

Supplementary File

Supplementary Table 1 – Scored items of the UK Family satisfaction with the Intensive Care Unit questionnaire (UK FS-ICU-24)

Family satisfaction with care (FSC)	
<i>How did we treat your family member (the patient)?</i>	
Q1	Concern and caring by ICU staff? The courtesy, respect and compassion your family member (the patient) was given.
Q2	Symptom management? How well the ICU staff assessed and treated your family member's symptoms - Pain
Q3	Symptom management? How well the ICU staff assessed and treated your family member's symptoms – Breathlessness
Q4	Symptom management? How well the ICU staff assessed and treated your family member's symptoms – Agitation
<i>How did we treat you?</i>	
Q5	Consideration of your needs? How well the ICU staff showed an interest in your needs.
Q6	Emotional support? How well the ICU staff provided emotional support.
Q7	Concern and caring by ICU staff? The courtesy, respect and compassion you were given.
<i>Teamwork</i>	
Q8	Co-ordination of care? The teamwork of all the ICU staff who took care of your family member.
<i>Nurses</i>	
Q9	Skill and competence of ICU nurses? How well the nurses cared for your family member.
Q10	Frequency of communication with ICU nurses? How often the nurses communicated to you about your family member's condition.
<i>Doctors</i>	
Q11	Skill and competence of ICU doctors? How well doctors cared for your family member.
<i>The ICU</i>	
Q12	The atmosphere (mood) of the ICU was?
<i>The waiting room</i>	
Q13	The atmosphere (mood) in the ICU waiting room was?
Level/amount of health care	
Q14	Some people want everything done for their health problems while others do not want a lot done. How satisfied were you with the level or amount of health care your family member received in the ICU?
Family satisfaction with information (FSI)	
Q1	Frequency of communication with ICU doctors? How often doctors communicated to you

	about your family member's condition.
Q2	Ease of getting information? Willingness of ICU staff to answer your questions.
Q3	Understanding of information? How well ICU staff provided you with explanations that you understood.
Q4	Honesty of information? The honesty of information provided to you about your family member's condition.
Q5	Completeness of information? How well ICU staff informed you what was happening to your family member and why things were being done.
Q6	Consistency of information? The consistency of information provided to you about your family member's condition (did you get a similar story from the doctor, nurse, etc.)
Family satisfaction with decision-making process (FSDM)	
Q1	Did you feel included in the decision-making process?
Q2	Did you feel supported during the decision-making process?
Q3	Did you feel you had control over the care of your family member?
Q4	When making decisions, did you have adequate time to have your concerns addressed and questions answered?