A343 - Evaluation of family satisfaction instrument in multicultural middle eastern critical care units

A Ali¹; K Krishnareddy²; H Hon³

¹Sheikh Khalifa Medical City, critical care, Abu Dhabi, United Arab Emirates, ²Sheikh Khalifa Medical City, ICU, Abu Dhabi, United Arab Emirates, ³Sheikh Khalifa Medical City, Critical care, Abu Dhabi, United Arab Emirates

Introduction:
This cross sectional study was designed to investigate the level of family satisfaction in 3 intensive care units in a tertiary hospital in the United Arab Emirates (UAE), which is a multicultural society

Methods:
Family members of patients who were admitted to intensive care unit for more than 48 hours or over were included in the study. Families were approached with a validated FS24- ICU family satisfaction survey questionnaire. One hundred questionnaires were collected over a period of 3 months from January 2016 to March 2016 in our pediatric medical surgical and cardiac, adult cardiac and adult medical/surgical intensive care units.

Results:
The overall level of satisfaction rate was comparable to other high-income and developed countries with total satisfaction score, medical care score and decision making score of 75.1 ± 14.2, 80.1 ± 18.6, and 68.1 ± 11.5 respectively.

Conclusion:
This is the very first study from the UAE demonstrating a high level of patient family satisfaction in both adult and pediatric intensive care units. This study also highlighted areas where further improvement needed to occur.

References:

Table 1:

<table>
<thead>
<tr>
<th></th>
<th>UAE study</th>
<th>Canadian study</th>
<th>Swiss study</th>
<th>American Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tool used</td>
<td>FS-24</td>
<td>Modified FS-ICU</td>
<td>FS-34</td>
<td>Modified FS-ICU and QOD-1</td>
</tr>
<tr>
<td>Total score</td>
<td>75.1 ± 14.2</td>
<td>84.3 ± 15.7</td>
<td>78 ± 14.7</td>
<td>76.6 ± 20.6</td>
</tr>
<tr>
<td>Care score</td>
<td>80.1 ± 18.6</td>
<td>83.5 ± 15.4</td>
<td>79 ± 14</td>
<td>77.7 ± 20.6</td>
</tr>
<tr>
<td>Decision making</td>
<td>68.1 ± 11.5</td>
<td>75.9 ± 26.4</td>
<td>77 ± 15</td>
<td>75.2 ± 22.6</td>
</tr>
</tbody>
</table>

Comparison of the total score and sub scores across different studies