The Effect of Information Booklets on Family Members' Satisfaction with Decision Making in an Intensive Care Unit of Malaysia

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Abstract
Background: To test the effect of information booklets on family members' satisfaction with decision-making around the care of critically ill patients in an intensive care unit. Design: Quasi-experiment with non-randomized study groups, using a pre and post-test design was used to test the effectiveness of the information booklet. Setting: The study was conducted in a medical center in Malaysia. Subjects: 84 family members of critically ill patients were conveniently assigned to an intervention group and a control group. Intervention: On admission day after consented, completed pre test questionnaire. The intervention group received information booklet and will be explained between 20-30 minutes; control group, received routine information if any. Day-2: reinforcement on information about 10-20 minutes for intervention group only. Day-3: completion of the post test questionnaire by both groups. Main outcome measures: The Family Satisfaction-Intensive Care Unit (FS-I-CU) and Quality of Communication (QOC) instrument were used to measure families' satisfaction level. Results: There are significant differences in Family Satisfaction between the intervention and control groups. There was an increase in satisfaction across the pre- and post-test mean values, 54.58 (SD=16.23) and 71.1 (SD=19.16), respectively, a significant increase in family satisfaction for the intervention group who received the information booklets. Conclusion: The study findings confirm that the information booklets results in a substantial increase in family satisfaction regarding decision making for patients' care.

Keywords
Author Keywords: Decision making, Family satisfaction, Information need, Intensive care unit, Structured Communication

KeyWords Plus: MECHANICALLY VENTILATED PATIENTS, CRITICALLY ILL PATIENTS, CRITICAL ILLNESS, PSYCHOLOGICAL NEEDS, PERSPECTIVES, PERCEPTIONS, PATIENT

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