

Client Centred Rehabilitation Questionnaire Sub-scales and items

Client Participation in decision-making and goal setting

The program staff and I decided together what would help me.

The program staff took my individual needs into consideration when planning my care.

My treatment needs, priorities and goals were important to the program staff.

I was encouraged to participate in setting my goals.

Treatment choices were fully explained to me.

The program staff tried to accommodate my needs when scheduling my therapy.

Client centred education

I had difficulty getting the health care information I need.

I was given adequate information about support services in the community.

I received the information that I needed when I wanted it.

My therapy program was explained to me in a way that I could understand.

I knew who to contact if I had problems or questions during my rehabilitation program.

I know who to contact if I have problems following discharge.

I was told what to expect when I got home.

There were times when I received more information than I was ready for.

Evaluation of outcomes from the client's perspective

I was kept well-informed about my progress in areas that were important to me.

I accomplished what I expected in my rehabilitation program.

The program staff and I discussed my progress together and made changes as necessary.

I learned what I needed to know in order to manage my condition at home.

Family Involvement

My family/friends were given the support that they needed.

My family/friends were given the information that they wanted when they needed it.

My family/friends received information to assist in providing care for me at home.

My family/friends were treated with respect.

My family/friends were involved in my rehabilitation as much as I wanted.

Emotional Support

The program staff treated me as a person instead of just another case.

I was treated with respect and dignity.

My emotional needs (worries, fears, anxieties) were acknowledged and addressed.

I felt comfortable expressing my feelings to program staff.

Coordination/continuity

I had to repeat the same information to the different program staff.

My therapists, nurses and doctors worked well together.

Physical Comfort

My physical pain was controlled as well as possible.

My reports of pain were acknowledged by caregivers.

I had adequate time for rest and sleep.

Program staff tried to ensure my comfort.

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