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**Participant Information Sheet**

**Title: Exploring virtual visiting to improve equity of family access to intensive care**

Kia ora, Talofa, Mālō e lelei, Bula, Fakalofa lahi atu, Kia oranā, Ni hao

**Researchers:**

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| **Principal investigator: Dr Rachael Parke RN, MHSc, PhD**  Associate Professor, School of Nursing, The University of Auckland Nurse Senior Research Fellow, Cardiothoracic and Vascular Intensive Care Unit, Te Toka Tumai Auckland. |
| **Co-investigators:**  Mrs Kathleen Mason, BHSc, Rongowhakaata, Ngāti Porou, School of Nursing, The University of Auckland.  Mrs Jenna Keepa, RN, MNurs, Clinical Nurse Specialist, Adult Cardiology, Te Toka Tumai Auckland.  Dr Eileen Gilder, RN, MA, PhD, Nurse Senior Research Fellow, Cardiothoracic and Vascular Intensive Care Unit, Te Toka Tumai Auckland, School of Nursing, The University of Auckland, Auckland.  Dr James Moore, MB ChB MSc FANZCA FCICM, Rangitāne, Ngāti Kahungunu ki Tamatea; Te Whānau-a-Apanui, Intensive Care Specialist, Intensive Care Unit, Te Whatu Ora Capital, Coast and Hutt Valley.  Professor Andrea Marshall, RN, MN(Res), PhD, Professor of Intensive Care Nursing, Gold Coast Health and Griffith University, Australia.  Professor Louise Rose , BN, MN, PhD Professor of Critical Care Nursing, Florence Nightingale Faculty of Nursing, Midwifery and Palliative Care, King’s College London, United Kingdom. |

**Invitation**

You are invited to take part in a study and share your stories regarding your experiences of visiting in the Intensive Care Unit (ICU). This will be done through casual interviews (kōrero) with you and members of your family/whānau if you would like them present. Interviews can be held through kanohi ki te kanohi (face-to-face), Zoom, or telephone. By sharing your story, we wish to understand your experiences of visiting, and recognise opportunities to improve this process for people who may experience similar circumstances.

This Participant Information Sheet will help you decide if you’d like to take part. It sets out why we are doing the study, what your participation would involve and what would happen after the study ends. If you have any questions, feel free to contact a member of the research team using the emails provided below.

If you decide to take part after reading this information sheet, you will be asked to sign and return the consent form. This information sheet is for you to keep, and you will be provided with a copy of your consent. Before you decide to participate feel free to talk to your friends and family/whānau.

**Why is this study important?**

Through our clinical practice and prior research, we are very aware that inequity of access exists for many family/whānau of critically ill patients due to geographical separation, work/caregiving commitments, frailty, ill health, or incapacity. Getting to the hospital can be difficult for many reasons.. Some patients use personal devices, such as mobile phones, tablets or iPads to maintain contact with family, whānau and friends, however, most ICU patients are unable to..

Virtual visiting - communicating and connecting patients/families/whānau via videoconferencing on designated devices - might improve patient experience by putting the patient at the centre, providing families/whānau with greater access to their relative and to healthcare professionals, and become part of the care that the patient receives.

We wish to explore the feasibility of establishing virtual visiting in addition to in-person visiting in ICUs across Aotearoa New Zealand.

We will do this study by interviewing ICU patients, whānau/family of ICU patients and healthcare professionals to explore their perceptions of virtual visiting and their recommendations as to how it should be implemented.

This work will provide the foundation for a future study of virtual visiting in ICUs to determine if virtual visiting can improve physical and psychological outcomes for patients and their whānau/family; support shared decision-making, and address issues of inequity of access for whānau/family.  
  
**Who has been invited to participate?**

Patients, family/whānau members and healthcare professionals working in the ICU who are over 16 years of age. Support persons are also welcomed as desired by the participant.

**What will my participation involve?**

The researcher will contact you to arrange a time and place for an interview at your convenience.

Interviews will be held once, in the form of casual conversations, and can be through your choice of zoom, telephone, or face-to-face (kanohi ki te kanohi) - depending on the feasibility of travel distance between you and the researcher. Face-to-face interviews may be in the comfort of your home, workplace, available meeting room or other quiet area of your preference. During the interview you will be asked general questions about the experience of visiting the ICU, what you think the enablers and barriers were to visiting, and your opinions and views on how we could improve this process for families/whānau in Aotearoa New Zealand. We are particularly interested in your thoughts around the use of virtual visiting - communicating and connecting patients/families/whānau via videoconferencing on designated devices.

**Sharing your story**

It is important to understand that you are the expert and that there are no right or wrong answers. The interview seeks to understand your experience. Your thoughts are rightfully yours and are respected and honoured.

**Time required**

It is estimated that the interview may take anywhere from 30 to 60 minutes, depending on how much you wish to share.

**Data recording**

Interviews will be recorded on an audio recorder by the research interviewer for the purpose of this study. You may ask to pause or stop the interview or recording at any time. For Zoom interviews, audio recording and transcript functions will be enabled to help record discussions, however enabling of video will be left to participants based on their preference during the interview. Video recording will not be enabled.

**Associated costs**

There are no specific costs or fees to you participating in this study. However, if you wish to hold kanohi ki te kanohi (face-to-face) interviews, this may require you to travel to meet at an agreed location with the researcher.

**What are my rights?**

**Decision to participate or withdraw after consenting**

The decision to take part in this study is yours. You are free to decline to participate or withdraw from the study at any time up to two weeks after your interview. You will not be asked to provide a reason. This will not affect any healthcare you or your family/whānau receive in the future.   
  
**Access to your information and study outcomes**

You will be provided the opportunity to access a summary of outcomes from this study as well as a copy of your transcribed interview. You may indicate on the consent form attached whether you would like to receive a copy of your interview transcript, and whether you wish to receive a follow up summary of the outcomes of the study.

**Privacy and confidentiality**

Your privacy and confidentiality are our priority. Your name or the names of your relatives and any identifiable factors mentioned during the interview such as the hospital where your experiences occurred, any specific dates, names of staff etc. will not be used when interviews are transcribed into written format. This ensures that information you provide will not be linked back to identify you. All transcribed interviews and recordings will be securely stored in a password protected research drive at the University of Auckland for six years after which it will be destroyed as per the university protocols.

**What are the possible benefits and risks of this study?**

There are no high-level risks associated with participating in this study. However, due to the nature of the topic involving discussions about your experience of being in the ICU as a patient, relative, whānau or staff member, some people may find it distressing. If you feel uncomfortable during any part of the interview you may stop the interview without needing to provide a reason. You may wish to take a break before carrying on, reschedule the interview to another day, or withdraw from participation and this will be respected. Whānau, family, friends, and other support persons are welcome to participate with you as you desire. Participation will provide an opportunity for you to express your views on visiting the ICU in New Zealand, share your experiences with a healthcare researcher and engage in reflection and kōrero to explore meaningful thoughts of your experience. Your participation will help provide a real-life view and inform the quality of care that other people receive in the future.

**What happens after the interview?**

Your recorded interview will be transcribed word for word into written format. **Y**ou will be offered the opportunity to check your transcript. You will be given one week to email the researcher any changes. If we don’t hear from you in that time, it will be presumed correct.

De-identified interview transcripts will be analysed to generate important understandings and meanings of your experiences. Both Māori and non-Māori researchers will be involved in this process to ensure that the knowledge and findings produced from this study accurately reflect your voices. Results of this study may be reported in professional healthcare journals and presented at conferences in Aotearoa New Zealand and internationally. Findings will be shared with participants and the broader public though news, social and web media posts.Once the study is completed, a summary of the findings will be made available to you if you would like to receive it.

**Who do I contact for more information or questions?**

If you have any concerns, questions, or complaints about the study at any stage and wish to speak to us, you can contact:

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| **Principal Investigator:** Dr Rachael Parke [r.parke@auckland.ac.nz](mailto:r.parke@auckland.ac.nz) |
| **Co-investigator:** Kat Mason [k.mason@auckland.ac.nz](mailto:k.mason@auckland.ac.nz) |
| **Head of School of Nursing:** Julia Slark [j.slark@auckland.ac.nz](mailto:j.slark@auckland.ac.nz) |

For concerns of an ethical nature, you can contact the **Chair of the Auckland Health Research Ethics Committee** at: Auckland Health Research Ethics Committee, The University of Auckland, Private Bag 92019, Auckland 1142 or by phoning 09 373 7599 ext: 83711 or emailing [ahrec@auckland.ac.nz](mailto:ahrec@auckland.ac.nz)

If you require Māori cultural support, talk to your whānau in the first instance. You may also contact the administrator for He Kamaka Waiora (Māori Health Team) by telephoning 09 486 8324 ext 2324, or contact the Auckland and Waitematā District Health Boards Māori Research Committee or Māori Research Advisor by phoning 09 4868920 ext 3204 to discuss any questions or complaints about the study.

If you find that what we talk about today raises issues that causes any discomfort, there are services you can reach out to such as:

* + Need to talk? Call or text 1737
  + Samaritans 0800 726 666
  + Lifeline Aotearoa 0800 543 354 or text message 4357

This study has been approved by the Auckland Health Research Ethics Committee on 29th April 2024 for three years. Reference number [#27282].