



Correction

# Correction: Amer et al. Assessing Patient Experience and Attitude: BSC-PATIENT Development, Translation, and Psychometric Evaluation—A Cross-Sectional Study. *Int. J. Environ. Res. Public Health* 2022, 19, 7149

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The authors wish to make the following corrections to this paper [1]:

## Text Correction

There was an error in the “Abstract” of the original publication. We mentioned that “The final best fit model in CFA comprised ten constructs with 34 items.”

A correction has been made to “The final best fit model in CFA comprised ten constructs with 36 items.”

There was an error in the “Conclusions” of the original publication. We mentioned that “It consists of 19 items assessing patient experience observations and 15 items assessing patient attitudes.”

A correction has been made to “It consists of 36 items; 21 items assessing patient experience observations and 15 items assessing patient attitudes.”

## Error in Figure

In the original publication, there were mistakes in Figure 5 as published. The corrected Figure 5 appears below.



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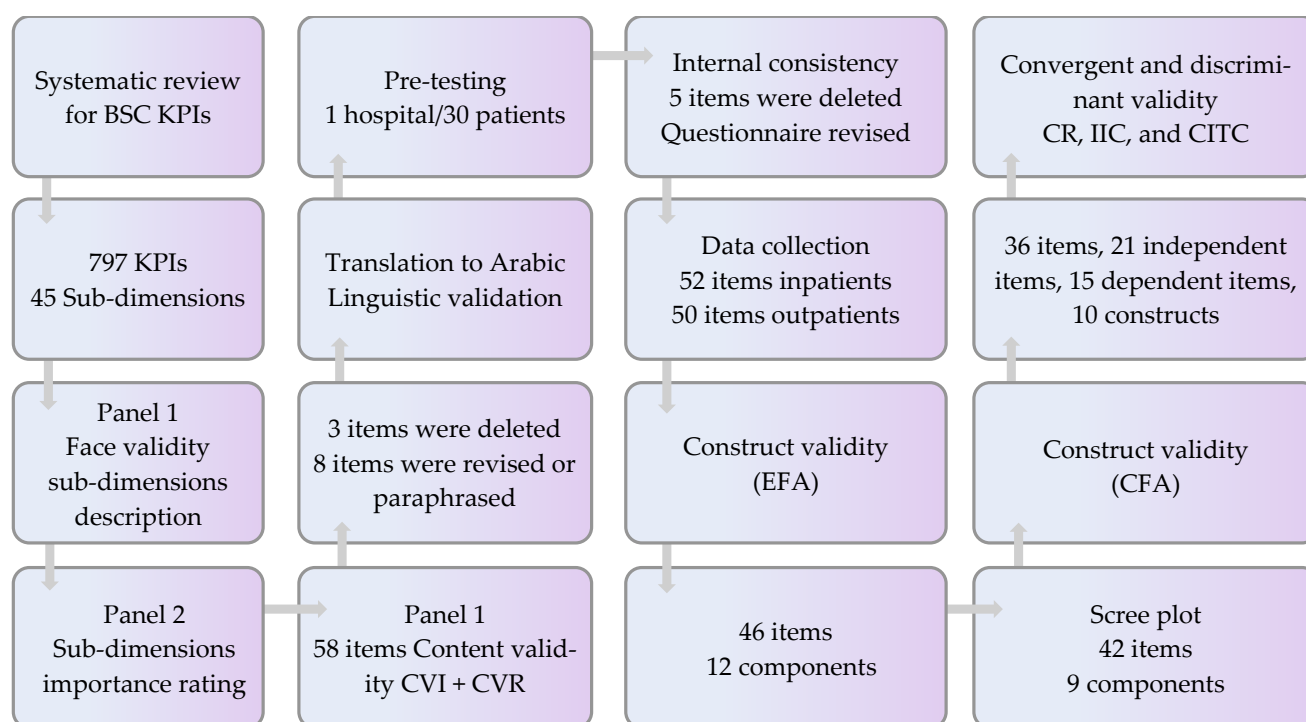
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**Figure 5.** Flow chart for BSC-PATIENT development and psychometric validation.

#### Error in Table

In the original publication, there was a mistake in Table A3 as published. We missed two lines of data. The corrected Table A3 appears below.

## Appendix A

**Table A3.** Final resulted items.

| Construct   | Code  | No. | Question                                                                                                                                         |
|-------------|-------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------|
| PT EXR      | PCU4  | Q1  | This hospital distributes surveys to assess my satisfaction before discharge.                                                                    |
|             | PCU3  | Q2  | This hospital distributes surveys to assess my needs upon arrival to the hospital, admission, or during the stay.                                |
|             | PLE11 | Q3  | This hospital follows up with me after the discharge.                                                                                            |
|             | PCU5  | Q4  | My complaints are taken seriously into consideration and solved immediately at this hospital.                                                    |
|             | PLE6  | Q5  | Staff trained me on infection precaution measures such as hand hygiene, cough etiquette, isolation rational, personal protective equipment, etc. |
| PR EXR      | PFI2  | Q6  | I pay a reasonable price for the other medical services (laboratory, radiology, etc.) at this hospital.                                          |
|             | PFI3  | Q7  | I pay a reasonable price for the medications at this hospital.                                                                                   |
|             | PFI1  | Q8  | I pay a reasonable price for the medical consultation at this hospital.                                                                          |
| BUILENV EXR | PEN13 | Q9  | There is a sufficient number of chairs in the waiting area.                                                                                      |
|             | PEN12 | Q10 | The hospital has clean departments, corridors, rooms, bathrooms.                                                                                 |
| BUILCAP EXR | PEN14 | Q11 | The capacity of departments at this hospital including (ER, ICU, waiting room, etc.) is sufficient enough.                                       |
|             | PEN11 | Q12 | This hospital has new building infrastructure (walls, ceiling, bathrooms, etc.).                                                                 |
| ACC EXR     | PEN4  | Q13 | The accessibility to this hospital is easy by either public transportation or my car.                                                            |
|             | PEN5  | Q14 | The accessibility to this hospital in an emergency is easy.                                                                                      |
| INFO EXR    | PLE4  | Q15 | Information provided to me to be used after discharge is sufficient (medication and side effects, health condition, etc.).                       |
|             | PLE3  | Q16 | Oral and written information provided to me or my family during my hospital experience is sufficient.                                            |
|             | PLE2  | Q17 | Information and guidance provided at admission or the first visit are sufficient.                                                                |
| SERV        | PEN8  | Q18 | Female doctors are available at this hospital.                                                                                                   |
|             | PIN12 | Q19 | There are a variety of departments at this hospital.                                                                                             |
|             | PIN18 | Q20 | Services at night, vacations, and weekends are available at this hospital.                                                                       |
|             | PIN15 | Q21 | There are a variety of specialties at this hospital.                                                                                             |

**Table A3.** *Cont.*

| Construct  | Code  | No. | Question                                                                                             |
|------------|-------|-----|------------------------------------------------------------------------------------------------------|
| BSCP ATT   | SAT3  | Q22 | I will recommend this hospital to my family and friends.                                             |
|            | PIN1  | Q23 | I believe I receive an accurate medical examination at this hospital.                                |
|            | PEN3  | Q24 | I believe this hospital offers me better treatment than the other Palestinian hospitals.             |
|            | SAT1  | Q25 | My overall satisfaction with this hospital's performance is high.                                    |
|            | PEN1  | Q26 | I believe this hospital has a high cure rate.                                                        |
|            | SAT2  | Q27 | I will choose this hospital again when I need a medical consultation.                                |
|            | PLE1  | Q28 | I believe the staff at this hospital are competent, knowledgeable, updated, and skilled.             |
|            | PIN16 | Q29 | The services provided to me at this hospital have high quality.                                      |
|            | PIN14 | Q30 | I believe the medications prescribed to me at this hospital have good quality and efficacy.          |
|            | PIN6  | Q31 | There is a probability for postoperative bacterial infection at this hospital                        |
| COMP IMAGE | PIN5  | Q32 | There is a probability for case referral to another hospital                                         |
|            | PIN4  | Q33 | There is a probability for case readmission at the same hospital                                     |
|            | PLE9  | Q34 | This hospital use technology to link my prescriptions and tests with pharmacy and labs.              |
| TECH IMAGE | PLE10 | Q35 | This hospital use technology for saving my records.                                                  |
|            | PLE8  | Q36 | I believe this hospital uses the newest technology and devices for diagnosing and treating patients. |

The authors apologize for any inconvenience caused and state that the scientific conclusions are unaffected. The original publication has also been updated.

## Reference

1. Amer, F.; Hammoud, S.; Onchonga, D.; Alkaiyat, A.; Nour, A.; Endrei, D.; Boncz, I. Assessing Patient Experience and Attitude: BSC-PATIENT Development, Translation, and Psychometric Evaluation—A Cross-Sectional Study. *Int. J. Environ. Res. Public Health* **2022**, *19*, 7149. [[CrossRef](#)] [[PubMed](#)]