

**UNIVERSITI TEKNOLOGI MARA**

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

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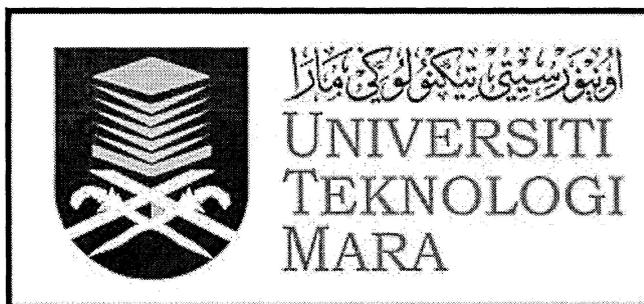
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- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project- paper is the result of our independent work and investigation,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

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## 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,  $63.2 \pm 16.7$  and  $62.6 \pm 13.6$ , 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 ( $71.5 \pm 22.5$ ); coordination of care ( $68.5 \pm 23.1$ ); as well as the skill and competency of the ICU nurses ( $69.6 \pm 20.5$ ).