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March 31st 2019

Dear colleagues and users of FS-ICU,

Almost 20 years ago, my colleagues and I conceived of the Family Satisfaction with Intensive Care Unit Questionnaire (known as FS-ICU). The original version was 34 items long and was subsequently shortened to 24 items. The FS-ICU has been used widely, translated into over 20 languages and is recommended above other similar instruments (Van den Broek Crit Care Med 2015; 43:1731–1744). In the past 20 years, the role of family has evolved and patient/family centered care have become more central to health care (Davidson Crit Care Med 2017; 45:103–128). We are more engaging of families as partners in the care of our critically ill patients. Accordingly, I have felt the need to update the FS-ICU 24 to reflect these changing interactions with families. In addition, we have received a lot of feedback over the years on the nature of the formatting and response options that has lead us to propose further changes that standardize the ordering of response options and include ‘faces’ to help respondents with low literacy ensure understanding. Below, I outline all the changes made to the survey.

In the past, you have expressed interest in the FS ICU, used the tool in one of your studies, and/or assisted in the cultural adaptation and/or translation of the FS-ICU. I am writing you today to ask your assistance in updating the translation of our new FS ICU 24R. The following table reports changes from the FS ICU 24 English version on the CARENET website to the new FS-ICU 24R.

|  |  |  |
| --- | --- | --- |
| **Reference number on marked copy of FS-ICU 24R** | **FS ICU 24**  | **FS-ICU 24R**  |
| 1 |  No Logo | Logo added on first page |
| 2 | Study ID number | Removed |
| 3 | FS-ICU 24 is written throughout the survey, copyright is not throughout | Changed to FS-ICU 24R, copyright is included in opening title & footnotes |
| 4 | Sentence begins with “Your” | Sentence begins with “We would like to hear your…” |
| 5 | “You have been recorded as being the next-of-kin” sentence is present | Sentence removed |
| 6 | “Please be assured…” is not bolded | “Please be assured…” is bolded |
| 7 | Demographics section is at the beginning | Demographics section is moved to the end |
| 8 | No “How satisfied are you with…” or subsequent question marks | “How satisfied are you with…” is added. Question marks are on subsequent items for proper grammar. |
| 9 | For all questions, “excellent” is associated with 1, while “poor” is associated with 5 | For all questions, the response options have changed and the best attribute now has the highest number, and: “**completely satisfied**” is associated with **5**, “**very satisfied**” is associated with **4**, “**mostly satisfied**” is associated with **3**, “**slightly dissatisfied**” is associated with **2**, “**very dissatisfied**” is associated with **1**, (apply to other answer options as well). N/A does not get a number |
| 10 | No faces are incorporated | Incorporated faces to represent answer options to assist in understanding, especially for low literacy respondents. |
| 11 | Pain, Breathlessness and Agitation are marked as questions 2,3 and 4. No preceding text before each symptom | Pain, Breathlessness and Agitation are marked as subsets a, b and c of question 2. Preceding text is added before each of these symptoms. Symptoms are underlined.  |
| 12 | No bolded “your” or “to you” for Questions 3 and 4 | Bolded “your” or “to you” for Questions 3 and 4 |
| 13 | Nurses and Doctor sections | Both sections combined to form “The ICU Staff” section |
| 14 | Sentence “all doctors including residents” located under physician heading | Sentence “all doctors including residents” located under questions 9 |
| 15 | “Waiting Room” section is after “The ICU” section | “Waiting Room” section is moved ahead to be after “The ICU staff” so that Part 1 ends with “The ICU” section |
| 16 | “the atmosphere in the ICU waiting room was” | “how satisfied are you with the atmosphere (mood) in the ICU waiting room” |
| 17 | “Atmosphere of ICU was?” | “How satisfied are you with the atmosphere (mood) of the ICU? “  |
| 18 | “The ICU” section only has one question. No “daily ward rounds” question | To reflect the evolving role of family participation, “daily ward rounds” question added after “atmosphere of the ICU” question |
| 19 | No “participation in the care…” question  | As above, we have added a “participation in the care…” question added after “daily ward rounds” question |
| 20 | Disclaimer before question saying “For Q14 please read response options carefully” | No disclaimer |
| 21 |  “LEVEL or amount…” question comes right after the “Waiting Room” section | “LEVEL or amount…” question is moved to be after “participation in the care…” question and is incorporated in “The ICU” section |
| 22 | Prompt for part 2 is “Please check one box… feelings” | Prompt for Part 2 is same as for part 1, “Please check … views. If the question … (N/A)” |
| 23 | Numbering restarts for Part 2 | Numbering is continuous and does not restart |
| 24 | Different phrasing  | Updated phrasing |
| 25 | Only 2 response options | Updated to 5 response options |
| 26 | Refers to outdated question numbers | Question numbers are updated. Keep these 3 questions on a separate page |
| 27 | “Please add any comments or suggestions that you feel may be helpful to the staff of the hospital” | Do you have any suggestions on how we could improve the ICU experience for you and your family member” |
| 28 | No “Other” option for gender | “Other” option incorporated |
| 29 |  “Do you live with patient” | “Do you currently live with patient” |
| 30 | No education question in demographics section | Education question added |
| 31 | Sentence describes returning the survey | Sentence removed. Only thank you sentence appears at the end |

Would you please consider updating the translated version of the questionnaire to include these changes and send back to me so I can post on our website. See link with all versions of former FS-ICU 24 (<http://thecarenet.ca/resource-center/family-satisfaction-survey/835-family-satisfaction-downloads>). Please confirm that it is acceptable that I acknowledge you publically on the website and include your name and contact information (email) on the website in case others have questions about the translation. Thank you for taking the time to consider my request. I look forward to hearing from you.

Sincerely,



Daren K. Heyland