FS-ICU Instructions for iPad use

Notes:

- This questionnaire tool is meant to cater to wide variety of situations and needs. Some primary examples:
  - Emailing a questionnaire link to a family member for them to complete it at home
  - Handing paper copies for those who prefer paper
- Reasons for the complexity of the system:
  - For electronic questionnaires completed by the family member, data gets automatically entered into the database, without providing them access to the database
  - We still allow for Hospital Staff to manually enter data, in case some participants opt for paper
  - Each Family Member’s results can be paired with the Patient Characteristics form (although the former may be entered by the family member, who should have no database access. Meanwhile the latter will always be entered by the Hospital staff, who will have database access)
  - The FS-ICU incorporates each site’s database to provide benchmarked reports.
- The use of iPads is possible, but since the system is complex, and mainly meant for emailing questionnaire links at home, special instructions should be followed.

Prepopulating iPads with questionnaire links

- Please ensure each iPad has a functional email address
  - It would be smart to make your own gmail for conducting the FS-ICU: (e.g. muscfsicu@gmail.com), this way you will easily be able to retrieve survey emails, and not mix in other kinds of emails
- On a computer, access the REDCAP database
- Select “FS-ICU 24R” under “My Projects”
- Add a new record by navigating to the left sidebar, and clicking Add/Edit Records, then Add new record
  - Click the grey ‘dot’ for the “Send FS-ICU link” form
- The Name field does not matter here, since only the ICU staff administering the questionnaire will see the email. Therefore you can simply put: ICU staff as the name (make sure it is filled though)
- For the email address, put the email that is associate with the iPad(s) (we will continue using for muscfsicu@gmail.com for our example

Click Save & Exit Form. If a name and a valid email address were entered, then an email with a link for that particular Study ID would have been sent out
- Continue repeating the steps: adding as many records as you desire and filling out the “Send Fs-ICU 24R Link” form with the proper email address (to repeat this as fast as possible, we recommend copying and pasting the email)
- The iPads email inbox (muscfsicu@gmail.com for example) will then have several emails containing links
Administration of the questionnaire

- When ready to administer the questionnaire, access the iPad’s designated inbox for the FS-ICU and click an unopened email titled “FS-ICU 24R link for x”

FS-ICU 24R link for 26

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Dear ICU Staff,

Thank you for requesting access to the survey link unique for Study ID 26. Please copy the link below into an email and send to the participating Family Member.

https://tenu.hcp.vli.nunenu.ca/EDC/redcap_survey/survey.ex2?i=a=gAWBAAbbVS

This link is unique to Study ID 26 and should NOT be forwarded to anyone other than Study ID 26.

Once this Family Member has completed the questionnaire, you will receive an email. This will allow you to

All the best with your involvement with FS-ICU,

The FS-ICU team

- Click the link, and the unique questionnaire connected to that particular study ID (number 26 in this case) will be ready to be navigated by the participant. The opening page of the questionnaire will look like this:

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FS-ICU 24R
FAMILY SATISFACTION WITH CARE IN THE ICU
How are we doing?

We would like to hear your opinions about your family member’s most recent admission to the Intensive Care Unit (ICU).

Your family member was a patient in this ICU. The questions that follow ask YOU about your family member’s most recent ICU admission. We understand that there were probably many doctors and nurses and other staff involved in caring for your family member. We know that there may be exceptions but we are interested in your overall assessment of the quality of care we delivered. We understand that this was probably a very difficult time for you and your family members. We would appreciate you taking the time to provide us with your opinion. Please take a moment to tell us what we did well and what we can do to make our ICU better. Please be assured that all responses are confidential. The Doctors and Nurses who looked after your family member will not be able to identify your responses.

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Housekeeping

- Nurses should use a log to take down which Study ID number is given to the Family Member of which patient. The Study ID number will be provided in the email with the FS-ICU link. Logs are encouraged for using FS-ICU regardless of whether or not iPads are used.
- It would be wise to ensure that the emails for unused questionnaire links remain “Unread”/“Unopened” so that Nurses know which emails to pick for questionnaire links
  - If somebody accidentally opens an Link email, but does not actually use the link, they should mark the email as “Unread”/“Unopened”
- REDCap will send a confirmation receipt for completed questionnaires. These can be deleted by the administrative staff to clean up the inbox.
- If a questionnaire has been completed, then the email with its link can be deleted, since the link is void anyway. This will help clean up the inbox as well.