

ABSTRACT

Family Satisfaction with Patient Care in the Intensive Care Unit at the University Hospital of the West Indies

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Objectives

1. To determine the level of family members' satisfaction with patient care, communication of information, decision making, interaction with staff, visiting time and waiting room facilities during the period of admission of their relative to the ICU.
2. To determine factors associated with decreased satisfaction.

Methods

A prospective cross-sectional survey of 93 patients' family members was conducted at the University Hospital of the West Indies Intensive Care Unit (UHWI ICU) between February to April 2014. The family members were asked to voluntarily self-administer a validated questionnaire adapted from the Society of Critical Care Medicine Family Needs Assessment (SCCMFNA) and the Family Satisfaction in ICU 24 (FS-ICU 24). The Statistical Package for Social Scientists (SPSS) was used for data cleaning and analysis. Uni-variate and Bi-variate statistics were used to analyze the research questions.

Results

The results of this study indicated that 82.8% of relatives had a high level of satisfaction with the overall care provided. There were high levels of satisfaction for the domains of patient care (77.4%), communication of information (83.9%), decision making (88.2%) and interaction with staff (86.0%). Visiting time was the domain associated with the lowest level of satisfaction, with 41.9% of relatives having a low level of satisfaction. The aspect of the waiting room with the highest rating was that of cleanliness, being 72.9%, the combined percentage for the categories excellent and very good. Less than 5% of relatives rated comfort and restroom facilities as poor. The duration of patient stay in ICU at the time of the interview was found to be statistically significant. Respondents whose relative spent 15 days or less were more likely to have a high level of satisfaction compared with respondents whose family member spent more than 15 days, 82.5% as against 50%, $p=0.028$.

Conclusion

The overall high satisfaction level (82.8%) with patient care at the UHWI ICU is in keeping with findings from other studies. Areas associated with dissatisfaction have been identified. The relevant authorities will be informed so that strategies will be instituted to correct these and hopefully improve satisfaction levels when reassessed in the future.

Keywords: Alexia Campbell, family satisfaction, intensive care unit