

Supplemental Digital Content 5. Mean FS-ICU 24R item and composite scores (n=212)

Item	Mean score (SD)
<i>Satisfaction with care</i>	
Satisfaction with concern and caring by ICU staff, n=207	90.9 (15.4)
How well did the ICU staff assess and treat your family member's pain, n=208	89.0 (17.9)
How well did the ICU staff assess and treat your family member's breathlessness, n=203	91.3 (15.6)
How well did the ICU staff assess and treat your family member's agitation, n=205	84.9 (21.7)
How well did the ICU staff show an interest in your needs, n=205	86.6 (21.3)
How well did the ICU staff provide emotional support to you, n=203	84.6 (22.1)
How was the teamwork of all the ICU staff who took care of your family member, n=206	88.4 (17.9)
How was the courtesy, respect and compassion you were given, n=205	89.2 (16.7)
How well the nurses cared for your family member, n=204	91.7 (15.2)
How often did the nurses communicate to you about your family members condition, n=202	89.6 (18.2)
How well doctors cared for your family member, n=206	89.0 (17.2)
How satisfied are you with the atmosphere (mood) in the ICU waiting room, n=206	77.8 (25.5)
How satisfied are you with the atmosphere (mood) of the ICU, n=206	86.2 (18.6)
How satisfied are you with your participation in daily rounds, n=205	84.6 (22.3)
How satisfied are you with your participation in the care of your	

critically ill family member, n=204	89.3 (17.5)
Some people want everything done for their health problems while others do not want a lot done. How satisfied were you with the LEVEL or amount of health care your family member received in the ICU?, n=206	88.8 (18.4)
<i>Satisfaction with decision-making</i>	
How often did doctors communicate to you about your family member's condition, n=207	82.7 (23.3)
Willingness of ICU staff to answer your questions, n=208	85.9 (21.7)
How well ICU staff provided you with explanations that you understood, n=205	88.2 (17.3)
The honesty of information provided to you about your family member's condition, n=207	89.3 (16.2)
How well ICU staff informed you what was happening to your family member and why things were being done, n=205	85.9 (19.6)
The consistency of information provided to you about your family member's condition, n=206	88.9 (18.0)
How included or excluded did you feel in the decision-making process, n=200	85.8 (24.7)
How supported did you feel during the decision-making process, n=195	86.9 (18.4)
Did you feel you had control over the care of your family member, n=199	86.4 (20.8)

When making decisions, did you have adequate time to have your concerns addressed and questions answered, n=192	81.9 (23.1)
<i>Composite FS-ICU scores</i>	
Satisfaction with Care	87.5 (15.1)
Decision Making	86.1 (15.4)
Total	87.0 (14.5)

*All data reflects US sites.