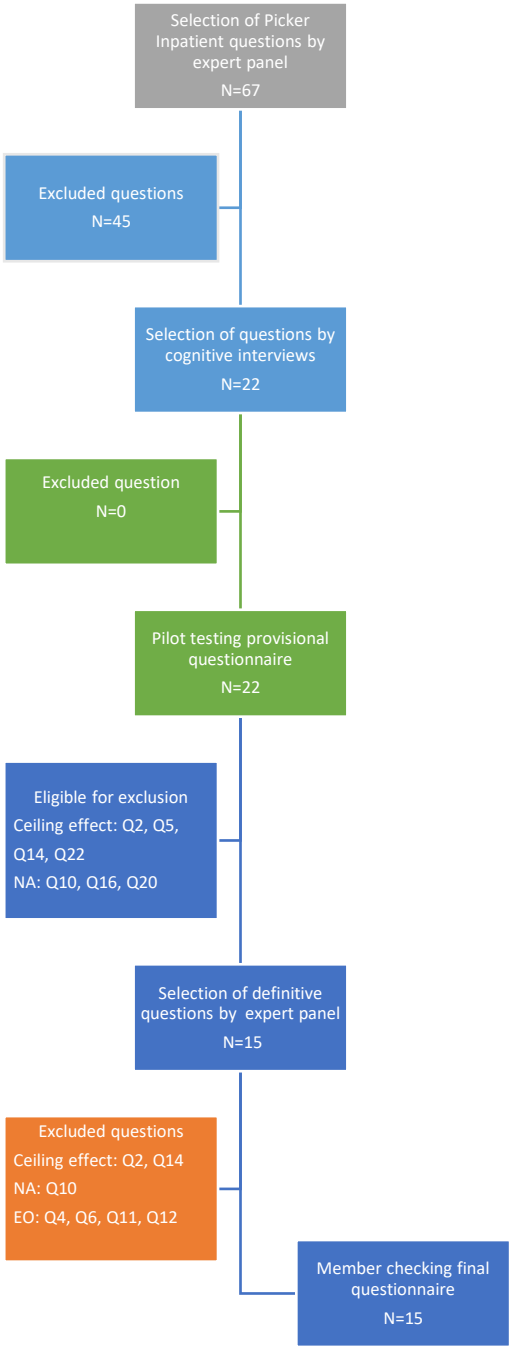
Supplementary Table 1 Characteristics of respondents

	PEM Adult Inpatient	
Sample description	**N=411**	**Valid %**
Male	219	55.9
Female	173	44.1
Age		
16-20	6	1.5
21-30	17	4.3
31-40	34	8.7
41-50	57	14.5
51-60	100	25.5
61-70	111	28.3
> 70	67	17.1
Educational level		
Early childhood education	1.6	6
Primary school	2.4	9
Lower secondary education	14.8	55
Upper secondary education	35.5	146
Tertiary education	7.3	30
Bachelor's/ Master's or equivalent level	21.7	89
Doctoral or equivalent level	9	37

Supplementary Figure 1 Flowchart of exluded questions



Q1-22=Questions selected by expert team (Supplementary Table 2); NA=Not Applicable>40%; EO=Expert Opinion

Supplementary Table 2 Statistical characteristics of items

Picker Principle	Questions selected by expert team Adult Inpatient		Ceiling >90% Positive answers	Floor >90% negative answers	Mis-sing >10%	Do not know >10%	NA >40%
FA, ES	Q1	Often people have to go onto a waiting list. What did you think about the time you had to wait?**	53.1	16.2	0.5	n/a	36.3
CI	Q2	Did the hospital staff tell you what was going to happen to you?	90.8*	1.2	1.0	1.5	n/a
CC, ET	Q3	Did the doctors know what was written in your medical records? **	89.3	1.0	1.7	1.0	3.9
IR,CI, ES	Q4	If you had a question for the doctor did you understand what he told you? (“go to”)	87.7	0.8	5.4	0.5	2.9
ET	Q5	Did you trust the doctors? (“go to”) **	91.5*	0.3	5.4	n/a	n/a
IR, CI, ES	Q6	When you had a question for the nurses did you understand what they told you?	88.8	1.3	1.5	n/a	5.1
ET	Q7	Did you trust the nurses? **	81.6	1.7	1.0	n/a	n/a
ET, AN	Q8	Did the nurses have enough time to care for you? **	61.7	8.1	1.0	n/a	n/a
CC, CI	Q9	Sometimes in a hospital, staff will say different things which could leave you feeling confused. Did this happen to you? **	4.9	69.9	1.5	n/a	n/a
ES	Q10	Were you able to talk to anyone at the hospital about your problems or worries?	68.5	12.5	1.7	n/a	53.5*
ES	Q11	When you were talking to the doctors or the nurses could other people hear what you were saying?	74.1	3.7	2.2	4.9	n/a
ET, AN	Q12	How clean was the hospital room you stayed in?	59.3	0.2	1.2	0.7	n/a
IR	Q13	Were you involved in the decisions about your treatment? **	83.4	6.9	2.2	2.4	25.1
ET	Q14	Did the doctors and nurses do everything they could to control any pain you may have had?	94.0*	0.0	2.4	n/a	17
IR, CI	Q15	Did anyone at the hospital explain to you the pros and cons of the treatment? **	84.3	2.3	2.4	n/a	12.4
CC, CI	Q16	Did a member of staff tell to you about possible and side-effects you could have from any new medication? **	69.4	17.7	2.9	n/a	46.2*
CC, IR	Q17	Did the hospital staff involve you in the decision about leaving the hospital/ your discharge? **	75.7	7.9	3.4	1.9	29.7
CC, CI	Q18	Did anyone from the hospital explain to you about any problems you needed to be aware of when you got home? **	76.9	10.8	3.6	n/a	13.1
IF, CC	Q19	Did someone at the hospital tell your family or someone close everything, so that they could look after you properly? **	74.5	10.9	3.6	1.7	28.0
CC, CI	Q20	Did anyone at the hospital talk to you about aftercare? E.g., aftercare from your GP, physiotherapist, nursing home? **	66.0	18.6	3.6	1.9	48.7*
ES	Q21	Did you feel that the hospital staff treated you with respect? **	87.4	0.8	3.6	n/a	n/a
AN, ES	Q22	Did you feel safe in hospital? **	92.1*	1.3	4.4	n/a	n/a

FA=Fast Access to reliable healthcare; ET=Effective treatment and trusted professionals; CC=Continuity of care and smooth transitions; IR=Involvement in decisions and respect for preferences, needs and values; CI=Clear information and support for self-care; IF=Involvement of and support for family and friends; ES=Emotional support, empathy and respect; AN=Attention for physical and environmental needs; NA=Not Applicable (it was not necessary/ I don’t need to/ I didn’t have to/ I didn’t spoke to); n/a=not applicable, go to=routing question; *=item eligible for exclusion; **=final selected item

Supplementary Table 3 Spearman correlation coefficients between final selected items

	Q1	Q3	Q5	Q7	Q8	Q9	Q13	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22
		0,072	0,145	0,151	-0,021	0,083	0,192	0,067	0,029	0,049	0,166	0,265	0,284	0,298	0,204
Q1	256		0,370	0,441	0,072	0,227	0,298	0,370	0,346	0,247	0,409	0,358	0,285	0,370	0,242
Q3	244	378		0,472	0,061	0,365	0,266	0,328	0,225	0,342	0,302	0,352	0,289	0,395	0,276
Q5	256	378	399		0,097	0,277	0,611	0,536	0,226	0,379	0,447	0,623	0,527	0,355	0,214
Q7	120	175	183	183		0,089	0,027	0,030	0,048	0,160	0,005	0,039	0,001	0,093	0,117
Q8	242	357	377	173	377		0,178	0,182	0,163	0,199	0,189	0,138	0,023	0,298	0,225
Q9	254	376	397	183	377	397		0,423	0,194	0,332	0,268	0,354	0,232	0,290	0,227
Q13	186	274	288	147	276	287	288		0,275	0,172	0,393	0,306	0,424	0,300	0,226
Q15	235	333	349	167	331	347	267	349		0,300	0,421	0,383	0,336	0,189	0,141
Q16	126	203	208	119	200	208	161	196	208		0,389	0,334	0,317	0,167	0,119
Q17	174	258	266	129	256	266	208	244	154	266		0,633	0,522	0,313	0,165
Q18	232	324	341	158	321	339	254	308	198	242	341		0,648	0,248	0,224
Q19	195	262	273	132	257	272	205	254	171	201	260	273		0,200	0,141
Q20	113	182	187	98	179	187	137	168	127	149	176	164	187		0,378
Q21	252	371	392	178	371	390	285	345	207	265	340	273	187	392	
Q22	250	369	389	177	368	387	283	342	206	263	337	270	186	389	389

PEM Adult Inpatient

Note: Correlations are in the right-upper triangle, numbers in the left-lower triangle