



National Survey of Registered Nurses

Instructions for completing the survey:

- Please read each of the questions carefully. Using a blue or black pen, place a check mark in the box next to the appropriate response as indicated: . If you are asked to provide a written response to a question, please record your response neatly in the space provided.
- In general, you should select only one response for each question. However, there are a few questions that allow more than one response. These questions will specifically indicate that more than one response is allowed.
- Please answer every question except those that you are specifically instructed to skip. Be sure to follow the “go to” instructions carefully.

Please direct any questions or concerns that you may have about this survey to Mandy Ma at Harris Interactive (mma@harrisinteractive.com or 800-575-4749, ext. 6576).

Thank you in advance for your cooperation!

*Please return your completed questionnaire
in the enclosed postage-paid envelope to:*

*Harris Interactive
5610 Rowland Road, Suite 160
Minnetonka, MN 55343*

Section A – Nursing Overview

A1. Overall, would you say that the number of registered nurses currently available to work in patient care **in the U.S.** is...?

- 2%** Much greater than the demand
- 1%** Somewhat greater than the demand
- 4%** About equal to the demand
- 37%** Somewhat less than the demand
- 57%** Much less than the demand

A2. Overall, **in the community in which you practice**, would you say that the supply of registered nurses who are working in patient care is...?

- Much greater than the demand **1%**
- Somewhat greater than the demand **1%**
- About equal to the demand **4%**
- Somewhat less than the demand **37%**
- Much less than the demand **57%**

IF YOU ANSWERED “SOMEWHAT LESS THAN THE DEMAND” OR “MUCH LESS THAN THE DEMAND” IN QUESTIONS A1 OR A2, PLEASE ANSWER A3 – A5. OTHERWISE GO TO A6.

A3. What do you think are the **main** reasons there is a nursing shortage? *Please check up to two answers.*

- 12%** Lack of qualified students pursuing nursing as a career
- 8%** Fewer applicants admitted to nursing schools
- 14%** Faculty shortages in nursing schools
- 23%** Nursing not seen as a rewarding career
- 15%** Nursing not a respected profession
- 35%** More career options for women
- 40%** Salary and benefits
- 31%** Undesirable hours
- 17%** Negative perceptions of health care work environments
- 1%** Nurses don't have to work as much to help support their households
- 1%** Other (please specify below)

A4. From what you know, how much of a problem do you think the shortage of nurses has been for...?

	Major Problem	Minor Problem	Not a Problem
The quality of patient care provided by nurses	77%	19%	2%
The amount of time nurses have to devote to each of their patients	91%	7%	*
The early detection of patient complications by nurses	65%	30%	3%
The amount of time nurses have to collaborate with other team members	55%	40%	2%
The ability of nurses to maintain patient safety	69%	26%	2%
The quality of work life of nurses	82%	15%	1%

A5. How much do you think each of the following would help to solve the nursing shortage?

	A Great Deal	Some-what	Not at All
Financial aid to encourage people to enter the field of nursing	41%	52%	4%
Programs (non-financial) to encourage people to enter the field of nursing	26%	60%	11%
Use of nurse's aides, licensed practical nurses and others as support staff to RNs	32%	50%	15%
Improved wages and benefits	81%	17%	1%
Improved working environments	85%	11%	*
Recruitment of more men and minorities into the field of nursing	22%	57%	17%
Increased capacity to educate and train nurses	50%	42%	4%
Increased faculty positions in nursing schools	39%	47%	11%
Increased respect for nurses	69%	26%	2%
More government funding for nursing education	51%	41%	5%
New programs to retain nurses	76%	19%	2%
Higher status of nurses in the hospital environment	72%	23%	2%
Better hours	62%	30%	5%
Foreign nurse graduates	4%	44%	48%
A national campaign directed at schools and the general public encouraging women and men to become nurses	44%	47%	6%

A6. Given what you know about the state of health care, how likely would you be to advise a qualified high school or college student to pursue a career in nursing or in medicine?

Career in Nursing		Career in Medicine	
33	Definitely would	26	Definitely would
38	Probably would	44	Probably would
22	Probably would not	22	Probably would not
5	Definitely would not	4	Definitely would not

A7. Do you mostly agree or mostly disagree with the following statements about nursing?

Nursing is...	Agree	Disagree
A good career for men	82%	16%
A good career for students who rank in top 20% of high school class	76%	22%
A good career for people who want a secure job	88%	11%
A good career for people who are good at science	72%	26%
A good career for people who want respect in their jobs	46%	52%

A8. Independent of your present job, in general, how satisfied are/were you with being a nurse?

- | | |
|--|-----------|
| <input type="checkbox"/> Very satisfied | 46 |
| <input type="checkbox"/> Somewhat satisfied | 40 |
| <input type="checkbox"/> Somewhat dissatisfied | 10 |
| <input type="checkbox"/> Very dissatisfied | 3 |

Section B – Education and Employment

B1. Are you currently working as a paid nurse?

- | | |
|--|-----------|
| <input type="checkbox"/> Yes → GO TO B3 | 89 |
| <input type="checkbox"/> No | 10 |

B2. If you are not working as a paid nurse, please choose **one** statement that best describes why:

- | | |
|------------|--|
| 0% | Retired |
| 19% | Health reasons |
| 18% | Need to care for dependents |
| 3% | Scheduling difficulties |
| 2% | Chose another line of work -- higher salaries available elsewhere |
| 10% | Chose another line of work -- greater professional opportunities available elsewhere |
| 5% | Chose another line of work -- more flexible hours |
| 1% | Can't find a job |
| 10% | Chose not to work |
| 11% | Burned out |
| 4% | Other (please specify below) |

IF YOU ANSWERED "NO" TO B1 - YOU ARE NOT CURRENTLY WORKING AS A PAID NURSE - GO TO SECTION D ON PAGE 6.

B3. In the past 2 years, have you returned to work as a paid nurse following a period of time of a year or more away from nursing?

- | | |
|---|------------|
| <input type="checkbox"/> No, did not leave and return → GO TO B5 | 92% |
| <input type="checkbox"/> Yes, returned after time away from nursing | 6% |

B4. Why did you come back to nursing?

B5. Please provide the following based on a typical **week of work as a nurse** in the past year.

Days worked per week	4.1
Hours worked per week	37.5
Overtime hours per week	4.0
Number of jobs or employers per week	1.4

B6. In the past year, have you worked as a nurse in a temporary nurse staffing agency?

- | | |
|------------------------------|------------|
| <input type="checkbox"/> Yes | 7% |
| <input type="checkbox"/> No | 91% |

B7. At your place of employment, is working overtime strictly voluntary or are you required to work if asked?

- | | |
|---|------------|
| <input type="checkbox"/> Strictly voluntary → GO TO B9 | 54% |
| <input type="checkbox"/> Voluntary, but feels like it is required | 28% |
| <input type="checkbox"/> Required | 16% |

B8. In the past year, has the amount of overtime required of you increased, decreased or remained the same?

- | | |
|--|------------|
| <input type="checkbox"/> Increased | 40% |
| <input type="checkbox"/> Decreased | 9% |
| <input type="checkbox"/> Remained the same | 49% |

B9. In the next year, do you plan to increase or decrease the number of hours that you work?

- | | |
|---|------------|
| <input type="checkbox"/> Plan to increase | 14% |
| <input type="checkbox"/> Plan to decrease | 19% |
| <input type="checkbox"/> No change expected | 66% |

PLEASE ANSWER B10 THROUGH B16 WITH YOUR CURRENT NURSING EMPLOYER IN MIND. IF YOU WORK FOR MORE THAN ONE NURSING EMPLOYER, PLEASE ANSWER FOR YOUR PRIMARY NURSING POSITION.

B10. Which **one** of the following best describes your current nursing position?

- | | |
|---|------------|
| <input type="checkbox"/> Direct patient care | 62% |
| <input type="checkbox"/> Advanced practice nurse (nurse practitioner, midwife, anesthetist) | 4% |
| <input type="checkbox"/> Clinical nurse specialist | 2% |
| <input type="checkbox"/> Front-line or unit-level management | 7% |
| <input type="checkbox"/> Administration | 5% |
| <input type="checkbox"/> Teaching | 4% |
| <input type="checkbox"/> Research | 1% |
| <input type="checkbox"/> Other (please specify below) | 14% |

B11. Which **one** of the following best describes your current work setting?

- | | |
|------------|--|
| 52% | Acute care hospital (adult, pediatric, maternity, other) |
| 5% | Specialty hospital (psychiatric, rehabilitation, other) |
| 6% | Subacute/Long-term care |
| 7% | Home/Community care |
| 8% | Temporary nurse staffing agency |
| 16% | Ambulatory (office, surgery, dialysis, urgent care center) |
| 4% | School health/Student health service |
| 5% | Non clinical (e.g., insurance company, consulting) |
| 1% | Self employed |
| 1% | Other (please specify below) |

B12. If you work in a hospital, has that hospital earned Magnet hospital recognition?

- | | |
|------------|--|
| 10% | Yes |
| 17% | No, but the hospital is in the process of applying |
| 20% | No |
| 21% | Not sure |
| 25% | Not applicable |

B13. Do you plan to leave your **present** nursing position?

- Yes, within the next 12 months **14%**
- Yes, within the next 3 years **21%**
- No plans to leave within next 3 years → **GO TO B 16%**

B14. What do you plan to do after leaving your present nursing position? *Please check all that apply.*

- 15%** Retire
- 50%** Take a different position in clinical/patient care nursing
- 6%** Take a research position that requires nursing training
- 5%** Take a position in administration
- 12%** Return to school to pursue additional nursing education
- 17%** Pursue a job in another profession
- 10%** Take time out for family or other personal reasons
- 3%** Other (please specify below)

B15. How likely would each of the following be to cause you to reconsider your plans to leave your present position?

	Very Likely	Somewhat Likely	Not Very Likely	Not Likely at All	N/A
More flexible scheduling	29%	26%	16%	18%	10%
Higher salary or benefits	54%	23%	8%	9%	4%
More autonomy	24%	23%	23%	16%	10%
More opportunities to influence decisions about patient care	25%	25%	24%	15%	9%
More respect from front line management	41%	23%	15%	12%	8%
More respect from administration	44%	22%	14%	12%	7%
Better staffing	48%	20%	13%	11%	8%
More opportunities for professional development	38%	26%	17%	11%	6%

B16. Nurses sometimes say that they would like to be treated with greater respect by management in the workplace. When you think of what it means to be respected, which of the following items are **most** important to you? *Please check up to two answers.*

- 29%** Administration takes action to modify or correct behavior of people (MDs, support staff, management) who behave in negative ways toward nurses
- 43%** Managers involve nurses in process of making key decisions that will affect nurses' ability to provide patient care
- 32%** Managers listen to nurses' concerns and take action to address them
- 6%** Management provides formal recognition that nurses are important members of the patient care team
- 24%** Management recognizes that quality of nursing care is among the highest priorities of the institution
- 35%** Management reflects the high value it places on nursing through salary and benefit packages
- 27%** Management assures adequate staffing levels

Section C – Workplace Environment

C1. On the whole, how satisfied are you with your present job?

- Very satisfied **33%**
- Somewhat satisfied **50%**
- Somewhat dissatisfied **12%**
- Very dissatisfied **4%**

C2. How would you rate the quality of work relationships in your current work setting in each of the following areas?

	Excel-lent	Very Good	Good	Fair	Poor
Among nurses	28%	43%	21%	5%	1%
Between RNs and LPNs	18%	31%	23%	6%	1%
Between nurses and nurse managers	12%	29%	31%	17%	6%
Between nurses and physicians	11%	34%	35%	15%	2%
Between nurses and management	6%	21%	33%	26%	12%
Between nurses and support staff	11%	35%	36%	14%	3%

C3. Please indicate how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree
My current position provides me with adequate job security	38%	47%	12%	3%
Emphasis on patient care is a priority at my organization	35%	47%	14%	2%
Front line unit management recognizes the importance of my personal and family life	17%	44%	27%	9%
My job is often so stressful that I feel burned out	19%	35%	39%	6%
My job involves so many non-nursing tasks that little time remains for nursing	19%	36%	37%	6%

C4. How would you rate the quality in your current work setting in each of the following areas?

	Excel- lent	Very Good	Good	Fair	Poor	N/A
Your salary and benefits package	5%	20%	37%	26%	10%	7%
The flexibility of scheduling	11%	24%	34%	19%	9%	1%
Opportunities to influence decisions about workplace organization	4%	14%	27%	32%	21%	1%
Recognition of accomplishments and work well done	5%	17%	28%	30%	18%	*
Opportunities for professional development	7%	15%	30%	30%	17%	14%
Opportunities for professional advancement	4%	11%	23%	34%	24%	3%
Opportunities to influence decisions about patient care	8%	17%	32%	28%	13%	2%
Opportunities to establish relationships with patients and their families	16%	27%	31%	17%	4%	5%

C5. In the past year, in your work as a nurse, have you **personally** experienced any of the following?

	Yes	No	N/A
Back or other musculoskeletal injuries	32%	65%	3%
Episodes of violence in the workplace	27%	70%	2%
Unprotected contact with blood borne pathogens (including needle sticks)	12%	83%	4%
Unprotected contact with chemotherapeutic agents	2%	81%	16%
Latex-free gloves not available in workplace	7%	87%	3%
Discrimination based on gender, age or race	13%	84%	3%
Sexual harassment or a hostile work environment	17%	80%	3%

C6. In your workplace, how often do you hear or observe nurses talking about the nursing profession in a negative way to each of the following?

	Fre- quently	Often	Some- times	Rarely	Never
Nursing students	4%	5%	29%	27%	3%
Physicians	7%	10%	35%	18%	1%
Support staff	8%	15%	40%	13%	1%
Patients and families	3%	8%	26%	27%	1%
Family members of nurses	8%	11%	29%	22%	2%

C7. Have you worked in a hospital environment in the past year?

- Yes 69%
 No → **GO TO SECTION D** 31%

C8. In the past year, have you observed any of the following in the hospital? If you have observed it, indicate whether it has had a negative or positive impact on the quality of patient care.

Please select only one answer in each row.

	Have Not Observed	Have Observed and Has...	
		Had Negative Impact	Had Positive Impact
Increased efforts to recognize and reward nurses for excellence	43%	9%	91%
Increases in the turnover of experienced registered nurses	33%	96%	4%
Increases in overtime or double shifts for nurses	37%	86%	14%
Increases in use of agency nurses, internal float pool, or traveling nurses	39%	69%	31%
Increases in reassignments of nurses between departments	46%	87%	13%
Increased efforts to retain experienced nurses	69%	20%	80%
A greater number of patients per nurse	31%	98%	2%
Increases in efforts to encourage better teamwork between nurses and physicians	58%	12%	88%
Increases in new graduates and less experienced nurses	38%	78%	22%
The employment of foreign trained nurses	73%	67%	33%
Replacement of registered nurses with unlicensed personnel	74%	95%	5%

C9. In the past year, in the hospital where you worked most, has there been a shortage of registered nurses?

- Yes, a very serious shortage **21%**
- Yes, a somewhat serious shortage **61%**
- Not a shortage → **SKIP TO C12** **13%**

C10. Thinking about the following criteria for quality of care established by the Institute of Medicine, how often would you say the shortage of nurses has had an adverse impact on the following aspects of patient care?

	Fre- quently	Often	Some- times	Never
Safety	32%	30%	34%	3%
Timeliness	39%	41%	19%	1%
Effectiveness	34%	37%	26%	1%
Efficiency, cost-effectiveness	32%	38%	27%	1%
Equity	26%	34%	32%	4%
Patient-centeredness	39%	34%	24%	2%

C11. In the past year, have you observed any of the following as a result of nursing shortages in the hospital?

	Yes	No
Increased patient wait time for surgery or tests	68%	31%
Nurses' delayed response to pages or calls	87%	12%
Reduced number of available beds	79%	21%
Delayed discharges	69%	30%
Discontinued/Closed patient care programs	46%	52%
Increased workload for physicians	51%	47%
Increased patients' complaints about nursing care	84%	16%
Increased staff communication problems	86%	14%

C12. Do you or any registered nurses in your facility belong to a union? *Please choose the answer that best describes the situation at your primary facility.*

- 17%** Yes, both I and other nurses in my facility belong to a union.
- 9%** Yes, other nurses in my facility belong to a union but I do not.
- 69%** Neither I nor other nurses in my facility belong to a union.

C13. How would you describe the effect of unionization on the nursing profession?

- Mostly positive **17%**
- Somewhat positive **25%**
- Neither positive nor negative **26%**
- Somewhat negative **11%**
- Mostly negative **10%**

C14. How would you describe the effect of unionization on the quality of patient care?

- Mostly positive **14%**
- Somewhat positive **19%**
- Neither positive nor negative **39%**
- Somewhat negative **7%**
- Mostly negative **8%**

Section D - Nursing Shortage

D1. Regardless of whether a shortage of nurses has impacted your workplace, the problem has been highlighted in the nation in recent years. Do you think the current shortage will lead to...?

	Yes	No
Higher pay for nurses	47%	49%
Need to have other staff perform some nursing patient care activities	83%	15%
Nurses leaving for non-nursing jobs	91%	7%
More respect for nurses	22%	75%
Lower quality care for patients	89%	9%
Improvements in workplace environment	26%	70%
Increased stress on nurses	96%	2%

D2. If there is a nursing shortage in the U.S., how much do you agree or disagree that the following should be responsible for solving the problem?

	Agree Strongly	Agree Somewhat	Neutral	Disagree Somewhat	Disagree Strongly
Hospitals	54%	32%	8%	1%	*
Nursing professional organizations (ANA, AONE, AACN)	41%	38%	17%	2%	1%
Medical professional organizations (AMA, specialty boards)	28%	37%	24%	6%	1%
Federal government	37%	35%	18%	5%	3%
Private industry	27%	35%	28%	5%	3%

D3. In the past year have you seen or been told about any of the following?

	Yes	No
Brochures and videos encouraging people to "Be a Nurse"	44%	55%
National television commercials about nurses with the slogan "They Dare to Care"	48%	51%
A website www.discovernursing.com	11%	88%
"The Promise of Nursing" fundraising events	5%	94%

IF YOU ANSWERED “YES” TO ANY ITEM IN D3, PLEASE ANSWER D4 AND D5. OTHERWISE GO TO INSTRUCTION ABOVE D6.

D4. Can you name the company or organization that sponsored the activities listed in question D3?

D5. Do you think any of the activities have had an impact in each of the following areas?

	No Impact	Yes, Impact	
		Had Negative Impact	Had Positive Impact
Your feelings about being a nurse	49%	7%	93%
The image of nursing careers in the general public	32%	9%	91%
The number of applicants to nursing schools	52%	11%	89%
The recognition of nurses within health care organizations	58%	10%	90%
Regional and local initiatives by nurses to celebrate and promote nursing	62%	6%	94%
Your attitude toward private companies that sponsor these initiatives	50%	4%	96%
Government policies to address the nursing shortage	67%	12%	88%

IF YOU ARE WORKING AS A PAID NURSE, PLEASE ANSWER D6 AND D7. OTHERWISE GO TO SECTION E.

D6. In the past year, to the best of your knowledge, has your employer made any deliberate efforts to improve recruitment of nurses to your place of work? *Please check any activities you have seen, and then indicate if they have been effective or ineffective in improving recruitment.*

	Yes, Has Made Efforts	Whether or Not Efforts Were Effective	
		Effective	Ineffective
Signing bonuses	7%		
Flexible schedules	9%		
Tuition reimbursement	11%		
Increased salaries	10%		
Career fairs or community outreach	6%		
Increased advertising	4%		
Outreach to foreign nurse graduates			
Other (please specify)			

D7. In the past year, to the best of your knowledge, has your employer made any deliberate efforts to improve retention of nurses who are employed in your place of work? *Please check any activities you have seen, and then indicate if they have been effective or ineffective in improving retention.*

	Yes. Has Made Efforts	Whether or Not Efforts Were Effective	
		Effective	Ineffective
Mentoring programs for recent nurse graduates	43%	76%	24%
Improved work performance assessments	29%	55%	45%
Online schedule bidding	12%	19%	81%
Paid for continuing education	42%	76%	24%
Career development programs	23%	64%	36%
Financial incentives for quality improvement	18%	52%	48%
Increased nurse recognition events	31%	60%	40%
Reimbursement of conference fees	34%	71%	29%
Other (please specify)	2%	71%	29%

Section E - Factuals

E1. How would you describe your health in general?

- Excellent 32%
- Very good 42%
- Good 20%
- Fair 4%
- Poor 1%

E2. Would you describe the area in which you work as...?

- Urban 44%
- Suburban 38%
- Rural 16%

E3. What is your year of birth?

_____| Year of birth

E4. Are you...?

- Male 4%
- Female 96%

E5. What is your marital status?

- Married **70%**
- Single, never married **9%**
- Divorced **14%**
- Separated **1%**
- Widowed **2%**
- Living with partner **2%**
- Decline to answer **1%**

E6. Are you of Hispanic or Latino origin?

- Yes
- No
- Decline to answer

E7. Do you consider yourself...?

- White **83%**
- Black or African American **4%**
- Asian or Pacific Islander **3%**
- Native American or Alaskan native *
- Of mixed racial background **1%**
- Some other race *
- Decline to answer **3%**

E8. What is the **highest** nursing degree you have received and in what year did you receive it? *Please check only one.*

- | | Year Received |
|--|---------------|
| <input type="checkbox"/> Associate degree in nursing | 31% |
| <input type="checkbox"/> Diploma in nursing | 14% |
| <input type="checkbox"/> Baccalaureate degree in nursing | 34% |
| <input type="checkbox"/> Master's degree in nursing | 8% |
| <input type="checkbox"/> Doctoral degree in nursing | * |

E9. If you have received a degree in a field other than nursing, what is the **highest** degree you have received? *Please check only one.*

- All degrees are in nursing **44%**
- Baccalaureate degree **13%**
- Master's degree **5%**
- Doctoral degree **1%**

E10. How many dependent children or adults do you have living in your household? *Please indicate the number in each category.*

- Children 10 and under **1**
- Children 11-17 **1**
- Children 18+ **1**
- Other adults, including parents **1** → **GO TO E12**

E11. Given what you know about health care, how likely would you be to advise **your** child to pursue a career in nursing or in medicine?

Career in Nursing	Career in Medicine
21% Definitely would	22% Definitely would
29% Probably would	35% Probably would
28% Probably would not	22% Probably would not
15% Definitely would not	8% Definitely would not

E12. If you are currently working as a paid nurse, what is your hourly wage for a regularly scheduled shift? *If you work for more than one employer, please answer for your primary job.*

\$26.9 per hour

E13. Which of the following income categories best describes your total **income working as a nurse** in the year 2003 before taxes?

- No nursing related income **4%**
- Less than \$25,000 **8%**
- \$25,000 - \$49,999 **37%**
- \$50,000 - \$74,999 **33%**
- \$75,000 - \$99,999 **8%**
- \$100,000 - \$124,999 **1%**
- \$125,000 or more **1%**
- Decline to answer **4%**

E14. Which of the following income categories best describes your total household income in the year 2003 before taxes?

- Less than \$25,000 **1%**
- \$25,000 - \$49,999 **12%**
- \$50,000 - \$74,999 **27%**
- \$75,000 - \$99,999 **21%**
- \$100,000 - \$124,999 **15%**
- \$125,000 - 149,999 **6%**
- \$150,000 - \$200,000 **4%**
- \$200,000+ **2%**
- Decline to answer **9%**

Thank you for taking the time to complete this survey.

Please return your completed questionnaire in the enclosed postage-paid envelope to:

Harris Interactive
5610 Rowland Road, Suite 160
Minnetonka, MN 55343