Patient-centered, family-oriented care is focused on meeting and supporting the needs of both seriously ill patients and their families. This approach can assist health care providers in helping families’ transition from life to death. Families often experience a variety of psychological distress related to the burden they face during and after the passing of a loved one, including anxiety, post-traumatic stress disorder, and major depression. This secondary analysis from a qualitative study will explore family members’ perceptions of healthcare providers care in the intensive care unit during the dying process of a loved one. Individual interviews were conducted with 20 adult family members of patients that passed away in the ICU of Beth Israel Deaconess Medical Center. The interviews lasted between 30–45 minutes and were transcribed verbatim. Responses were analyzed to identify common themes between the families’ experiences and their effects on the healing process. Recurring themes include communication and physical care found to affect the healing process both positively and negatively.