



Family Satisfaction with ICU Questionnaire (FS-ICU 24R)
TimeperiodA vs. Timeperiod B Comparison 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, with **AAA** during **TimeperiodA** and **BBB** during **TimeperiodB**. The attached figure compares your site's results during **TimeperiodA** with your site's results during **TimeperiodB**.

The questions are presented in the order that they appear on the questionnaire. Page 2 of this document provides a reference for what each question number signifies on the questionnaire. The overall and domain scores and are placed after the questions that they consist of. The Satisfaction with Care (SWC) domain is the average of questions 1-14 (actually 16 questions due to questions 2a, 2b and 2c), the Satisfaction with Decision-Making domain (SWD) is the average of questions 15-24, and the Overall Satisfaction (OS) score is the average of all 26 questions (1-24).

For each question and domain, your **TimeperiodA** performance is represented by the left-hand bar, while your **TimeperiodB** performance is represented by the right-hand bar. To easily compare the performance of each time period, the black diamond (◆) on each bar serves to indicate each time period's average score on the question at hand, with the 1-5 response scale spread out from 0-100. In order to look further into the data collected, the distribution of responses for each question is represented by the different colours on each bar. A legend indicating which colour identifies which response option can be found at the bottom of the figure.

An average is a good starting point to see if there was improvement or decline in performance from the first to the second time period. However it may be worth looking into the distribution of responses to see if there was a high proportion of an upper or lower extreme. Please see the example on the right side of page 2 to see how you can analyze the figure.

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
dkh2@queensu.ca

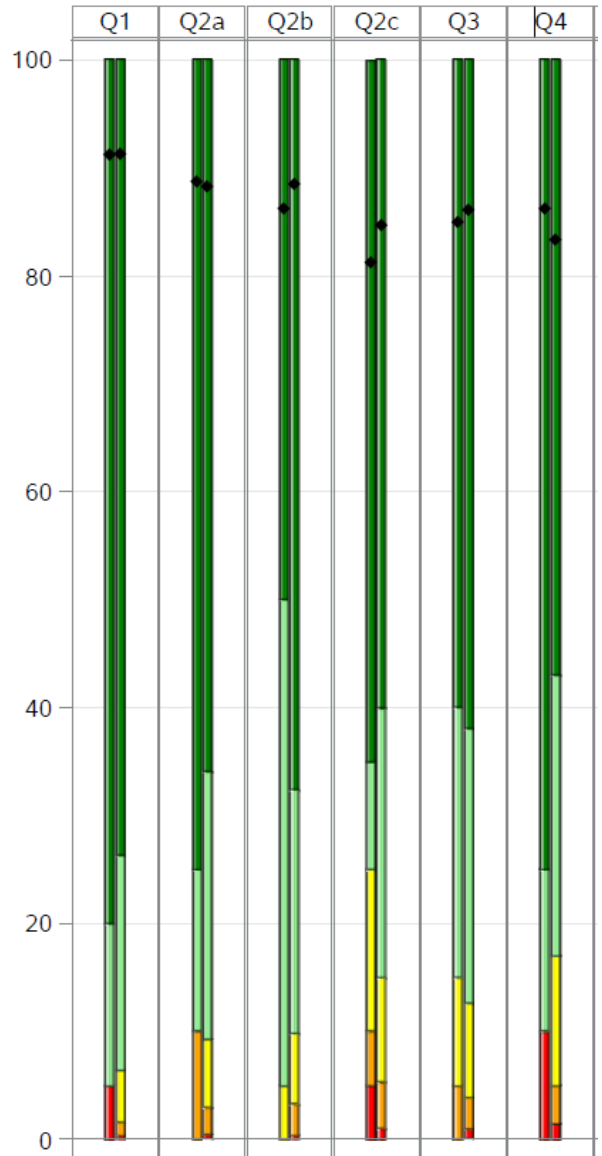
For more information on FS-ICU, visit our website at www.fsicu.org

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.

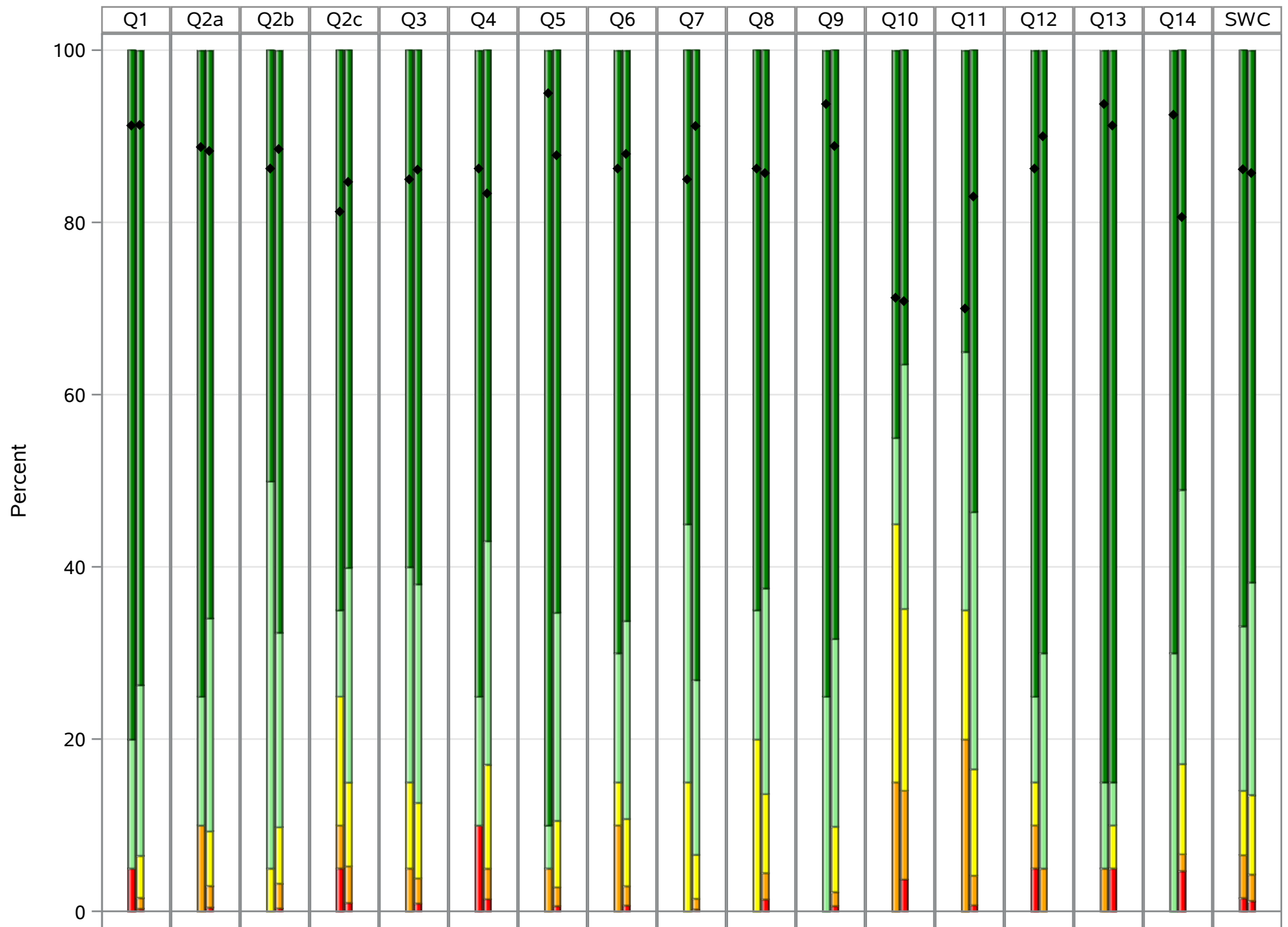
Question Number reference for FS-ICU 24R (Respondent = Patient's Family Member)

1. Concern and Care shown to the patient
2. Management of patient's symptoms
 - a. Management of the patient's pain
 - b. Management of the patient's breathlessness
 - c. Management of the patient's agitation
3. Consideration of respondent's needs
4. Emotional Support to the respondent
5. Coordination of patient care
6. Concern and care shown to the respondent
7. Skill and competence of ICU nurses
8. Frequency of communication with ICU nurses
9. Skill and competence of ICU doctors
10. Atmosphere of the ICU waiting room
11. Atmosphere of the ICU
12. Respondent's satisfaction with their participation in daily rounds
13. Respondent's satisfaction with their participation in care
14. Satisfaction with the level/amount of healthcare delivered to the patient
15. Frequency of communication with ICU doctors
16. Willingness of ICU staff to answer questions
17. Understanding of ICU staff explanations
18. Honesty of information provide by ICU staff
19. Completeness of information provided by ICU staff
20. Consistency of information provided by ICU staff
21. Degree of inclusion in decision-making process
22. Level of support felt during decision-making
23. Degree of control over care
24. Time to address concerns and questions

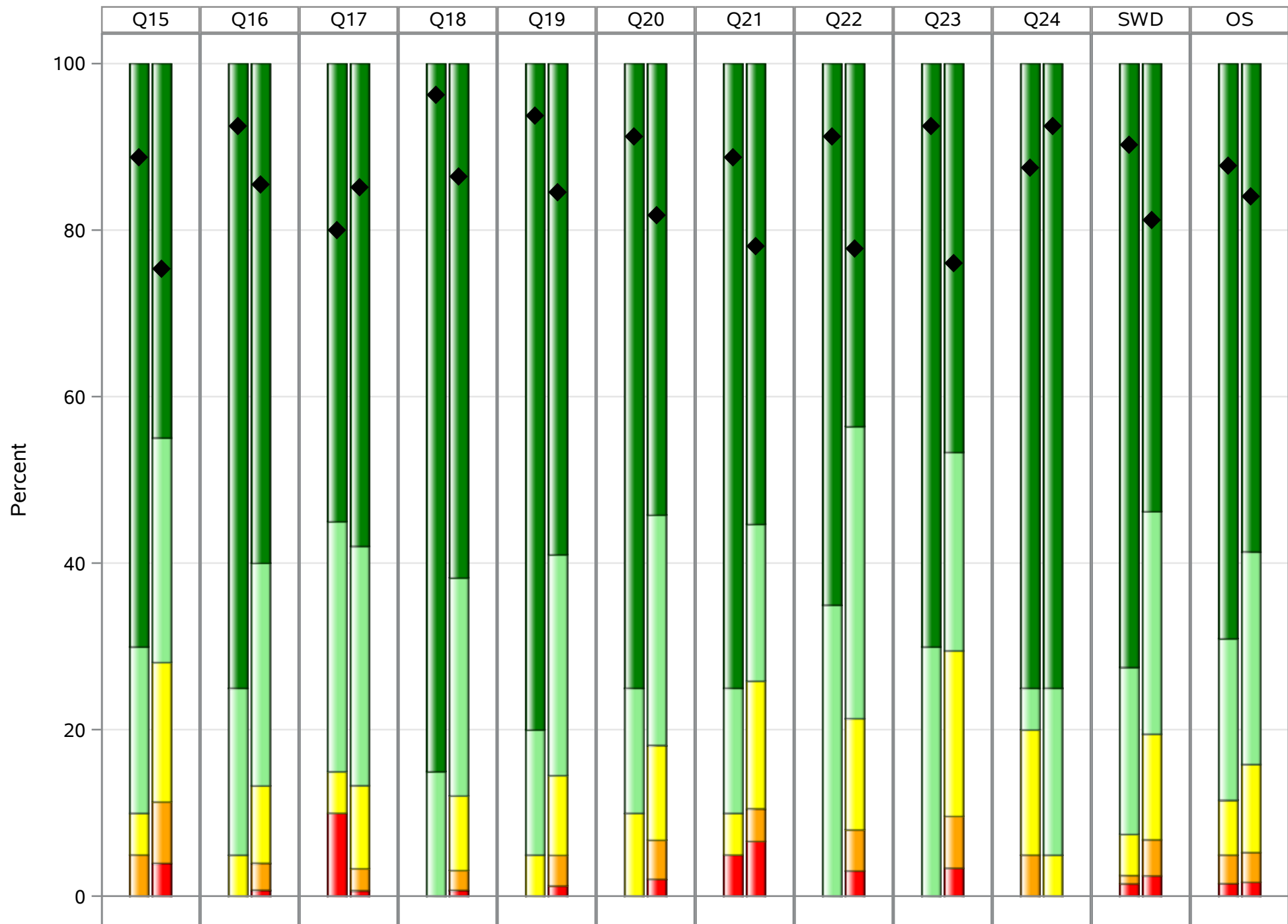
Example figure analysis



For question 4 (emotional support to the family member of the patient), we can see that the site's average score (◆) slightly decreased during the second time period. However, it is worth noting that the second time period had a much lower proportion of "Very Dissatisfied" responses (shown by the portion of red on each bar).



■ Completely Satisfied
 ■ Very Satisfied
 ■ Mostly Satisfied
 ■ Slightly Dissatisfied
 ■ Very Dissatisfied



■ Completely Satisfied
 ■ Very Satisfied
 ■ Mostly Satisfied
 ■ Slightly Dissatisfied
 ■ Very Dissatisfied