

Family Satisfaction with ICU Questionnaire (FS-ICU 24R)
Benchmarked Results of your ICU: XXXXXXXXXXXX

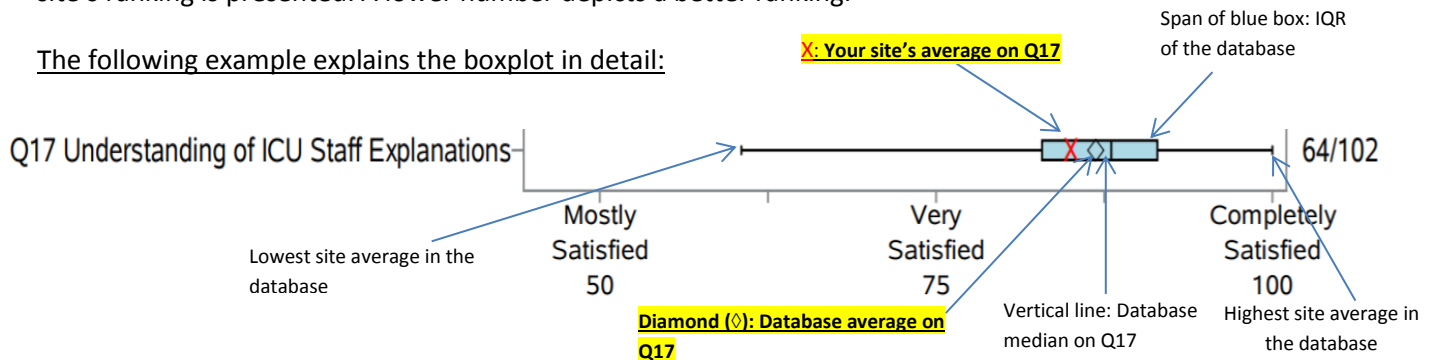
Dear Colleague,

Thank you for your interest in the FS-ICU questionnaire to gauge your performance from the point of view of family satisfaction. We received **XX** useable questionnaires from you. The attached figure compares your site's average response to each FS-ICU question and domain score to those of the **XX** sites in our historic FS-ICU benchmark database.

The questions are presented in the order that they appear on the questionnaire. The overall and domain scores are in bold font and are placed after the questions that they consist of. The Satisfaction with Care domain is the average of questions 1-14 (actually 16 questions due to questions 2a, 2b and 2c), the Satisfaction with Decision-Making domain is the average of questions 15-24, and the Overall Satisfaction score is the average of all 26 questions (1-24). The sets of three asterisks (***) indicate the four questions most strongly predictive of the overall degree of satisfaction with ICU experience¹. We currently have limited data for Questions 12, 13 and 24, since they are new or modified questions.

For each question and domain, your ICU's average performance is indicated with a Red "X". The boxplots depict the distribution of the average performance across the other sites in our benchmark database. The diamonds (◊) depict the average site's performance on the respective question or domain. The blue box depicts the inter-quartile range (IQR), which is the middle half of the site averages. Whiskers extend from the lowest to the highest site average. On the right of the graph, your site's ranking is presented. A lower number depicts a better ranking.

The following example explains the boxplot in detail:



We hope this report helps you identify your strengths and weaknesses and leads to improvements in care in your ICU. Please give us feedback if you have suggestions on how we can improve the clarity or utility of this report.

Sincerely,

Dr. Daren Heyland
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For more information on FS-ICU visit our website at www.fsicu.org

1. Heyland Daren K., Rocker Graeme M., Dodek Peter M., et al: Family satisfaction with care in the intensive care unit: Results of a multiple center study. Crit Care Med 2002;30:1413-1418.

