Online Supplemental Content:

Topics of Team Presentations on Monthly Calls

Tools for patient and family engagement

Implementing ICU diaries

Including families on rounds

Sustaining patient and family engagement

Implementing a family advisory board

Implementing family care conferences

Transitioning to open visitation in the ICU

Developing family ICU orientation brochure and video

Defining strategies for ongoing project implementation

e-Community Team Assignments to Promote Engagement in the Collaborative

Post two strategies being used to address anticipated barriers

Post one “lesson learned” to date

Post your experiences with ongoing challenges and methods of attempting to address them

Post team video or message about your best experience

Post team video or message about your most challenging component

Topics for Webinar Sessions

Promoting Responses to Assessment Surveys

Strategies for Ongoing Project Implementation

Family-Centered Guidelines

Sustaining Family-Centered Interventions

Planning the Dissemination Phase of Project Results

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Results of Mann-Whitney *U* non-parametric rank-sum test | | | | | | | | | | | |
|  | **Pre** | | | **Post** |  | | | | | | |
|  | | **x̅, M,**  **(IQR)** | **x̅, M,**  **(IQR)** | | | **Mean Score Change** | **Percent Change of the Mean** | ***U*** | **est. *Z*** | ***p*** |
| FS-ICU Index TOTAL score | | 85.25, 90.63,  (77.08–97.14) | 86.33, 91.67,  (78.42–98.26) | | | 1.08 | 1.27% | 704396.0 | -2.479 | .013\* |
| FS-ICU subscale: quality of care | | 85.89, 92.31,  (76.79–98.21) | 86.72, 92.86,  (78.71–100.00) | | | 0.83 | 0.97% | 714131.0 | -2.206 | .027\* |
| Concern and Caring by ICU Staff: The courtesy, respect, and compassion your family member was given | | 91.04, 100,  (75–100) | 91.38, 100,  (75–100) | | | 0.34 | 0.37% | 763808.5 | -.465 | .642 |
| Symptom Management: How well the ICU staff assessed and treated your family members pain | | 88.55, 100,  (75–100) | 88.84, 100,  (75–100) | | | 0.29 | 0.33% | 736983.0 | -.465 | .642 |
| Symptom Management: How well the ICU staff assessed and treated your family members breathlessness | | 89.51, 100,  (75–100) | 89.67, 100,  (75–100) | | | 0.16 | 0.17% | 602963.5 | -.778 | .436 |
| Symptom Management: How well the ICU staff assessed and treated your family members agitation | | 86.22, 100,  (75–100) | 87.07, 100,  (75–100) | | | 0.85 | 0.99% | 612032.5 | -1.363 | .173 |
| Consideration of your needs: How well the ICU staff showed an interest in your needs | | 86.03, 100,  (75–100) | 86.19, 100,  (75–100) | | | 0.16 | 0.19% | 744891.0 | -.542 | .588 |
| Emotional support: How well the ICU staff provided emotional support | | 83.32, 100,  (75–100) | 83.94, 100,  (75–100) | | | 0.62 | 0.75% | 693836.5 | -.603 | .547 |
| Coordination of care: The teamwork of all the ICU staff who took care of my family member | | 87.31, 100,  (75–100) | 88.70, 100,  (75–100) | | | 1.39 | 1.60% | 720048.0 | -2.224 | .026\* |
| Concern and Caring by ICU Staff: The courtesy, respect, and compassion you were given | | 88.17, 100,  (75–100) | 88.31, 100,  (75–100) | | | 0.14 | 0.16% | 751865.5 | -.216 | .829 |
| Skill and Competence of ICU Nurses: How well the nurses cared for your family member | | 90.92, 100,  (75–100) | 91.20, 100,  (75–100) | | | 0.28 | 0.31% | 743848.5 | -.583 | .560 |
| Frequency of Communication with ICU Nurses: How often nurses communicated to you about your family members condition | | 86.51, 100,  (75–100) | 87.97, 100,  (75–100) | | | 1.46 | 1.68% | 724233.5 | -1.801 | .072 |
| Skill and Competence of ICU Physicians (All Doctors, including Residents): How well doctors cared for your family member | | 88.30, 100,  (75–100) | 89.63, 100,  (75–100) | | | 1.33 | 1.50% | 723848.0 | -1.764 | .078 |
| Atmosphere of the ICU was? | | 83.87, 100,  (75–100) | 84.36, 100,  (75–100) | | | 0.49 | 0.58% | 741285.0 | -.880 | .379 |
| The Atmosphere in the ICU Waiting Room was? | | 72.45, 75,  (50–100) | 74.79, 75,  (50–100) | | | 2.34 | 3.23% | 632736.0 | -1.989 | .047\* |
| Some people want everything done for their health problems while others do not want a lot done. How satisfied were you with the LEVEL or amount of health care your family member received in the ICU | | 80.17, 75,  (75–100) | 81.78, 100,  (75–100) | | | 1.61 | 2.01% | 730722.5 | -1.638 | .101 |
| FS-ICU subscale: satisfaction with decision-making | | 84.46, 90.00,  (75–100) | 85.70, 90.00,  (77.50–100) | | | 1.24 | 1.47% | 682478.5 | -2.330 | .020\* |
| Frequency of Communication with ICU Doctors: How often doctors communicated to you about your family members condition | | 78.36, 75,  (75–100) | 80.18, 100,  (75–100) | | | 1.82 | 2.32% | 701289.5 | -1.505 | .132 |
| Ease of Getting Information: Willingness of ICU staff to answer your questions | | 86.62, 100,  (75–100) | 87.53, 100,  (75–100) | | | 0.91 | 1.05% | 733803.0 | -.792 | .428 |
| Understanding of information: How well ICU staff provided you with explanations that you understood | | 86.91, 100,  (75–100) | 86.77, 100,  (75–100) | | | -0.14 | -0.17% | 740988.0 | -.071 | .943 |
| Honesty of Information: The honesty of information provided to you about your family members condition | | 87.72, 100,  (75–100) | 88.34, 100,  (75–100) | | | 0.62 | 0.70% | 725309.5 | -.944 | .345 |
| Completeness of Information: How well the ICU staff informed you what was happening to your family member and why things were being done | | 85.75, 100,  (75–100) | 86.83, 100,  (75–100) | | | 1.08 | 1.25% | 720364.0 | -1.269 | .204 |
| Consistency of Information: The consistency of information provided to you about your family members’ condition (Did you get a similar story from the doctor, nurse, etc.) | | 83.83, 100,  (75–100) | 85.28, 100,  (75–100) | | | 1.45 | 1.73% | 714595.0 | -1.022 | .307 |
| Did you feel included in the decision making process? | | 80.06, 100,  (75–100) | 82.59, 100,  (75–100) | | | 2.53 | 3.16% | 697322.5 | -2.452 | .014\* |
| Did you feel supported during the decision making process? | | 80.45, 75,  (75–100) | 83.09, 100,  (75–100) | | | 2.64 | 3.28% | 684253.0 | -3.090 | .002\*\* |
| Did you feel you had control over the care of your family member? | | 80.84, 100,  (75–100) | 83.24, 100,  (75–100) | | | 2.40 | 2.96% | 691825.0 | -2.554 | .011\* |
| When making decisions, did you have adequate time to have your concern addressed and questions answered? | | 93.61, 100,  (100–100) | 92.97, 100,  (100–100) | | | -0.64 | -0.68% | 723428.0 | -.608 | .543 |