Interview Schedule

We are interested to find out about how family communication in ICU has changed during the Covid-19 pandemic. Particularly how this has affected health care professionals, patients and families. We are interested to hear about your experience.

Background

1. What is your usual role and where do you usually work?
Probe: Has your role or place of work changed because of COVID19?

2. How long have you worked in an ICU environment?

Family Communication

3. Tell me about your experience with communicating with families in ICU during visiting restrictions due to the COVID19 pandemic?
Probe: What is different? What is the same?

4a. What communication tools have you, or your ICU/team used to communicate with families?

4c. Which communication tools work well?
Probe: tell me why that is?

4c. Which communication tools work not so well?
Probe: tell me why that is?

5a. (If not specifically mentioned above)…Have you had the opportunity to use a Life Lines virtual visiting tablet?
Probe: If no, what prevented you from using it?
Probe: If yes what made it possible or easy for you to use?

5b. Which kind of situations and patients have you used a Life Lines tablet for?

5c. What do you like about Life Lines? What works well?
What do you not like? What works not so well?

6. Given what you have told me about your experience with communicating with families during Covid-19, what impact do you think it has had on your ability to support families while their loved one is critically ill?
Probe: How has this made you feel?

7. What impact do you think it has had on the care you are able to deliver to patients?
Probe: How has this made you feel?

8. Is there anything else you would like to share about family communication in the ICU during the Covid-19 pandemic?

Life Lines Codebook – Interviews with clinicians

Nodes

Name	Description	Files	References
a) Restoring the family unit	Perceptions and experiences relating to virtual visits creating a sense of family unit.		
• Connecting extended families	Experiences of virtual visits with extended family units (>2 people).	11	13
• Family catch ups	Experiences of families using virtual visiting to connect with patients, giving family updates and chatting about everyday life.	11	17
• Contact from afar	Experiences of virtual visits when family members are afar.	9	16
• Birthdays	Experiences of patients and families celebrating birthdays using virtual visiting.	6	6
• Own language	Experiences of virtual visiting allowing patients to communicate in their own language with their family members.	5	5
• Pets	Experiences of virtual visits including patients' pets.	2	2
• Singing	Experiences of family members singing during virtual visits.	5	9
b) Family involvement in care	Virtual visiting allowing family members to be more involved in their loved one's care		
• End of life	Examples of virtual visiting used for end-of-life conversations.	19	26
• Rehabilitation	Using virtual visits for rehabilitation.	8	17
• Spiritual care	Using virtual visits for spiritual care.	6	9
• Orientation	Experiences of virtual visiting being used to help orient delirious patients.	6	7
• Clinical update	Perceptions and experiences of using virtual visiting for clinical updates.	8	14
c) Sensemaking	Virtual visits enabling family members make sense of the situation		
• Relief	Experiences of families feeling relief, reassurance and taking comfort from the virtual visit.	13	31
• Receptiveness	Family members receptiveness to virtual visiting.	8	8
• Emotionally challenging	Examples of families finding visits emotionally challenging.	18	33
• Processing	Family members processing information and visual cues from the virtual visit.	15	29

Name	Description	Files	References
• Family reaction	Experiences of different ways family members react to, and behave during, a virtual visit.	7	17

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