

Supplemental Material S5. Barriers that hinder effective communication in the ICU from patients' perspectives.

Theme	Sub-Theme	Number of participants [ID]	Percentage (N = 25)	Quote
Unable to speak	Breath support	6 [5, 15, 17, 21, 24, 25]	24%	I was not able to speak. There was a tube in my mouth.
	Pain	1 [4]	4%	I was in too much pain to speak.
Unable to write	Weakness	5 [11,13, 17, 21, 24]	20%	I was too weak to write. They [providers] had a hard time reading what I wrote.
	Restraints	1 [15]	4%	My hands were restrained and there was tube in my mouth. The doctors and nurses also didn't know how to talk to me. I shook my head to tell the nurse to loose my hands. She told me that she had to do so and did not explain why.
Unable to point		1 [11]	4%	I was too weak to point on the spelling board. I knew they starved me to treat my pancreatitis, but I wanted to say that I am really hungry!
Lip reading is difficult		3 [4, 6, 22]	12%	I had to whisper and they [providers] had to guess, which is very difficult and frustrating.
Sedation and confusion		1 [6]	4%	I was sedated and confused. They [providers] woke me up and asked me questions. I was very confused.
Limited or no access to alternative communication methods/materials		2 [4, 23]	8%	No communication system.
				My wife used to be in special ed. She asked the nurse if she could bring us some boards.
Attitude barriers		3 [5, 9, 17]	12%	They don't listen.
				I was not getting listened to.
				I tried to tell them that I can't breathe, they just told me to calm down, take a deep breath. That's not what I need.

Time limit	1[9]	4%	They are so busy. They have too much paperwork to do.
Emotional distress (e.g., frustration, anxiety)	6 [4, 5, 11, 17, 22, 25]	24%	I got a tube in my mouth. I cannot speak and it was very frustrating. I just gave up.
Limited communication support from SLPs	1 [23]	4%	I had a panic attack, and I was very anxious. I was seen by an SLP. She evaluated my swallowing. It could be helpful if she spends more time teaching me how to speak with the trach.