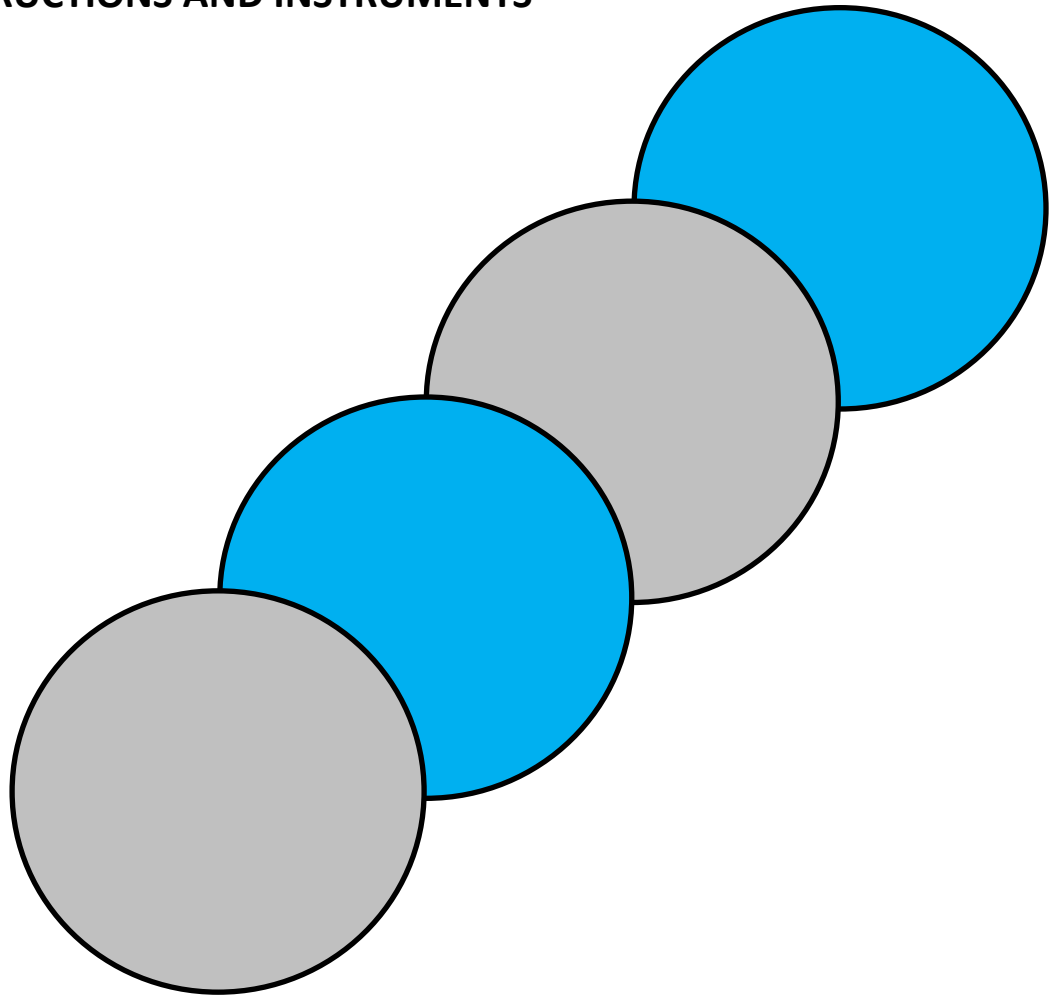# The QUICK FICS

10 AND 5 ITEM VERSIONS OF THE FAMILY INPATIENT COMMUNICATION SURVEY

INSTRUCTIONS AND INSTRUMENTS

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Background:

The FICS is a measure to assess communication quality for family members of incapacitated patients in the inpatient hospital setting. The FICS assesses two dimensions of communication, information and emotional support, through a series of statements related to interactions between clinical staff and family members of patients in the hospital. The total score is an overall assessment of communication quality.

Scoring is based on a five item Likert scale, in which the individual rates how much they agree or disagree with each statement. The total score is a sum of all item scores. Each subscale score is a sum of items for that subscale. Some items (indicated with an asterisk) are reverse scored. The survey form lists the corrected (reversed) points for these items.

Purpose

The Quick FICS surveys offer two and one factor solutions to assess communication.

- The FICS-10, like the original FICS-30, assesses individuals in two domains: information and emotional support.

- The FICS-5 is a shorter, single factor solution.

Recommended Uses:

- The FICS-10 is suitable for use in a variety of clinical and research settings.

- The FICS-5 is suitable for daily use, and is especially valuable in time-limited clinical environments.

Administration Guidelines:

1. Begin by reading the introductory statement as follows:

Now I would like to read some statements to you regarding your experiences communicating with the hospital staff for this hospital visit. For each of the following please let me know if you: Strongly Agree, Agree, Neither Agree or Disagree, Disagree, or Strongly Disagree.

2. Read each of the items slowly and clearly. After each statement read the five response options to the participant:

Strongly Agree, Agree, Neither Agree or Disagree, Disagree, or Strongly Disagree.

After the participant demonstrates understanding of the response options that are available, the interviewer may omit reading these response options on each question. However, the interviewer should read these choices to the participant a minimum of three times before omitting them from the script. Should a participant lapse into "yes" or "no" responses, the interviewer should again prompt with the five item scale. Sometimes it is necessary to state:

Please respond using the options Strongly Agree, Agree, Neither Agree or Disagree, Disagree, or Strongly Disagree.

FICS-10

(2 factor model)

INFORMATION	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE
1. The hospital staff communicated with me as often as I would have liked.	5	4	3	2	1
2. I was confident that I could reach at least one member of the hospital staff when I needed them.	5	4	3	2	1
3. The information I received helped me understand (patient's) medical condition.	5	4	3	2	1
4. I trusted the information that I received from the hospital staff.	5	4	3	2	1
5. The hospital staff carefully explained the treatments (patient) was receiving.	5	4	3	2	1
6. The hospital staff explained what they were going to do for (patient) before they did it.	5	4	3	2	1
EMOTIONAL SUPPORT	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE
7. I wish I had gotten more religious/ spiritual support from the hospital staff. *	1	2	3	4	5
8. My opinions were valued by the hospital staff.	5	4	3	2	1
9. The hospital staff really listened to me when we talked.	5	4	3	2	1
10. I felt comfortable telling the hospital staff when there was something (patient) needed.	5	4	3	2	1

*reverse scored

FICS-5

(1 factor model)

INFORMATION	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE
1. The hospital staff communicated with me as often as I would have liked.	5	4	3	2	1
2. I was confident that I could reach at least one member of the hospital staff when I needed them.	5	4	3	2	1
3. The information I received helped me understand (patient's) medical condition.	5	4	3	2	1
4. My opinions were valued by the hospital staff.	5	4	3	2	1
5. I felt comfortable telling the hospital staff when there was something (patient) need-ed.	5	4	3	2	1