

Supplemental Digital Content 7. IPFCC Clinician Inventory responses (n=346)

Variable	n (%), except where indicated
<p>What forms of patient and family-centered care practices are currently available in your ICU? n=338</p> <ul style="list-style-type: none"> Patient/family participation during rounds Patient and family care conferences Open or non-restricted visitation Informational resources Family presence during resuscitation Pet therapy Patient and family diaries Music therapy Patient and family advisory group Other integrative therapies Family presence during invasive procedures Post-ICU clinic Other not listed 	<ul style="list-style-type: none"> 274 (81.1) 240 (71.0) 234 (69.2) 213 (63.0) 191 (56.5) 139 (41.1) 129 (38.2) 119 (35.2) 61 (18.0) 49 (14.5) 47 (13.9) 34 (10.1) 8 (2.4)
<p>There is a functioning patient and family advisory council (e.g. meets regularly, at least quarterly, and reports to senior administration), n=303</p> <ul style="list-style-type: none"> 1 (Not at all) 2 3 (OK) 4 5 (Very well) 	<ul style="list-style-type: none"> 129 (42.6) 40 (13.2) 76 (25.1) 27 (8.9) 31 (10.2)
<p>Patients and families serve on hospital committees and task forces, n=297</p> <ul style="list-style-type: none"> 1 (Not at all) 2 3 (OK) 4 5 (Very well) 	<ul style="list-style-type: none"> 159 (53.5) 54 (18.2) 56 (18.9) 18 (6.1) 10 (3.4)
<p>Family members are not viewed as visitors; they are always welcome to be with the patient in accordance with patient preference, n=313</p> <ul style="list-style-type: none"> 1 (Not at all) 2 3 (OK) 4 5 (Very well) 	<ul style="list-style-type: none"> 10 (3.2) 11 (3.5) 84 (26.8) 84 (26.8) 124 (39.6)
<p>Families can remain with the patient during nurse change of shift, in accordance with patient preference, n=308</p> <ul style="list-style-type: none"> 1 (Not at all) 2 3 (OK) 4 5 (Very well) 	<ul style="list-style-type: none"> 28 (9.1) 24 (7.8) 37 (12.0) 53 (17.2) 166 (53.9)

<p>During rounds, in accordance with patient preferences, families can remain with the patient, n=308</p> <p>1 (Not at all)</p> <p>2</p> <p>3 (OK)</p> <p>4</p> <p>5 (Very well)</p>	<p>2 (0.6)</p> <p>2 (0.6)</p> <p>26 (8.4)</p> <p>44 (14.3)</p> <p>234 (76.0)</p>
<p>During rounds, in accordance with patient preferences, families can participate with rounds, n=308</p> <p>1 (Not at all)</p> <p>2</p> <p>3 (OK)</p> <p>4</p> <p>5 (Very well)</p>	<p>4 (1.3)</p> <p>10 (3.2)</p> <p>45 (14.6)</p> <p>62 (20.1)</p> <p>187 (60.7)</p>
<p>Patients and families are viewed as integral members of the healthcare team, n=305</p> <p>1 (Not at all)</p> <p>2</p> <p>3 (OK)</p> <p>4</p> <p>5 (Very well)</p>	<p>7 (2.3)</p> <p>17 (5.6)</p> <p>82 (26.9)</p> <p>76 (24.9)</p> <p>123 (40.3)</p>
<p>Patients and families have the opportunity to participate in interdisciplinary meetings to plan care, n=303</p> <p>1 (Not at all)</p> <p>2</p> <p>3 (OK)</p> <p>4</p> <p>5 (Very well)</p>	<p>13 (4.3)</p> <p>21 (6.9)</p> <p>68 (22.4)</p> <p>77 (25.4)</p> <p>124 (40.9)</p>
<p>There are systems in place to encourage communication among patients, families, and staff (e.g. chart, email, bulletin or white boards in patients' room, pagers, telephone contact), n=302</p> <p>1 (Not at all)</p> <p>2</p> <p>3 (OK)</p> <p>4</p> <p>5 (Very well)</p>	<p>11 (3.6)</p> <p>21 (7.0)</p> <p>86 (28.5)</p> <p>84 (27.8)</p> <p>100 (33.1)</p>
<p>There is open disclosure, both in written policy and actual practice by staff, with the patient and family regarding all errors, whether or not adverse events occur, n=296</p> <p>1 (Not at all)</p> <p>2</p> <p>3 (OK)</p> <p>4</p> <p>5 (Very well)</p>	<p>21 (7.1)</p> <p>38 (12.8)</p> <p>117 (39.5)</p> <p>61 (20.6)</p> <p>59 (19.9)</p>
<p>Patients and families have email access to clinicians, n=290</p> <p>1 (Not at all)</p>	<p>140 (48.3)</p>

2	69 (23.8)
3 (OK)	56 (19.3)
4	10 (3.4)
5 (Very well)	15 (5.2)
Patients and families have telephone access to clinicians, n=295	
1 (Not at all)	62 (21.0)
2	58 (19.7)
3 (OK)	96 (32.5)
4	45 (15.3)
5 (Very well)	34 (11.5)
Policies and practices encourage patient and family involvement in decision making regarding their health care, n=298	
1 (Not at all)	2 (0.7)
2	9 (3)
3 (OK)	32 (27.5)
4	86 (28.9)
5 (Very well)	119 (39.9)
Individualized and understandable follow up instructions are provided to patients from inpatient areas, n=297	
1 (Not at all)	11 (3.7)
2	19 (6.4)
3 (OK)	106 (35.7)
4	94 (31.6)
5 (Very well)	67 (22.6)
Written information is provided in primary languages of patients and families served by the hospital, n=297	
1 (Not at all)	12 (4.0)
2	34 (11.4)
3 (OK)	110 (37.0)
4	72 (24.2)
5 (Very well)	69 (23.2)
Trained interpreters are available, n=298	
1 (Not at all)	10 (3.4)
2	29 (9.7)
3 (OK)	81 (27.2)
4	67 (22.5)
5 (Very well)	111 (37.2)
A range of informational and educational programs and materials are available to patients and families, n=293	
1 (Not at all)	14 (4.8)
2	29 (9.9)
3 (OK)	107 (36.5)
4	76 (25.9)
5 (Very well)	67 (22.9)

<p>The ICU's information and educational materials reinforce the belief that patients and families are essential members of the health team, n=294</p> <p>1 (Not at all) 2 3 (OK) 4 5 (Very well)</p>	<p>13 (4.4) 30 (10.2) 114 (38.8) 64 (21.8) 73 (24.8)</p>
<p>Employees ask patients to identify family members or other support people who will participate in care, n=294</p> <p>1 (Not at all) 2 3 (OK) 4 5 (Very well)</p>	<p>3 (1) 5 (1.7) 80 (27.2) 77 (26.2) 129 (43.9)</p>
<p>Staff or volunteer support is available to ensure that visits by children are positive experiences, n=292</p> <p>1 (Not at all) 2 3 (OK) 4 5 (Very well)</p>	<p>67 (22.9) 55 (18.8) 93 (31.8) 37 (12.7) 40 (13.7)</p>
<p>A designated staff member or volunteer is available to assure families and provide updates on patient status during surgery or procedures, n=289</p> <p>1 (Not at all) 2 3 (OK) 4 5 (Very well)</p>	<p>34 (11.8) 48 (16.6) 115 (39.8) 38 (13.1) 54 (18.7)</p>
<p>There is the option of a private room for each patient, n=296</p> <p>1 (Not at all) 2 3 (OK) 4 5 (Very well)</p>	<p>7 (2.4) 6 (2) 15 (5.1) 15 (5.1) 253 (85.5)</p>
<p>There is comfortable sleeping space for a family member in the patient's room, n=295</p> <p>1 (Not at all) 2 3 (OK) 4 5 (Very well)</p>	<p>69 (23.4) 25 (8.5) 65 (22) 31 (10.5) 105 (35.6)</p>

There is a private consultation room, n=296 1 (Not at all) 2 3 (OK) 4 5 (Very well)	15 (5.1) 6 (2) 46 (15.5) 46 (15.5) 183 (61.8)
There is a family lounge, n=297 1 (Not at all) 2 3 (OK) 4 5 (Very well)	9 (3) 9 (3) 60 (20.2) 51 (17.2) 168 (56.6)
Families have access to kitchen facilities, n=295 1 (Not at all) 2 3 (OK) 4 5 (Very well)	126 (42.7) 51 (17.3) 58 (19.7) 25 (8.5) 35 (11.9)
Families have access to nutritious snacks, n=297 1 (Not at all) 2 3 (OK) 4 5 (Very well)	91 (30.6) 63 (21.2) 72 (24.2) 30 (10.1) 41 (13.8)
Families have access to laundry facilities, n=293 1 (Not at all) 2 3 (OK) 4 5 (Very well)	226 (77.1) 34 (11.6) 21 (7.2) 3 (1) 9 (3.1)
Families have access to a place for prayer or quiet reflection, n=295 1 (Not at all) 2 3 (OK) 4 5 (Very well)	10 (3.4) 12 (4.1) 57 (19.3) 44 (14.9) 172 (58.3)

*All data reflects US sites.