

**Supplemental Table 1.** Family members' perspective on the interventions.

	<b>PRE</b>	<b>%</b>	<b>POST</b>	<b>%</b>
	<b>N= 79</b>		<b>N= 80</b>	
<b>Open visitation policy</b>				
<b>Do you know that visiting hours were changed to be open?</b>				
Yes	-	-	34	60.7
No	-	-	22	39.2
NA	-	-	17	-
<b>I like that visiting hours are open in the ICU</b>				
Strongly agree	-	-	56	76.7
Somewhat agree	-	-	9	12.3
Neutral	-	-	6	8.2
Somewhat disagree	-	-	0	0
Strongly disagree	-	-	2	2.7
NA	-	-	7	-
<b>It is helpful that there is open visitation in the ICU</b>				
Strongly agree	-	-	53	72.6
Somewhat agree	-	-	11	15.06
Neutral	-	-	7	9.5
Somewhat disagree	-	-	0	0
Strongly disagree	-	-	2	2.7
NA	-	-	7	-
<b>Two-way communication boards</b>				
<b>Do you know that a daily goal board is used in the ICU?</b>				
Yes	-	-	55	77.4
No	-	-	16	22.5
NA	-	-	9	-
<b>I like that there is a daily goal board in the ICU</b>				
Strongly agree	-	-	47	65.2
Somewhat agree	-	-	12	16.6
Neutral	-	-	11	15.2
Somewhat disagree	-	-	0	0
Strongly disagree	-	-	2	2.7
NA	-	-	8	-
<b>It is helpful that there is a daily goal board in the ICU</b>				
Strongly agree	-	-	44	61.1
Somewhat agree	-	-	15	20.8
Somewhat disagree	-	-	1	1.3
Neutral	-	-	10	13.8
Somewhat disagree	-	-	1	1.3
Strongly disagree	-	-	2	2.7
NA	-	-	8	-
<b>Waiting room experience</b>				
<b>ICU waiting room satisfaction</b>				
Excellent	25	31.6	34	42.5
Very good	28	35.4	26	32.5
Good	16	20.3	13	16.3
Fair	8	10.1	6	7.5
Poor	2	2.5	1	1.3
<b>Comfortable sleeping space for family in room</b>				
Very well	14	26.9	24	35.8
Okay	20	38.5	32	47.8

Not at all	18	34.6	11	16.4
N/A	27	-	13	-
<b>Access to kitchen facilities</b>				
Very well	12	20.0	31	50.0
Okay	17	28.3	24	38.7
Not at all	31	51.7	7	11.3
N/A	19	-	18	-
<b>Access to nutritious snacks</b>				
Very well	12	23.5	30	47.6
Okay	18	35.3	25	39.7
Not at all	21	41.2	8	12.7
N/A	28	-	15	-
<b>Access to laundry facilities</b>				
Very well	18	32.7	32	51.6
Okay	20	36.4	20	32.3
Not at all	17	30.9	10	16.1
N/A	24	-	18	-
<b>Access to prayer and reflection space</b>				
Very well	35	62.5	52	73.2
Okay	16	28.6	18	25.4
Not at all	5	8.9	1	1.4
N/A	23	-	9	-

ICU: Intensive Care Unit. N/A: not available. The N/A responses were excluded from the frequencies calculations.