

**European Society of Intensive Care Medicine
Postgraduate Workshop:
October 2010, Barcelona**

**Talking With Families of the Critically Ill:
A Two-Day Communication Skills Training Program
for ICU Professionals**

PRE- and POST-COURSE QUESTIONNAIRES

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**Talking With Families of the Critically Ill:
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PRE-COURSE QUESTIONNAIRE

We ask you to rate your skills for the tasks listed below relating to communication between clinicians and families of ICU patients. Please use the following scale to rate your skills, circling the appropriate rating:

1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor

1. Your skill at *delivering distressing news about an ICU patient to the patient's family*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
2. Your skill at *expressing your empathy to the family of a critically ill patient in the ICU*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
3. Your skill at *ensuring that both the patient's ICU physician and bedside nurse are included in an ICU family meeting*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
4. Your skill at *physician-nurse teamwork in an ICU family meeting*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
5. Your skill at *ensuring that, in a family meeting, the ICU team investigates the values and preferences of the patient*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
6. Your skill at *dealing with strong emotions that are expressed directly or indirectly by the family in an ICU family meeting*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
7. Your skill at *dealing with strong emotions that are expressed directly or indirectly by other members of the healthcare team in an ICU family meeting*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
8. Your skill at *responding to an ICU family that denies the seriousness of the patient's illness*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor
9. Your skill at *helping to resolve conflicts that may arise in a family meeting between the family and healthcare team member(s)*:
1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor

10. Your skill at *being an active, contributing participant of an interdisciplinary ICU meeting with the family:*

1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor

11. Your skill at *conducting an ICU family meeting to establish appropriate and realistic goals for the patient's care:*

1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor

12. Your skill at *conducting an ICU meeting with a family that insists on treatment for which you believe the burden outweighs the potential benefit to the patient:*

1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor

13. Your skill at *listening actively during communications with ICU families:*

1-Excellent 2-Very Good 3-Good 4-Fair 5-Poor

For which of the tasks listed above would you most like to strengthen your skills? Identify up to 5 by writing the corresponding number(s) below.

- | | |
|----|----|
| 1. | 4. |
| 2. | 5. |
| 3. | |

Apart from the list we have provided, are there other tasks relating to communication between clinicians and families of ICU patients for which you would like to strengthen your skills? Please note them below.

Please tell us a little about yourself:

Date of Birth:

Gender (F, M):

Years of ICU practice:

Position in the ICU (Nurse, Doctor, Psychologist, Other-specify):

The Two-Digit Course ID Number Given to You at Start of Workshop: __ __

Country:

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POST-COURSE QUESTIONNAIRE

We ask you to rate the helpfulness of the course in improving your skills for tasks related to communicating with ICU families. Please use the following scale, circling the appropriate rating:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

1. For improving skills to *deliver distressing news about an ICU patient to the patient's family*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

2. For improving skills to *express empathy to the family of a critically ill patient in the ICU*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

3. For improving skills to *ensure that both the patient's ICU physician and bedside nurse are included in an ICU family meeting* the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

4. For improving skills for *physician-nurse teamwork in an ICU family meeting*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

5. For improving skills to *ensure that, in a family meeting, the ICU team investigates the values and preferences of the patient*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

6. For improving skills to *deal with strong emotions that are expressed directly or indirectly by the family in an ICU family meeting*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

7. For improving skills to *deal with strong emotions that are expressed directly or indirectly by other members of the healthcare team in an ICU family meeting*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

8. For improving skills to *respond to an ICU family that denies the seriousness of the patient's illness*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

9. For improving skills to *help to resolve conflicts that may arise in a family meeting between the family and healthcare team member(s)*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

10. For improving skills to *be an active, contributing participant of an interdisciplinary ICU meeting with the family*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

11. For improving skills to *conduct an ICU family meeting to establish appropriate and realistic goals for the patient's care*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

12. For improving skills to *conduct an ICU meeting with a family that insists on treatment for which you believe the burden outweighs the potential benefit to the patient*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

13. For improving skills to *listen actively during communications with ICU families*, the course was:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

14. **Overall**, how helpful was this course in improving your communication skills:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

Now we ask you to rate specific components of the course in terms of their helpfulness in improving your skills for communicating with ICU families. Please use the following scale, circling the appropriate rating:

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

15. How helpful were the didactic (lecture) sessions?

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

16. How helpful was the panel discussion in which faculty were interviewed?

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

17. How helpful were the role-playing sessions?

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

18. How helpful was the collage session?

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

19. How helpful was the session in which physicians and nurses met to discuss barrier and strategies for interdisciplinary teamwork in ICU family communication?

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

20. How helpful was the listening exercise?

1-Not helpful 2-Minimally helpful 3-Somewhat helpful 4-Helpful 5-Very helpful

Using a 1-5 scale, where 5 is the most positive rating of the course for that item, please rate (check the box with the appropriate number) this course as a whole:

As a whole, this course:

	Not at all				To a large extend
	1	2	3	4	5
Was relevant to my needs					
Was appropriate to my level					
Provided useful feedback					
Was challenging but not threatening					

Please share with us any comments, thoughts, or suggestions about this course:

The Two-Digit Course ID Number Given to You at Start of Workshop: __ __

THANK YOU FOR TAKING THE TIME TO FILL OUT THE QUESTIONNAIRE.

SEE NEXT PAGE

IF YOU WOULD BE WILLING TO RESPOND TO A BRIEF (LESS THAN 15 MINUTES TO COMPLETE) FOLLOW UP QUESTIONNAIRE THAT WE WOULD EMAIL TO YOU, PLEASE PROVIDE YOUR EMAIL ADDRESS:

_____.

NOTE: YOU CAN RETURN THIS SHEET SEPARATELY IF YOU PREFER TO KEEP THE RESPONSES ON THIS QUESTIONNAIRE ANONYMOUS.