



ICU STAT GUIDE: USES EVIDENCED BASED CONTENT

ICU STAT GUIDE has been designed and produced by CareNetTV.com, Inc. to augment, deliver and enhance ICU family centered care. Our creative staff and Medical Advisory Board have carefully researched and reviewed the evidenced based content presented with ICU STAT GUIDE digital signage, web portals, and INFO GUIDE KISOKS. We wanted to be sure our products assist physicians, nurses, and hospital staff with their issues regarding quality improvement, legal liability mitigation, JCAHO policies and survey compliance.

In addition, ICU STAT GUIDE includes Family Assistance Program guides and forms team builders may use for implementation and intradepartmental program integration. Use ICU STAT GUIDE products to address the Critical Care Family Needs Inventory (CCFNI) identified by Molter(7) and establish a custom Family Assistance Program in your hospital.

The following 10 needs have been identified as the most important to families of critical care patients:

- Feel there was hope;
- Feel hospital personnel cared about the patient;
- Have a waiting room near the patient;
- Be called at home about changes in the patient's condition;
- Know the prognosis;
- Have questions answered honestly;
- Know specific facts about the patient's prognosis;
- Receive information about the patient once a day;
- Have explanations given in understandable terms; and
- Be allowed to see the patient frequently.

ICU STAT GUIDE is designed to assist any size ICU establish a Family Assistance Program based on intradepartmental team support. We deliver the core education, information and interactive display technology you need to respond to three major issues facing critical care health providers:

- Projected workforce shortages of critical care physicians and nurses;
- Increased scientific evidence indicating the correlation between family satisfaction and positive patient outcomes; and
- A core measurement framework that will lead to improved standards of care in the ICU

ICU STAT GUIDE demonstrates family education compliance with **JCAHO Survey Policies and Procedures**, such as:

- Do Not Resuscitate Orders
- Foregoing Life Sustaining Treatment
- Interpreter and Translation Services
- Organ and Tissue Donation
- Patient Rights Grievances





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Inspiration for our ICU STAT GUIDE education and information content, web-portals, feedback surveys, public information displays and kiosks are based on the results of solid clinical research by Molter(7) and a host of other clinical research studies (see references below).

Their research clearly identified and documented the many needs of family members of ICU patients. Those discoveries by qualified researchers, are also presented in a paper published and titled "Origins and Development of The Critical Care Family Assistance Program" by **Marilyn A. Lederer, CPA et al** From the CHEST Foundation (Ms. Lederer) and the American College of Chest Physicians (Ms. Goode), Northbrook, IL; and the Wellington Consulting Group, Ltd (Dr. Dowling), Gold Canyon, AZ. 2005 [American College of Chest Physicians](#).

Based on validated clinical research, their paper stated, that families have needs such as the following "...In a later article, Leske,⁸ building on the work of Molter,⁷ was able to validate these classifications [CCFNI] and group them into the following five domains of need: **support, comfort, proximity, information, and assurance.**

These studies were followed by others that sought to discover other aspects of family needs within an ICU. In examining these dimensions, Lam and Beaulieu⁹ further verified that information, assurance, and proximity to the patient were the primary family needs observed. The needs of family members for support, comfort, and rest were either ignored or continually postponed.

Employing techniques of cognitive research, Lopez-Fagin¹⁰ used the inventory of Molter⁷ to examine specific problems occurring in certain ICUs under study. ***The problems cited included the following: lack of visiting hour guidelines; lack of dissemination of information to families regarding the patient's condition and treatment; lack of overnight accommodations; lack of a peaceful atmosphere in waiting rooms; lack of any distractive material such as books, magazines, or videos; and lack of understanding of family needs. The author discussed specific changes that were made to address each of these concerns...***

...Out of the research and the conclusions derived from the research, The CHEST Foundation designed the CCFAP program with a clearly stated goal and with corresponding objectives.

Goal

To respond to the unmet needs of families of critically ill patients in hospital ICUs through the provision of educational and family support resources.

Objectives

1. To better prepare a multidisciplinary team to meet the needs of families of critical care patients;
2. To increase families' satisfaction with the care and treatment of critically ill family members while in an ICU;
3. To improve families' comprehension of and satisfaction with the information provided by caregivers;
4. To identify common formats for providing information and financial resources across various models of care;
5. To improve a hospital's ability to respond to family needs within a structured feedback model;
6. To increase the medical team's knowledge and understanding of the CCFAP model and its purpose;
7. To increase knowledge about the CCFAP and foster the dissemination of information about it within both the medical and lay communities; and To compare and contrast specific levels of family need across various models of care...



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...The following are typical of the other hospital functions that might support the CCFAP team:

- Administrator (ie, chief executive officer, president, and vice president)
- Management information system director
- Chaplain (ie, pastoral care director)
- Medical director
- Dietary services director
- Music therapist
- Facilities manager
- Patient services coordinator
- Hospital security director
- Public relations director
- Housekeeping manager
- Social services director
- Integrative medicine representative (ie, massage therapist)
- Therapy services representative
- Volunteer services coordinator

...Education and Information Materials

The CCFAP model seeks to assist ICUs in the important task of delivering unambiguous, but compassionate, information to families of ICU patients. Families require this information first, to cope with their distress, but primarily to participate in making decisions about family members who cannot speak for themselves about critical care decisions. The sites seek to develop a family-centered approach, providing both general medical information, as well as very specific information about the loved one. Centers have developed brochures to explain the CCFAP and to make family members aware of the services available. In addition, sites supply a variety of written material to assist family members in becoming familiar with staff. Materials include a loose-leaf notebook with the names of the staff, including photos, telephone numbers, and responsibilities; and contact sheets listing the name, telephone numbers, and other physician contact information. Publications have included pamphlets with most frequently asked questions, as well as maps and diagrams of the hospital. A variety of other publications are also available, presenting information in non technical language about the physical conditions that affect many of the critical care patients. In locations where it is appropriate, all materials have been translated into languages spoken by the representative patient population, such as Spanish, Russian, or Vietnamese.

[DIGITAL SIGNAGE &] Information Kiosk

In addition to the wealth of information provided in printed format [that could also be presented with DIGITAL SIGNAGE], each site has made a commitment to electronic communication. All sites have set up an information kiosk with an easy-to-use computer that can provide information for families. The kiosk might include any or all of the following components:

- Electronic messaging systems allowing families to send messages to nursing staff and physicians;
- Internet portals to medical information that is written for the layperson;
- Internet portals to local city information, including restaurants, local events, day care centers, respite care information, health clubs, maps, and a wide variety of additional practical information;
- Screens customized for CCFAP information, offering material about advance medical directives, as well as tutorials on home care equipment displayed by streaming video and subtitles;
- Screens with information about the hospital, including pictures and biographic summaries of critical care team members;
- Information about hospital hospitality discount programs available through the CCFAP, offering discounts for food, transportation, and lodging; and
- CCFAP family satisfaction surveys and a feedback section for evaluations and quality improvement activities.





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To assist in attempts to increase satisfaction with medical services, Wasser et al¹⁹ developed the Critical Care Family Satisfaction Survey to measure patient satisfaction. The survey was built around the following five subscales, which were derived from the measures of the of CCFNI of Molter⁷: assurance; information; proximity; support; and comfort.

The information kiosks have been installed as a response to the stated needs of families seeking a great amount of complex information in a short period of time. The kiosk allows family members to have needed information on hand at all times and provides information for members to use in discussions with other family members, as well as in preparation for meeting with physicians...”

It's possible to develop and deploy a customized Family Assistance Program with ICU STAT GUIDE display and information technology products, content and guides. However, you may find it useful to purchase the Critical Care Family Assistance Program Replication Toolkit and use ICU STAT GUIDE product to help you manage the technical and content requirements outlined in this paper, while you focus on intradepartmental team building and patient/family care.

The CHEST Foundation is pleased to introduce the Critical Care Family Assistance Program (CCFAP) Web site. Learn how hospitals around the country have designed and implemented this unique family-focused program in their critical care environments. <http://www.chestfoundation.org/ccfap/>...

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