

UNIVERSITI TEKNOLOGI MARA

**FAMILY MEMBERS' SATISFACTION ON THE
CARE AND DECISION MAKING INVOLVEMENT
WITH HEALTH PROFESSIONALS IN THE
INTENSIVE CARE UNIT**

SYAHIDAH AMIRAH BINTI ZAKARIA

2011232112

NOREMILIA IDORA BINTI SHAHROM

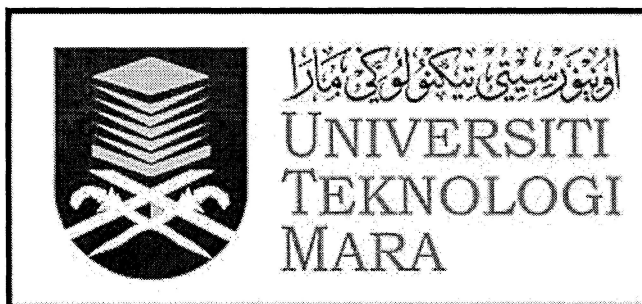
2011482156

HAZWANA BINTI MOHD ISA

2011684964

**Project submitted in fulfillment of the requirement for the degree of
Bachelor (Hons.) Of Nursing
Faculty of Health Sciences**

July 2015



BACHELOR OF NURSING WITH HONOURS
FACULTY OF HEALTH SCIENCE
UNIVERSITI TEKNOLOGI MARA
PUNCAK ALAM
“DECLARATION OF ORIGINAL WORK”

WE, SYAHIDAH AMIRAH BINTI ZAKARIA, (I/C Number 920830055396)
NOREMILIA IDORA BINTI SHAHROM, (I/C Number 910204145504)
AND
HAZWANA BINTI MOHD ISA (I/C Number 911009045182)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project- paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: 10 / 7 / 2015
Signature: _____ Date: 10 / 7 / 2015
Signature: _____ Date: 10 / 7 / 2015 .

ACKNOWLEDGEMENT

Alhamdulillah, all praise to Almighty Allah SWT for giving us the strength and patience to complete this study. We would like to express our appreciation those who helped us in completing this study. Special thanks to our supervisor, Puan Rashidah binti Shahrudin, who contributed in stimulating suggestions and giving encouragement throughout this project. In addition, we would also like to thank other lecturers in Universiti Teknologi Mara (UiTM) that helps us either directly or indirectly in finishing this study.

Next, we would like to express our appreciation to the translator, Puan Teh Azriah binti Isahak for our questionnaires, Ethic Committee of UiTM, National Medical Research Register and Clinical Research Centre of Hospital Sungai Buloh that helped us in this study. In addition, we would like to thanks Miss Farah Aini Sofea binti Arsuhaimy that helped us proof read this research paper. Besides, we would like to thank our parents for their support during our process to complete this project. Finally, we would also like to thank our friends, who helped us in giving suggestions and ideas on this task.

TABLE OF CONTENT

Declaration of Original Work	iii
Acknowledgement	iv
Table of Content	v
List of Figures	ix
List of Tables	ix
List of Abbreviations	ix
Abstract	x

CHAPTER 1: INTRODUCTION

1.1. Background of Study	1
1.2. Problem Statement	3
1.3. Conceptual Framework	5
1.4. Aim of Study	6
1.5. Research Objectives	6
1.6. Research Hypothesis	6
1.7. Significance of Study	7
1.7.1 Academic Perspective	7
1.7.2 Practical Perspective	7
1.8. Key Terms Definition	8
1.8.1 Intensive Care Unit	8
1.8.2 Health Professional	8
1.8.3 Satisfaction	8
1.9. Conclusion	9

ABSTRACT

Background: Intensive Care Unit (ICU) is a place where most intervention for life support is applied for the critically ill patient (Kryworuchko et al., 2012). Patients in the ICU may no longer capable of participating in making decision related to their own care, so they need family involvement in decision making (Baggs & Schimtt, 2000). In the ICU, communication between health professional and patient's family members should be focus in order to achieve the goal of care (Schubart et al., 2015). Assessing the family member's satisfaction on the provision of comfort care and their decision making involvement with health professional are important to increase the collaboration in decision making between them.

Objectives: The purpose of this study is to evaluate the satisfaction of family members on the care given and their decision making involvement with the health professionals in the intensive care unit.

Method: A cross-sectional study design by using convenience sampling was carried out whereby a set of validated FS-ICU24 questionnaire was asked to 65 family members in Intensive Care Unit (ICU) in Hospital Sungai Buloh, Selangor by face-to-face interviewed.

Results: In this study, for overall assessment on satisfaction of family members on care and decision making shown, majority of the respondent were satisfied on the overall care and the overall decision making (mean \pm SD item score, 63.2 ± 16.7 and 62.6 ± 13.6 , respectively). In the assessment of satisfaction on care shown, the most satisfaction rated by family members were the concern and caring by the ICU staff given to patient (71.5 ± 22.5); coordination of care (68.5 ± 23.1); as well as the skill and competency of the ICU nurses (69.6 ± 20.5).