Consumer Quality Index
Family Members in the Intensive Care Unit

Version 5.0

Participant number

This questionnaire was developed by the research department of Emergency and Critical Care, HAN University of Applied Sciences, in collaboration with Erasmus MC, Kennemer Gasthuis and the Gelderse Vallei Hospital.

The basic design of the CQI measuring instruments was developed by NIVEL, in collaboration with the Department of Social Medicine at the AMC.
This questionnaire is intended for family members (such as partners or relatives) of patients who have been admitted to the ICU. We will use your answers to identify the aspects in which we can improve our interaction with and counselling of family members in the ICU.

We would appreciate it greatly if you would complete this questionnaire. Participation in this study is voluntary. It will take around 20 minutes to complete the questionnaire. We ask that you complete it based on your own experiences, and that you do not consult with anyone else.

All information will be treated with the strictest confidence. Your personal information will not be shared with anyone. The health care professionals and insurance companies will not have access to your answers.

Additional information can be obtained from the hospital’s contact person. Contact information is provided on the last page of this questionnaire.

If you decide not to fill in this questionnaire, please place a cross in this box □ and send the questionnaire back in the accompanying envelope. A stamp is not required.

INSTRUCTIONS FOR COMPLETING THIS QUESTIONNAIRE

• This questionnaire concerns the hospital’s interactions with and counselling of family members of ICU patients. The questions are about your experiences as a family member. You should therefore not complete it based on what the patient or other family members think; it concerns what you saw, heard or experienced yourself.

• Please answer all questions by placing an X in the box to the left of your answer.

• In some cases, you will be asked to skip a question.

  □ no

  □ yes Please go to question....

• If you would like to change an answer you previously made, draw brackets around the incorrect answer and place an X next to another answer, as follows:

  (X) No (wrong answer)

  X Yes

• It is important that you fill in the questionnaire as fully as possible and do not skip any questions.
INTRODUCTION
This questionnaire is about your family member’s ICU admission at [HOSPITAL NAME]. In your answers please do not include any other admission(s) in this hospital or another hospital.

We will first ask you a few general questions about the patient’s admission to the ICU.

1. Has one of your family members been in an ICU of [HOSPITAL NAME] in the past three months?
   - No This questionnaire does not apply to you. We kindly request that you return the questionnaire in the enclosed prepaid envelope.
   - Yes

2. How many days was the patient in this ICU?
   ........................................... days.

3. Did the admission to the ICU come as a surprise to you?
   - Yes
   - No

4. What is the current situation?
   - The patient has been admitted (to this hospital or another care institution).
   - The patient is at home.
   - The patient has died.
   - Other (please specify): ................................................

   (Please use block letters.)

The following questions are about your experiences with the interaction and the counselling of family members in the ICU in the past 3 months.

In these questions, the term professionals refers to all professionals working in the ICU. Some questions refer to one specific professional (e.g. the nurse). If this is the case, it is indicated in the question.

INTERACTION AND COUNSELLING
The questions below are about your interactions with professionals in the ICU and the counselling you received there as a family member in the past 3 months.

5. Did anyone pay attention to you as a family member when you first visited the patient in the ICU?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely

6. Did you receive information about the patient’s condition the first time you visited the patient in the ICU?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely

7. Did you receive timely information about the patient’s condition the first time you visited the patient?
   - No
   - Yes
   - Other (please specify): ................................................

   (Please use block letters.)
8. Were you prepared for your first encounter with the patient in the ICU?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely

9. Did you receive general information about the ICU (e.g. about telephone numbers, visiting hours and procedures in the ICU)?
   - No
   - Yes

10. Did you receive information about how you could help with the care, comfort and wellbeing of the patient?
    - Never
    - Occasionally
    - Usually
    - Always

11. Did you get the opportunity to help with the care, comfort and wellbeing of the patient?
    - Never
    - Occasionally
    - Usually
    - Always

12. Were you kept up to date on the patient's condition?
    - Never
    - Occasionally
    - Usually
    - Always

13. Did you feel as if you had a voice in decision-making about the patient's medical treatment?
    - Never
    - Occasionally
    - Usually
    - Always

14. Did the professionals explain the reasons for the sounds coming from the equipment?
    - No, not at all
    - Somewhat
    - Largely
    - Yes, completely

15. Did anyone pay attention to your needs?
    - Never
    - Occasionally
    - Usually
    - Always

You may have been offered additional support for yourself. This includes practical or emotional support by a social worker, chaplain and/or psychologist. The following questions are about such support.

16. Were you informed about social work, spiritual care or psychological support for yourself? (you can choose more than one answer)
    - No
    - Yes, about social work
    - Yes, about spiritual care
    - Yes, about psychological assistance

17a. Did you have any contact with a social worker in the hospital?
    - No -> go to question 18
    - Yes

17b. Was it easy to contact the social worker in the hospital?
    - No
    - Yes

17c. Did you perceive the contact with the social worker as supportive?
    - No, not at all
    - Somewhat
    - Largely
    - Yes, completely
18a. Did you have any contact with a chaplain in the hospital?
   - No -> go to question 19
   - Yes

18b. Was it easy to contact the chaplain in the hospital?
   - No
   - Yes

18c. Did you perceive the contact with the chaplain as supportive?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely

19a. Did you have any contact with a psychologist in the hospital?
   - No -> go to question 20
   - Yes

19b. Was it easy to contact the psychologist in the hospital?
   - No
   - Yes

19c. Did you perceive the contact with the psychologist as supportive?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely

20. After the patient’s discharge from the ICU or death in the ICU, were you informed about the possibility of talking to a professional about your experiences?
   - No
   - Yes

21. Did doctors give you information in a manner you could understand?
   - Never
   - Occasionally
   - Usually
   - Always
   - Not applicable: did not speak to a doctor -> go to question 26

22. Did doctors give you contradictory information?
   - Never
   - Occasionally
   - Usually
   - Always

23. Did doctors take you seriously?
   - Never
   - Occasionally
   - Usually
   - Always

24. Did doctors have enough time for you?
   - Never
   - Occasionally
   - Usually
   - Always

25. Did doctors listen carefully to you?
   - Never
   - Occasionally
   - Usually
   - Always

26. Did nurses give you information in a manner you could understand?
   - Never
   - Occasionally
   - Usually
   - Always

27. Did nurses give you contradictory information?
   - Never
   - Occasionally
   - Usually
   - Always

TREATMENT
The following questions are about your interactions with doctors and nurses in the ICU during the past 3 months.
28. Did nurses take you seriously?
   - Never
   - Occasionally
   - Usually
   - Always

29. Did nurses have enough time for you?
   - Never
   - Occasionally
   - Usually
   - Always

30. Did nurses listen carefully to you?
   - Never
   - Occasionally
   - Usually
   - Always

ORGANISATION
The following questions are about your perception of the organisation and environment of the ICU in the last 3 months

31. Did you know the roles of the professionals involved?
   - Never
   - Occasionally
   - Usually
   - Always

32. Was there a fixed contact person available for you?
   - Never
   - Occasionally
   - Usually
   - Always

33. Were you bothered by changes in the doctors' team?
   - Never
   - Occasionally
   - Usually
   - Always
   - Not applicable:

34. Were you bothered by changes in the nursing team?
   - Never
   - Occasionally
   - Usually
   - Always

35. Were you informed about keeping a diary during the ICU period?
   - No
   - Yes

36. Were you informed about parking facilities and parking fees (if any)?
   - No
   - Yes

37. Were you informed about the use of food service facilities in the hospital (e.g. sandwiches, hot meals)?
   - No
   - Yes

38. Were you informed in the ICU about the patient's transfer to another department or care institution?
   - Not applicable
   - No
   - Yes

39. Did you have sufficient opportunity for privacy with the patient in the ICU?
   - Never
   - Occasionally
   - Usually
   - Always

40. Were you disturbed by other patients' visitors in the ICU?
   - Never
   - Occasionally
   - Usually
   - Always
41. Did the family room meet your needs?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely
   - Not applicable: did not use the family room
   - Not applicable: there was no family room

42. Did the visiting hours correspond to your needs?
   - No, not at all
   - Somewhat
   - Largely
   - Yes, completely

**GENERAL ASSESSMENT**

43. On a scale from 0 to 10, how would you rate the doctors in the ICU with regard to their way of communicating?
   - 0 Extremely poor
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10 Excellent

44. On a scale from 0 to 10, how would you rate the nurses in the ICU with regard to their way of communicating?
   - 0 Extremely poor
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10 Excellent

45. How would you rate your interactions with ICU professionals and counselling in this ICU?
   - 0 Extremely poor
   - 1
   - 2
   - 3
   - 4
   - 5
   - 6
   - 7
   - 8
   - 9
   - 10 Excellent

46. If you could change one thing about your interactions with the professionals in the ICU and the counselling you received, what would it be?

(Please use block letters.)
PERSONAL INFORMATION
The following questions concern your personal situation. We are asking these questions to gain insight into the experiences of different groups of family members. For example, differences in age and educational background. Your answers will help us to better cater for such differences when interacting with and counselling family members in the ICU.

47. What is your relationship to the ICU patient?
I am his/her:
- Partner/spouse
- Father/mother
- Son/daughter
- Brother/sister
- Other (please specify):

(Please use block letters.)

48. Are you male or female?
- Male
- Female

49. What is your age?
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

50. How would you describe your health in general?
- Excellent
- Very good
- Good
- Moderate
- Poor

51. What is the highest level of formal education you completed?
(completed means you earned a diploma or a certificate of satisfactory completion)
- No formal education (did not complete
- Primary education (primary school, special education in primary school)
- Lower secondary or preparatory vocational education (e.g. LTS, LEAO, LHNO, VMBO)
- Intermediate secondary vocational education (e.g. MAVO, [MJ]ULO, MBO-kort, VMBO-t)
- Senior secondary vocational education or work-based pathway (e.g. MBO-lang, MTS, MEAO, BOL, BBL, INAS)
- Senior general secondary education and university preparatory secondary education (e.g. HAVO, VWO, Atheneum, Gymnasium, HBS)
- Higher professional education (e.g. HBO, HTS, HEAO, HBO-V, academic education candidacy)
- Academic higher education (university)
- Other (please specify):

(Please use block letters.)

52. In which country were you born?
- Netherlands
- Indonesia/former Dutch East Indies
- Suriname
- Morocco
- Turkey
- Germany
- (former) Netherlands Antilles
- Aruba
- Other (please specify):

(Please use block letters.)

53. In which country was your mother born?
- Netherlands
- Indonesia/former Dutch East
54. In which country was your father born?
- Netherlands
- Indonesia/former Dutch East Indies
- Suriname
- Morocco
- Turkey
- Germany
- (former) Netherlands Antilles
- Aruba
- Other (please specify):

(Please use block letters.)

55. Which language do you speak the most at home?
- Dutch
- Frisian
- Dutch dialect
- Indonesian
- Sranan (Surinamese)
- Moroccan-Arabic
- Turkish
- German
- Papiamento (Netherlands Antilles)
- Other (please specify):

(Please use block letters.)

56. Did anyone assist you in completing this questionnaire?
- No -> go to question 58
- Yes

57. How did this individual assist you?
You may select more than one answer.
- Read the questions to me
- Wrote my answers
- Answered the questions on my behalf
- Translated the questions into my language
- Assisted in another way (please specify):

(Please use block letters.)

58. If you have any comments or tips about the questionnaire, you can write them in the space below.

(Please use block letters.)

If you would like to talk with someone about your experiences in the ICU as a result of this questionnaire, please contact:

Thank you for taking the time to fill in this questionnaire!

You can return the completed questionnaire in the enclosed prepaid envelope.