

The Family's Experience

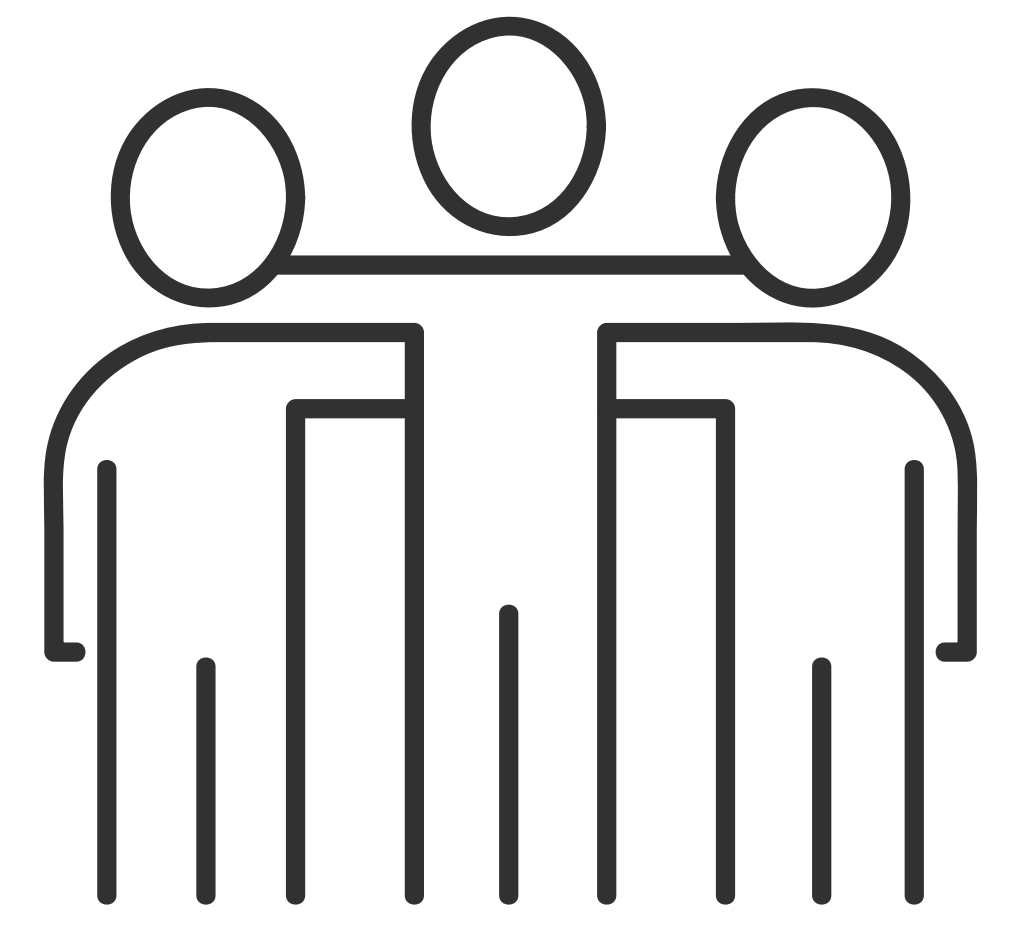
Essentials of Care in Green Intensive Care Unit,
Royal Prince Alfred Hospital, Sydney Local Health District
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People

Since 2012, the Essentials of Care Green ICU team have been collecting patient stories using an interview-style format. Though the information collected during previous projects has been very beneficial, it was decided as a team to change our approach in order to include the families and carers.

Our current focus is to identify ways of providing more family-centred care and building staff and family/carer rapport within the Green Intensive Care Unit.

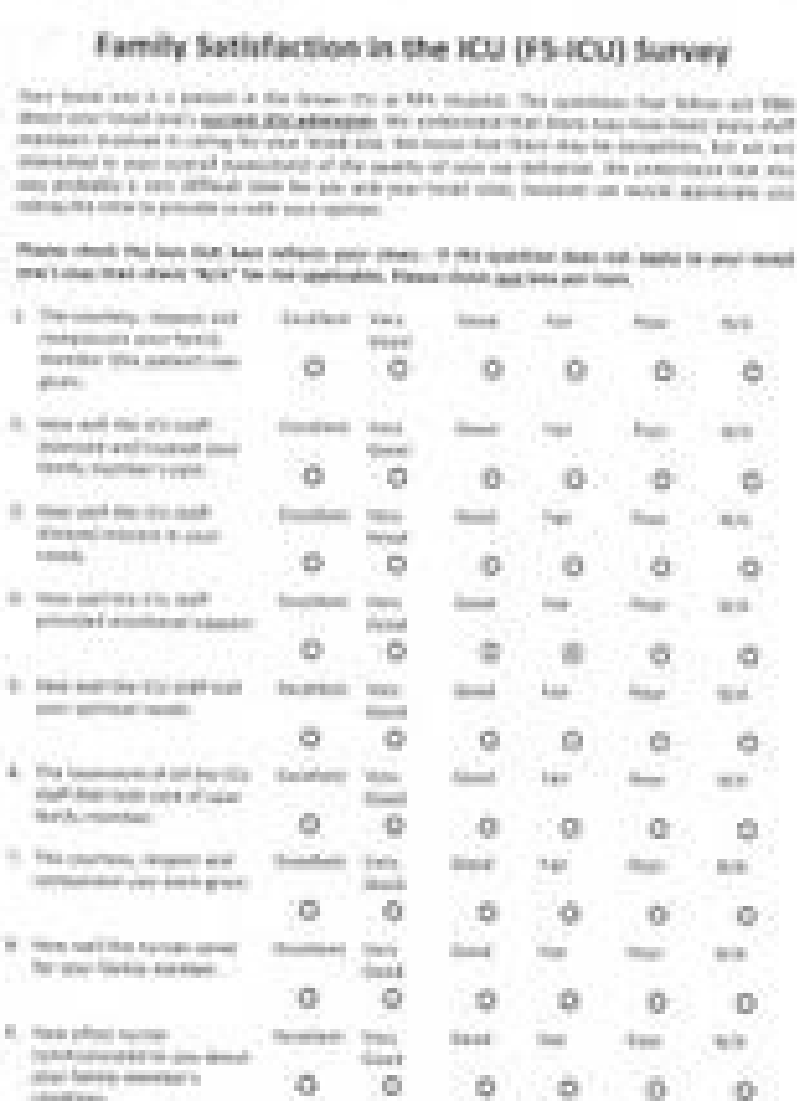
We presented the survey to our staff through targeted sessions to empower them to contribute to the data collection process.



Purpose

Our aim is to broaden our data collection in order to be able to collect a wider range of data from different perspectives. We want to be able to identify ways of providing more family-centred care within the Intensive Care.

After consulting with a highly regarded family centred care clinician we were able to identify an appropriate and validated survey which could be adapted to suit our clinical environment. The validated survey is an adapted version of the FS-ICU survey (Wall, Engelberg, Downey, Heyland & Curtis 2007). It consists of 22 Likert scale questions and 3 open-ended questions.



Passion



20 surveys from family members in Green ICU have been collected. The results have shown that family and carer are very satisfied with the care delivered in Green ICU. 86% of surveyed Family members said the the courtesies, respect and compassion they were given was excellent.

The common theme from the surveys is the access to entertainment and activities. As a team the project of bedside mindfulness packs was developed. The mindfulness pack will include crosswords, Sudoku, mindfulness coloring in and passive limb exercise family members can participate in with their loved ones.

Although we are in the early stages of this project, we hope that by including family and carers in our discussion will encourage and create a more open and collaborative partnership.