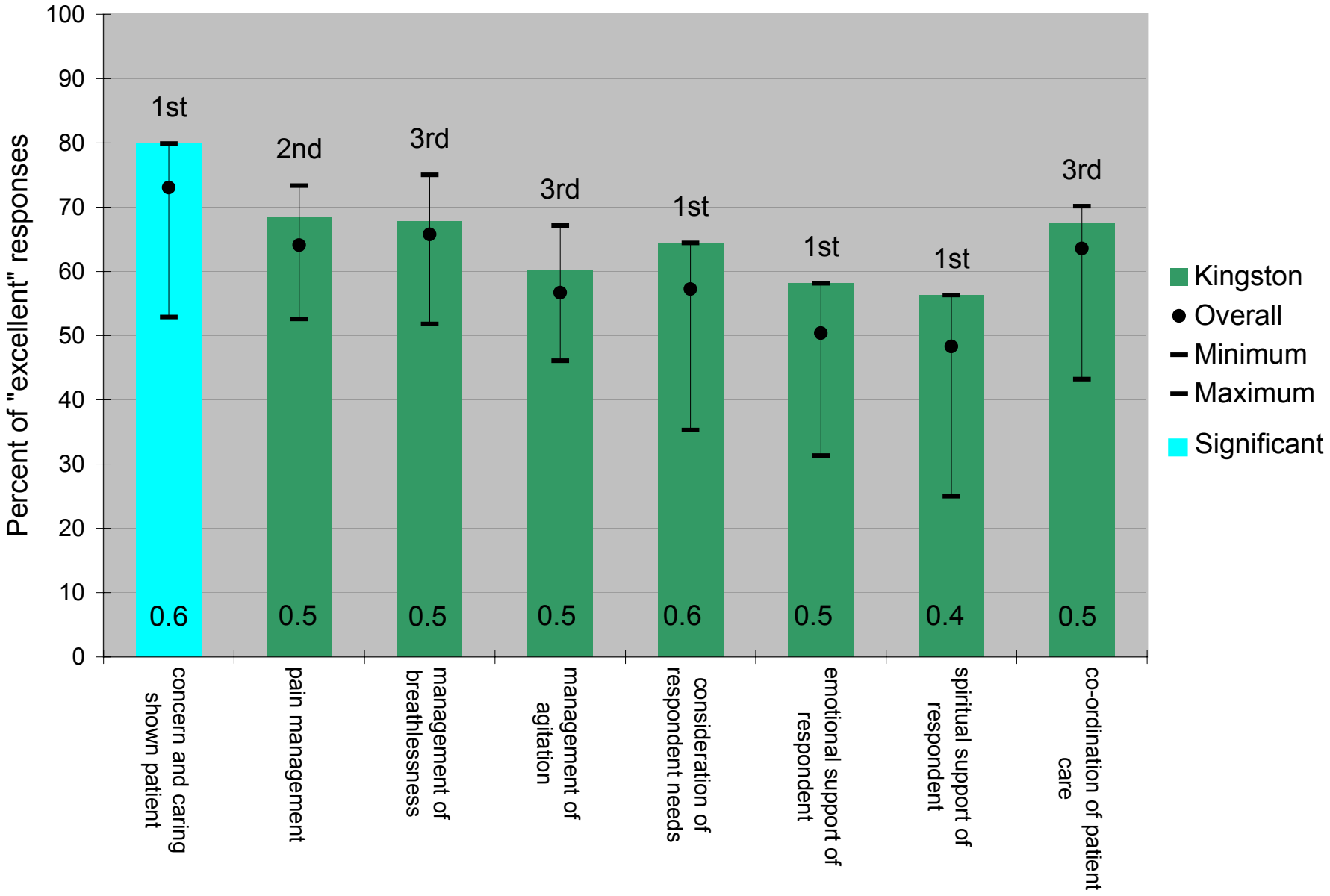
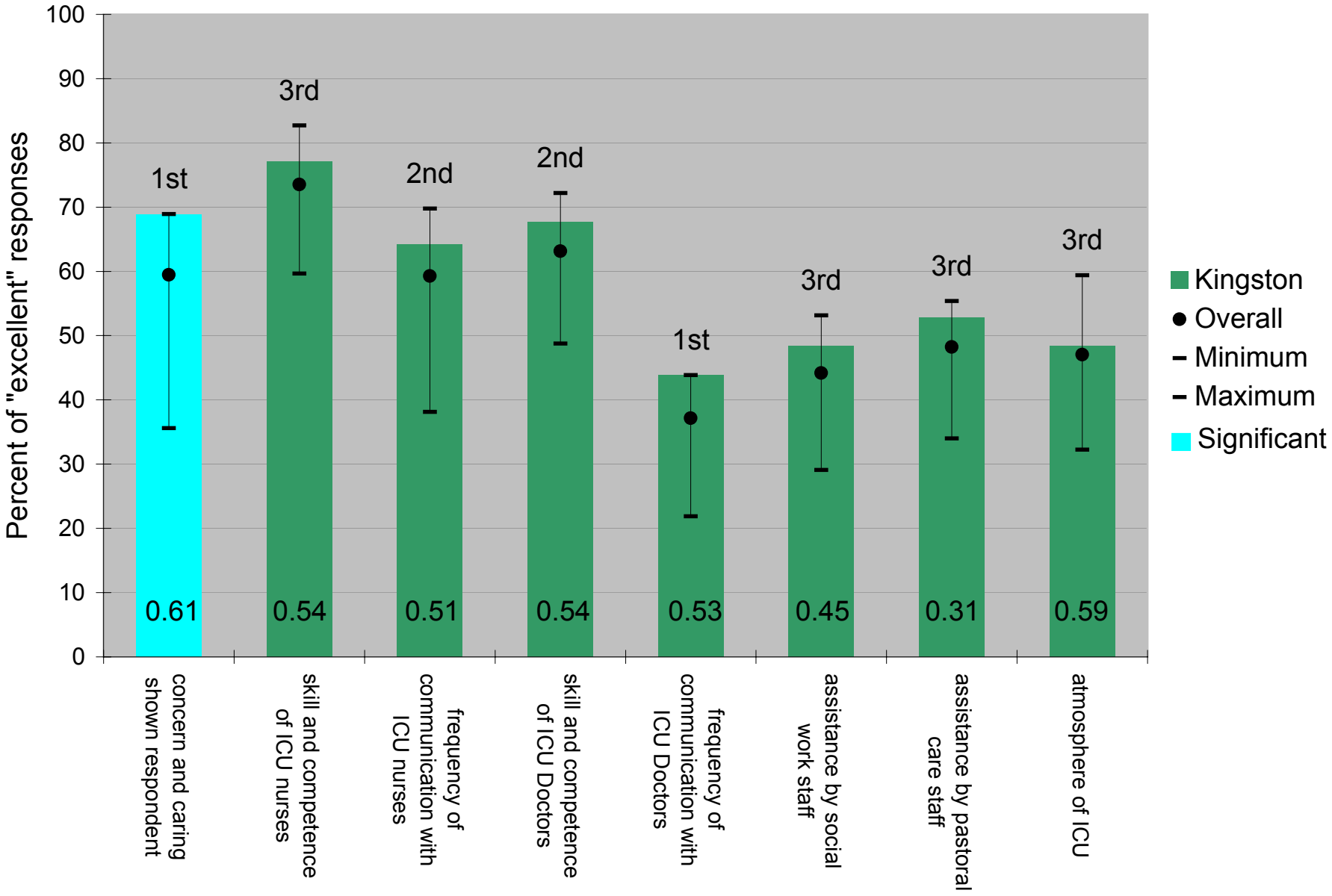
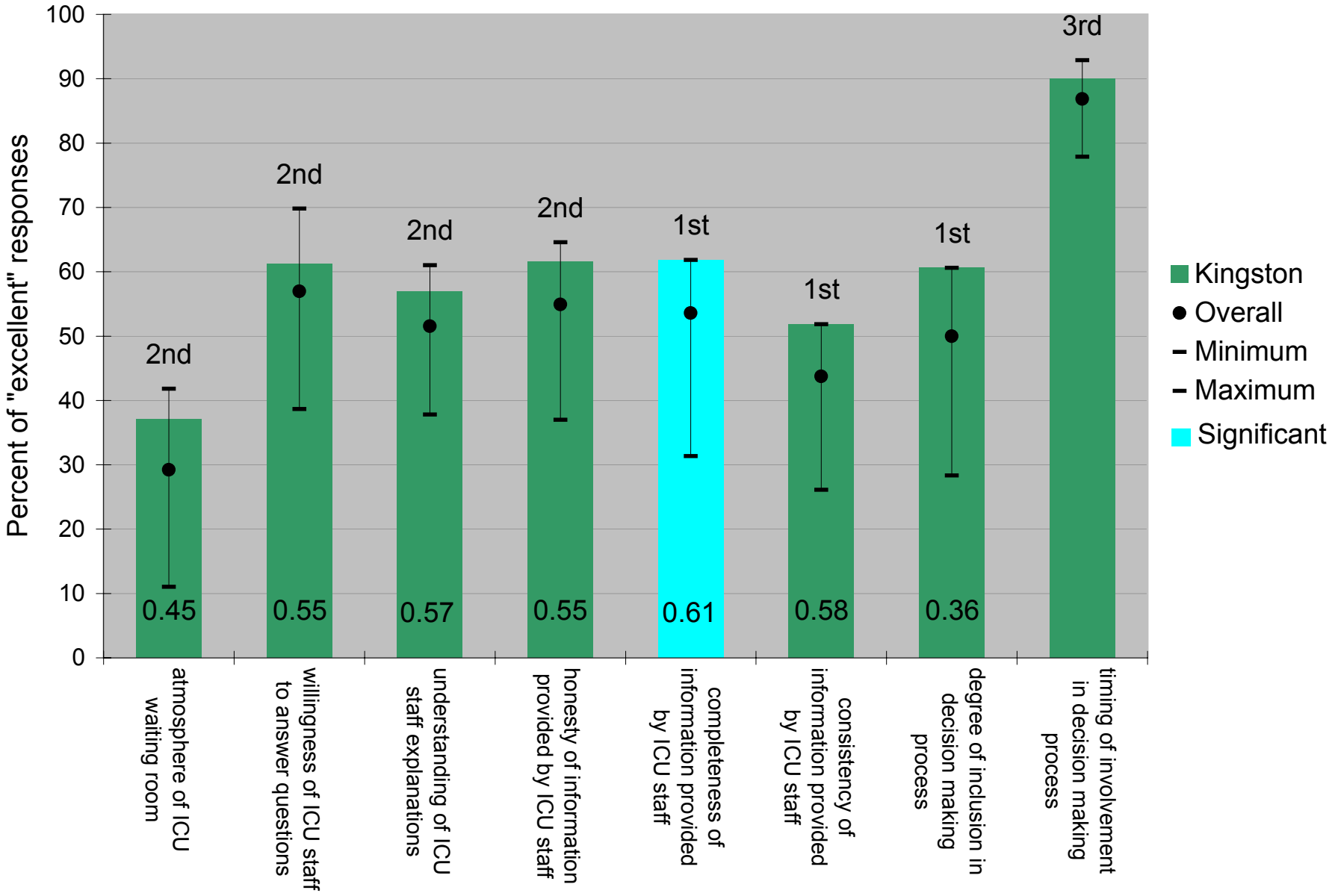
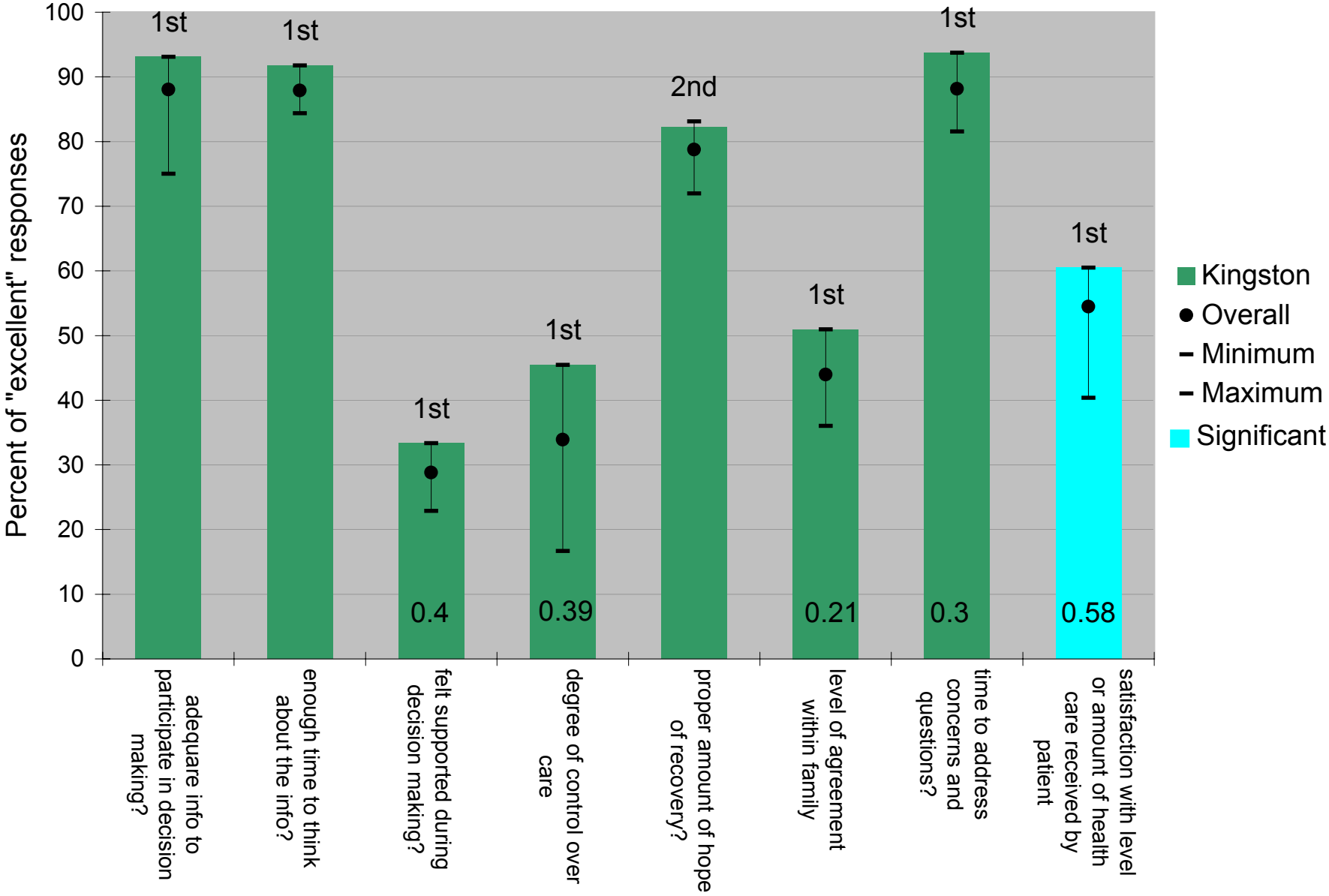
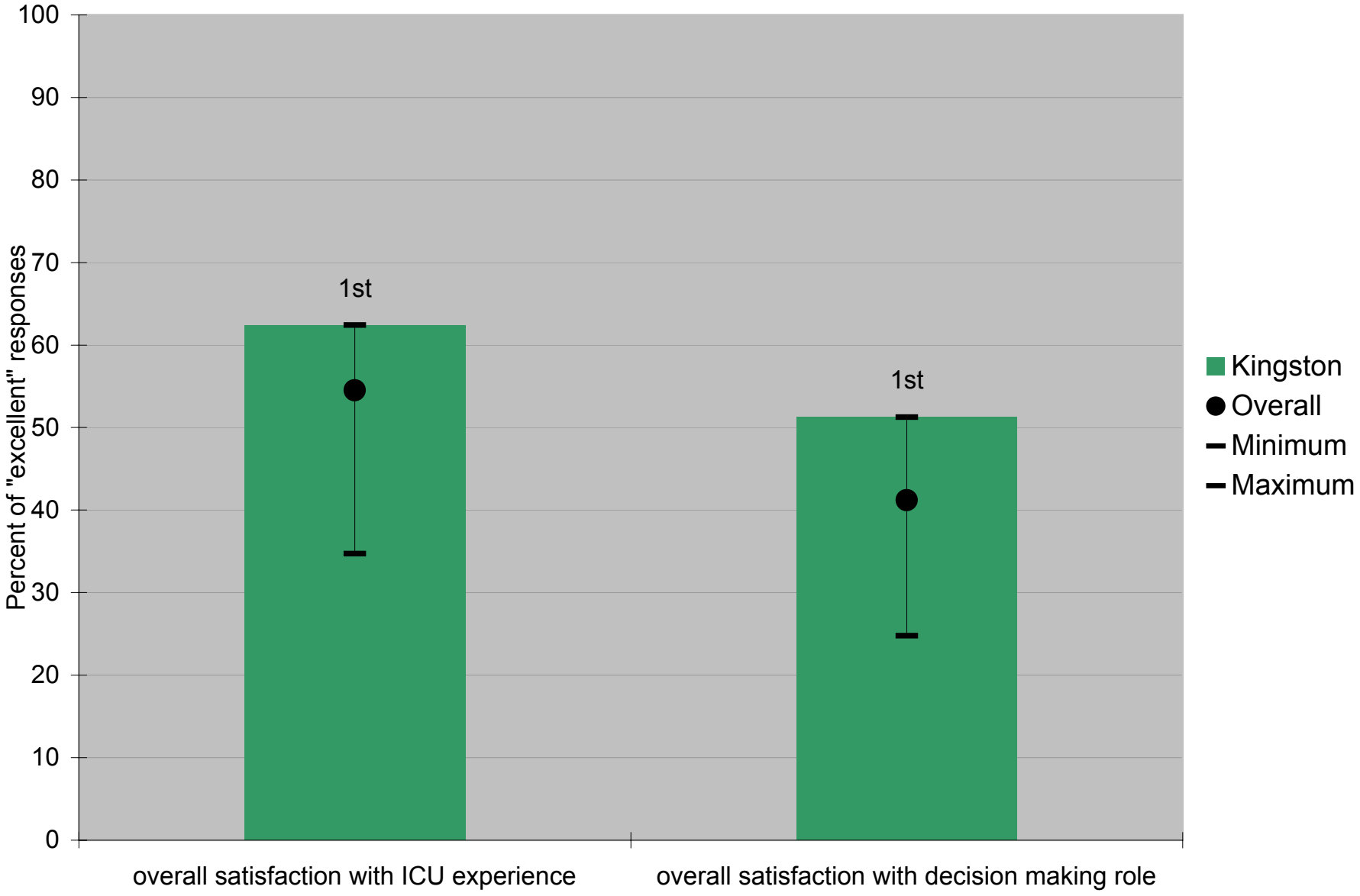

Percent of "excellent" responses
100
90
80
70
60
50
40
30
20
10
0
1st
2nd
3rd
3rd
1st
1st
1st
3rd
0.6
0.5
0.5
0.5
0.6
0.5
0.4
0.5
concern and caring shown patient
pain management
management of breathlessness
management of agitation
consideration of respondent needs
emotional support of respondent
spiritual support of respondent
co-ordination of patient care
Kingston
Overall
Minimum
Maximum
Significant


Percent of "excellent" responses
100
90
80
70
60
50
40
30
20
10
0
1st
3rd
2nd
2nd
1st
3rd
3rd
3rd
0.61
0.54
0.51
0.54
0.53
0.45
0.31
0.59
concern and caring shown respondent
skill and competence of ICU nurses
frequency of communication with ICU nurses
skill and competence of ICU Doctors
frequency of communication with ICU Doctors
assistance by social work staff
assistance by pastoral care staff
atmosphere of ICU
Kingston
Overall
Minimum
Maximum
Significant


Percent of "excellent" responses
100
90
80
70
60
50
40
30
20
10
0
2nd
2nd
2nd
2nd
1st
1st
1st
3rd
0.45
0.55
0.57
0.55
0.61
0.58
0.36
atmosphere of ICU waiting room
willingness of ICU staff to answer questions
understanding of ICU staff explanations
honesty of information provided by ICU staff
completeness of information provided by ICU staff
consistency of information provided by ICU staff
degree of inclusion in decision making process
timing of involvement in decision making process
Kingston
Overall
Minimum
Maximum
Significant


Percent of "excellent" responses
100
90
80
70
60
50
40
30
20
10
0
1st
1st
1st
1st
2nd
1st
1st
1st
0.4
0.39
0.21
0.3
0.58
adequare info to participate in decision making?
enough time to think about the info?
felt supported during decision making?
degree of control over care
proper amount of hope of recovery?
level of agreement within family
time to address concerns and questions?
satisfaction with level or amount of health care received by patient
Kingston
Overall
Minimum
Maximum
Significant


100
90
80
70
60
50
40
30
20
10
0
Percent of "excellent" responses
1st
1st
overall satisfaction with ICU experience
overall satisfaction with decision making role
Kingston
Overall
Minimum
Maximum