

Preliminary interviews: A single hospital's experience

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On behalf of the workshop co-chairs:

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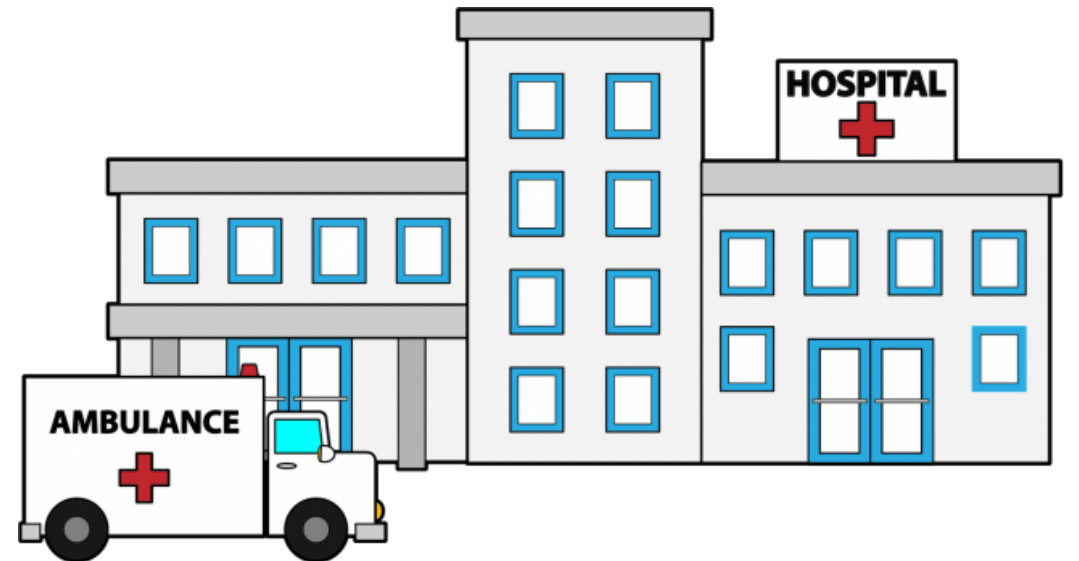
Purpose

- Ensure representation of **diverse perspectives** throughout workshop development
- Guide topics for today's discussion



Approach

- One large hospital in Pittsburgh, PA
- Emphasized diversity in recruitment
- Providers referred family members
- Semi-structured interviews



Interview format

- Covered four broad areas
 1. Communication needs



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 1. Communication needs
 2. Emotional needs
 3. Informational needs, uncertainty
 4. Participation in emergency research



Participants

Families...

...of those who survived

- **Mom**, 28-year-old with brain trauma
- **Husband**, 43-year-old with brain trauma
- **Wife**, 53-year-old with cardiac arrest
- **Wife**, 28-year-old with cardiac arrest

...of those who died

- **Mom**, 30-year-old with brain injury
- **Mom** and **Dad**, 25-year-old with brain injury
- **Mom** and **Dad**, 36-year-old with cardiac arrest

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Providers

- Neurocritical care physician
- Cardiac ICU nurse
- Hospital chaplains (rabbi, priest)
- Neurotrauma ICU nurse
- Brain trauma research nurse
- Emergency department social worker
- Emergency medicine physician
- Organ donation coordinator
- Paramedic
- Neurosurgery physician

Many areas of overlap

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- Need for **equitable treatment** and **socioculturally appropriate** communication
- Clear **expectations** for progression of illness/injury



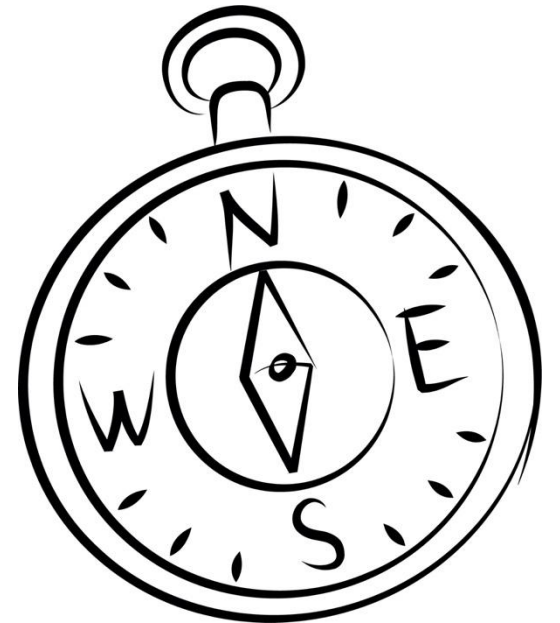
Processing information

- Families identified a **need for help** processing information
 - **Direct, understandable** information
 - **Repetition** can assist understanding
 - Opportunity to ask **questions**
 - Receive **contact information** for care team



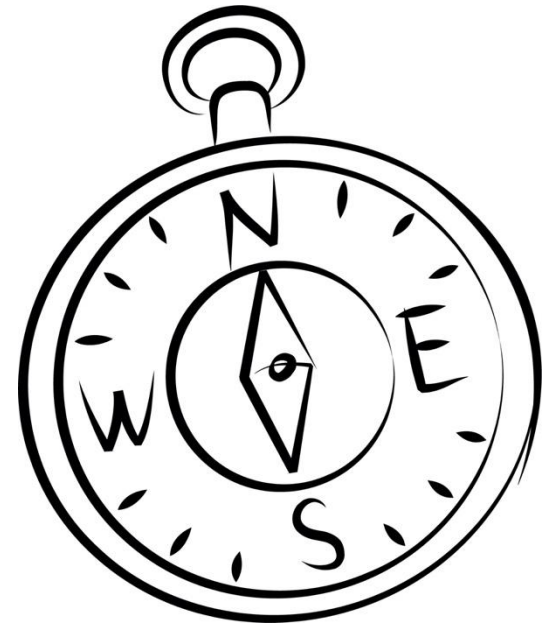
Unique areas of focus – Families

- Importance of **strategies to gain a sense of control**
 - Internet searches
 - Journaling
 - Walking
 - Praying



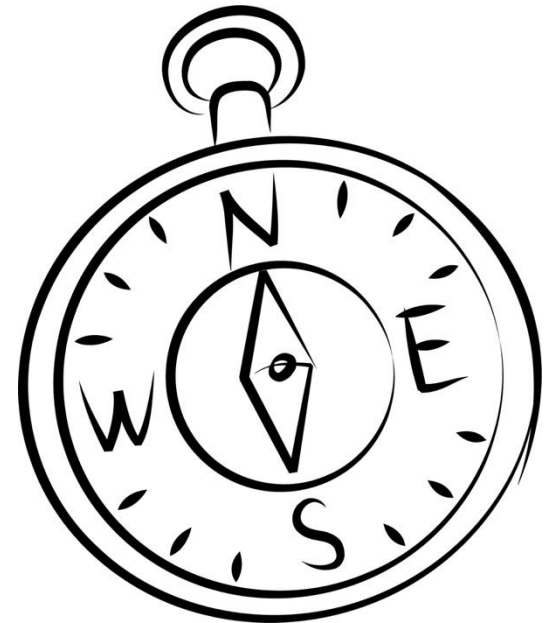
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 - Praying
- Need for **continued support** (after ICU transfer, after death or hospital discharge)
- Information needed to **navigate hospital**



Unique areas of focus – Providers

- **Uncertainty** in clinical course and outcome
 - How/how much to convey
 - Balancing communication of uncertainty with clarity
 - Emotional toll
 - Affect on shared decision-making
 - Consistency of messaging across teams
 - Many other concerns



Limitations

- Single, busy hospital
- Specially trained nurse(s) in every ICU to support families
- Post-Cardiac Arrest Service
- Single trauma neurosurgeon



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 - Families and providers separate
 - Family members: Family informational needs
 - Providers: Communication training, care team composition

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- Reflect on existing literature and initial findings
- First breakout session – Understand broader relevance of key findings
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- **Second breakout session – Explore areas of distinct perspectives**
 - Mixed groups of family members and providers
 - All: Addressing uncertainty