

Intensive care Communication with families during COVID-19 : a survey

Hello friends,

Hope you all are safe!

The COVID-19 pandemic is resulting in increased pressures on ICUs. In addition to infection control considerations, most ICUs have changed the ICU visiting policies for the family members of the patients and how the relatives would receive the updates of the condition of the patients.

We are therefore interested in how your hospital is 'communicating with families' during this challenging time.

Participation in this survey is entirely voluntary. If you agree to participate in this study, the information you will be sharing with us will be kept completely confidential and will be used for research and publication purposes only.

Name of the hospital and responder will be kept confidential. .

Survey will only take 5-7 minutes of your time to complete.

Please make only one entry per ICU. If you have more than one ICU in your hospital, please enter data for each separately.

Regards

Nitin Arora

Gunjan Chanchalani

Prashant Nasa

On behalf of the steering committee

***Required**

1. Participation in this survey is entirely voluntary. Please enter your email ID below, if you agree to participate in this study *

2. Hospital name *

3. Name of city and country *

4. Name of the ICU (if more than one)

5. Designation of the individual filling the survey *

Mark only one oval.

☐ Patient communication officer (non clinical)

☐ Doctor

☐ Nurse in-charge

☐ Administrator

6. Type of ICU *

Mark only one oval.

☐ Open

☐ Closed

☐ Semi-closed

7. Type of patients in the ICU *

Mark only one oval.

- ☐ Medical
- ☐ Surgical
- ☐ Mixed
- ☐ Neuro critical care
- ☐ Cardiac critical care
- ☐ Transplant ICU
- ☐ Other: _____

Pre-COVID19
communication

This section will help us know about the patient - family communication / counselling in the pre-COVID19 times

8. What has been your routine (pre-COVID) patient visiting practice for family members? *

Tick all that apply.

- ☐ Fixed visiting hours only
- ☐ Visiting at any time
- ☐ Open visiting for vulnerable patients and during end-of-life care only
- ☐ No visitor policy
- ☐ Option 6

9. During normal (pre-COVID) times, for how many hours is visiting allowed per day? *

Mark only one oval.

- ☐ 24 hours per day
- ☐ 12-24 hours
- ☐ 6-12 hours per day
- ☐ 3-6 hours
- ☐ Less than 3 hours
- ☐ Zero
- ☐ Other: _____

10. During normal (pre-COVID) times, who normally handled communication with patient family members? (can choose more than one option) *

Tick all that apply.

- ☐ Primary treating team
- ☐ ICU consultant / attending consultant
- ☐ Senior medical trainee (Sr Resident/Fellow)
- ☐ Junior Medical Trainee (Jr Resident/Intern/ duty doctor)
- ☐ Nurse in charge
- ☐ Staff nurse
- ☐ Other ICU Professionals
- ☐ A dedicated non-treating team (Patient relationship officer)
- ☐ General practitioner

Other: ☐ _____

11. Where did most family discussions with the ICU team happen, during the pre-COVID19 times ? *

Mark only one oval.

- ☐ Bedside of patient
- ☐ Dedicated family communication room
- ☐ Corridor or ad-hoc space
- ☐ Other: _____

12. During pre-covid times, how were non-emergency procedure / surgery consents were taken *

Mark only one oval.

- ☐ In person - with documentation
- ☐ In person - with video recording and documentation
- ☐ On telephonic / video consultation and recorded
- ☐ Other: _____

13. How did you have DNAR (Do not attempt resuscitation) or EOL (End of Life) discussions with family members, in the pre-COVID19 era? (can choose more than one option)

Tick all that apply.

- ☐ in person discussions with all the close family members
- ☐ In person discussion with a single family member
- ☐ Video calling to all the close family members
- ☐ Audio calling to all the close family members

Other: ☐ _____

14. Please select who did the DNAR or End of Life discussions with family members, during COVID times? (can choose more than one option) *

Tick all that apply.

- ☐ Consultant
- ☐ Senior Trainee (Fellow, Senior resident)
- ☐ Junior trainee (Junior resident) / duty doctor
- ☐ Medical student
- ☐ Palliative team
- ☐ Nurse in charge
- ☐ Staff nurse
- ☐ A dedicated team for family communication

Other: ☐ _____

Is your ICU, a COVID-19 ICU ?

15. Do you have COVID patients in the ICU mentioned above? *

Mark only one oval.

- ☐ Yes
- ☐ No

COVID era - family visiting details

16. During COVID, is visiting more restricted than during normal (pre-COVID) times?

Mark only one oval.

- ☐ Yes, More restricted
- ☐ No , it is the same as pre-COVID days
- ☐ It is more liberal

17. During COVID, do you allow relatives to visit? (can choose more than one option) *

Tick all that apply.

- ☐ Yes - Daily
- ☐ Yes - alternate day
- ☐ Yes - on request of relatives
- ☐ Yes - End of life care / terminally ill patients only
- ☐ Yes - Vulnerable patients only
- ☐ Never

Other: ☐ _____

18. If the answer to above question is YES, how you ensured safety of visitors during patient visit or if any modifications were made during the visit of the patient by the family member(s).

19. Also how many visitors were permitted?

COVID19 times - communication details

20. During COVID times, are patient families updated daily? *

Mark only one oval.

☐ Yes

☐ No

21. How many times in a day are families updated? (can choose more than one option)

Tick all that apply.

☐ Once a day

☐ Twice a day

☐ As many times the family calls the unit and demands an update

☐ During any event / instability of the patient

Other: ☐ _____

22. How do you communicate updates with families? (can choose more than one option) *

Tick all that apply.

☐ Audio phone calls, initiated by the unit

☐ Families asked to call the unit for updates

☐ Video calling

☐ Family member asked to visit the hospital for update

Other: ☐ _____

23. During Covid times, who normally handles communication with families? (can choose more than one option) *

Tick all that apply.

- ☐ Primary treating team
- ☐ ICU consultant / attending consultant
- ☐ Senior medical trainee (Sr Resident/Fellow)
- ☐ Junior Medical Trainee (Jr Resident/Intern)
- ☐ Nurse in charge
- ☐ Staff nurse
- ☐ Other ICU Professionals
- ☐ A dedicated non-treating team (Patient relationship officer)

Other: ☐ _____

24. Please describe the team for family communication

25. How do you obtain non-emergency procedure / surgery consent during the COVID era ?

Tick all that apply.

- ☐ Video calling and document in the file
- ☐ Audio calling and document in the file
- ☐ Record the video/ audio call and save for future
- ☐ Ask the family member to send a message /recording
- ☐ Call in person to the hospital for documentation
- ☐ Email the consent form

Other: ☐ _____

26. How do you have DNAR or End of Life discussions with family members? (can choose more than one option) *

Tick all that apply.

- ☐ Phone calls by medical team
☐ Video call by medical team
☐ In person

Other: ☐ _____

27. Please select who does the DNAR or End of Life discussions with family members ? (can choose more than one option) *

Tick all that apply.

- ☐ Consultant
☐ Senior Trainee (Fellow, Senior resident)
☐ Junior trainee (Junior resident)
☐ Medical student
☐ Palliative team
☐ Nurse in charge
☐ Staff nurse
☐ A dedicated team for family communication

Other: ☐ _____

28. How did this change in communication pattern affect you /the hospital ? *

29. Any change in the visitor policy during the last few months, with different waves/surge of the pandemic?

30. Any other comments?

This content is neither created nor endorsed by Google.



