

Measure #30. Family Satisfaction in the Intensive Care Unit (FS-ICU 24)

CARE COORDINATION MEASURE MAPPING TABLE

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
CARE COORDINATION ACTIVITIES			
Establish accountability or negotiate responsibility			
Communicate	■		
<i>Interpersonal communication</i>			
<i>Information transfer</i>	□		
Facilitate transitions			
<i>Across settings</i>			
<i>As coordination needs change</i>			
Assess needs and goals	■		
Create a proactive plan of care			
Monitor, follow up, and respond to change			
Support self-management goals			
Link to community resources			
Align resources with patient and population needs			
BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION			
Teamwork focused on coordination	□		
Health care home			
Care management			
Medication management			
Health IT-enabled coordination			

Legend:

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

Family Satisfaction in the Intensive Care Unit (FS-ICU 24)

Purpose: To discern areas for improvement from evaluation of family satisfaction in intensive care units.

Format/Data Source: The FS-ICU 24 questionnaire was administered upon explanatory conversation and consent to participate. Including demographics, 33 items spanned 3 domains: (1) overall satisfaction, (2) satisfaction with care, and (3) information/decisionmaking. Questions were answered via 5-point Likert scale and converted to numerical values on a scale of 0-100. Summary measures (range 0-100) were calculated for FS-ICU_{total} summary score (higher scores imply greater satisfaction) and on 2 subscales: FS-ICU_{care} and FS-ICU_{dm} for information/decisionmaking.

Date: Measure published in 2009.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:**
 - *Between health care professional(s) and patient/family:* 16, 21-25
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 26
- **Assess needs and goals:** 11, 12, 20
- **Teamwork focused on coordination:** 13

Development and Testing: An initial version of the questionnaire was tested in ICUs in Canada and was shown to be reliable (correlation coefficient = 0.85) and valid (both content and construct validity). It was able to discriminate between good and poor ratings of ICU quality.^{2,3}

Link to Outcomes or Health System Characteristics: Little evidence is available addressing links between family satisfaction with quality of critical care for their loved ones and family outcomes, such as burden and stress.⁴

Logic Model/Conceptual Framework: Improved family outcome is based on a conceptual framework presented for palliative care.⁴

Country: German-speaking Switzerland and Canada

Past or Validated Applications*:

- **Patient Age:** Children
- **Patient Condition:** General Population/Not Condition Specific
- **Setting:** Inpatient Facility

*Based on the sources listed below and input from the measure developer.

Notes:

- For simplification purposes, in order to properly reference specific items within this profile, all instrument items found online were consecutively numbered.⁵ The last 3 items were free response and were not mapped.
- This instrument contains 24 items; 11 were mapped.
- For the most updated information, please refer to the Web site.⁵
- An alternate version, the original FS-ICU 34, is available online in Portuguese, French, Chinese, English, German, Hebrew, Spanish, and Swiss French. Further developmental information is available.³
- The FS-ICU 24 is also available online in French, English, German, Greek, Portuguese, Spanish, Swedish, and Swiss French.³ Modifications of both forms are provided online for step-down units as well as a chronic respiratory ward.³

Sources:

1. Stricker KH, Kimberger O, Schmidlin K, et al. Family satisfaction in the intensive care unit: What makes the difference? *Int Care Med* 2009;35:2051-59
2. Kryworuchko J, Heyland DK. Using family satisfaction data to improve the processes of care in ICU. *Int Care Med* 2009;35:2015-7.
3. Heyland DK, Tranmer JE. Measuring family satisfaction with care in the intensive care unit: The development of a questionnaire and preliminary results. *J Crit Care* 2001;16(4):142-9.
4. Rothen HU, Stricker KH, Heyland DK. Family satisfaction with critical care: Measurements and messages. *Curr Opin Crit Care* 2010;16:1-9.
5. CARENET. Canadian Researchers at the End of Life Network. Family Satisfaction Survey Web site. Available at: <http://www.thecarenet.ca/familysatisfaction>. Accessed: 16 September 2010.
6. Stricker KH, Niemann S, Bugnon S, et al. Family Satisfaction in the Intensive Care Unit: Cross-cultural adaptation of a questionnaire. *J Crit Care* 2007; 22:204-11.
7. Wall RJ, Engelberg RA, Downey L, et al. Refinement, scoring, and validation of the Family Satisfaction in the Intensive Care Unit (FS-ICU) survey. *Crit Care Med* 2007;35(1):271-79.