**Supplemental Table 1.** Family members’ perspective on the interventions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **PRE****N= 79** | **%** | **POST****N= 80** | **%** |
| **Open visitation policy** |
| **Do you know that visiting hours were changed to be open?** |
| Yes | - | - | 34 | 60.7 |
| No | - | - | 22 | 39.2 |
| NA | - | - | 17 | - |
| **I like that visiting hours are open in the ICU** |
| Strongly agree | - | - | 56 | 76.7 |
| Somewhat agree | - | - | 9 | 12.3 |
| Neutral | - | - | 6 | 8.2 |
| Somewhat disagree | - | - | 0 | 0 |
| Strongly disagree | - | - | 2 | 2.7 |
| NA | - | - | 7 |  |
| **It is helpful that there is open visitation in the ICU** |
| Strongly agree | - | - | 53 | 72.6 |
| Somewhat agree | - | - | 11 | 15.06 |
| Neutral | - | - | 7 | 9.5 |
| Somewhat agree | - | - | 0 | 0 |
| Strongly disagree | - | - | 2 | 2.7 |
| NA | - | - | 7 | - |
| **Two-way communication boards** |
| **Do you know that a daily goal board is used in the ICU?** |
| Yes | - | - | 55 | 77.4 |
| No | - | - | 16 | 22.5 |
| NA | - | - | 9 | - |
| **I like that there is a daily goal board in the ICU** |
| Strongly agree | - | - | 47 | 65.2 |
| Somewhat agree | - | - | 12 | 16.6 |
| Neutral | - | - | 11 | 15.2 |
| Somewhat disagree | - | - | 0 | 0 |
| Strongly disagree | - | - | 2 | 2.7 |
| NA | - | - | 8 | - |
| **It is helpful that there is a daily goal board in the ICU** |
| Strongly agree | - | - | 44 | 61.1 |
| Somewhat agree | - | - | 15 | 20.8 |
| Somewhat disagree | - | - | 1 | 1.3 |
| Neutral | - | - | 10 | 13.8 |
| Somewhat disagree | - | - | 1 | 1.3 |
| Strongly disagree | - | - | 2 | 2.7 |
| NA | - | - | 8 | - |
| **Waiting room experience** |
| **ICU waiting room satisfaction** |
| Excellent  | 25 | 31.6 | 34 | 42.5 |
| Very good | 28 | 35.4 | 26 | 32.5 |
| Good | 16 | 20.3 | 13 | 16.3 |
| Fair | 8 | 10.1 | 6 | 7.5 |
| Poor | 2 | 2.5 | 1 | 1.3 |
| **Comfortable sleeping space for family in room** |
| Very well | 14 | 26.9 | 24 | 35.8 |
| Okay | 20 | 38.5 | 32 | 47.8 |
| Not at all | 18 | 34.6 | 11 | 16.4 |
| N/A | 27 | - | 13 | - |
| **Access to kitchen facilities** |
| Very well  | 12 | 20.0 | 31 | 50.0 |
| Okay  | 17 | 28.3 | 24 | 38.7 |
| Not at all | 31 | 51.7 | 7 | 11.3 |
| N/A | 19 | - | 18 | - |
| **Access to nutritious snacks** |
| Very well | 12 | 23.5 | 30 | 47.6 |
| Okay | 18 | 35.3 | 25 | 39.7 |
| Not at all | 21 | 41.2 | 8 | 12.7 |
| N/A | 28 | - | 15 | - |
| **Access to laundry facilities** |
| Very well | 18 | 32.7 | 32 | 51.6 |
| Okay | 20 | 36.4 | 20 | 32.3 |
| Not at all | 17 | 30.9 | 10 | 16.1 |
| N/A | 24 | - | 18 | - |
| **Access to prayer and reflection space** |
| Very well | 35 | 62.5 | 52 | 73.2 |
| Okay | 16 | 28.6 | 18 | 25.4 |
| Not at all | 5 | 8.9 | 1 | 1.4 |
| N/A | 23 | - | 9 | - |

ICU: Intensive Care Unit. N/A: not available. The N/A responses were excluded from the frequencies calculations.