Harris Interactive®

National Survey of Registered Nurses

Instructions for completing the survey:

- Please read each question 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 you are specifically instructed to skip. Be sure to follow the "go to" instructions carefully.

Please direct any questions you may have about this survey to dmendelsohn@harrisinteractive.com or 800-575-4749 ext. 6515.

Thank you in advance for your cooperation!

Section A – Overview

A1. What are the **first two** words that come to mind when you read the words "registered nurse"?

1)

2)

A2. Overall, would you say that the number of registered nurses currently available to work in patient care **in the U.S.** is…?

☐ Much greater than the demand
☐ Somewhat greater than the demand
☐ About equal to the demand
☐ Somewhat less than the demand
☐ Much less than the demand

A3. 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
☐ Somewhat greater than the demand
☐ About equal to the demand
☐ Somewhat less than the demand
☐ Much less than the demand

IF YOU ANSWERED "MUCH GREATER THAN THE DEMAND" OR "SOMEWHAT GREATER THAN THE DEMAND" IN QUESTIONS A2 OR A3, PLEASE SKIP TO A7.

A4. What do you think are the **main** reasons there is a nursing shortage? *Please check up to **two** answers.*

☐ Lack of qualified students pursuing nursing as a career
☐ Fewer applicants admitted to nursing schools
☐ Faculty shortages in nursing schools
☐ Nursing not seen as a rewarding career
☐ Nursing not a respected profession
☐ More career options for women
☐ Salary and benefits
☐ Undesirable hours
☐ Negative perceptions of health care work environment
☐ Other (please specify below)

_____

A5. 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	☐	☐	☐
The amount of time nurses have to devote to each of their patients	☐	☐	☐
The early detection of patient complications by nurses	☐	☐	☐
The amount of time nurses have to collaborate with other team members	☐	☐	☐
The ability of nurses to maintain patient safety	☐	☐	☐
The quality of work life of nurses	☐	☐	☐

A6. How much do you think each of the following would help solve the nursing shortage?

	A Great Deal	Some-what	Not at All
Financial aid to encourage people to enter the field of nursing	☐	☐	☐
Programs (non-financial) to encourage people to enter the field of nursing	☐	☐	☐
Use of nurse's aides, licensed practical nurses and others as support staff to RNs	☐	☐	☐
Improved wages and benefits	☐	☐	☐
Improved working environment	☐	☐	☐
Recruitment of more men and minorities into the field of nursing	☐	☐	☐
Increased capacity to educate nurses	☐	☐	☐
Increased faculty positions in nursing schools	☐	☐	☐
Increased respect for nurses	☐	☐	☐
More government funding for nursing education	☐	☐	☐
New programs to retain nurses	☐	☐	☐
Higher status of nurses in the hospital environment	☐	☐	☐
Better hours	☐	☐	☐
Greater use of foreign educated nurse graduates	☐	☐	☐
A national campaign directed at schools and the general public encouraging women and men to become nurses	☐	☐	☐

A7. 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
☐ Definitely would	☐ Definitely would
☐ Probably would	☐ Probably would
☐ Probably would not	☐ Probably would not
☐ Definitely would not	☐ Definitely would not

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

☐ Very satisfied
☐ Somewhat satisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

A9. In the past year, have you provided nursing skills as a volunteer in any of following settings?

	Provided nursing skills as a volunteer for…			Did not provide nursing skills as a volunteer
	One day or less	One week	More than one week	
Disaster relief	☐	☐	☐	☐
Disease specific charities	☐	☐	☐	☐
Churches	☐	☐	☐	☐
Schools or other civic organizations	☐	☐	☐	☐
Informal advice to friends and family	☐	☐	☐	☐

Section B – Employment

B1. Are you currently working as a nurse?

☐ Yes ➔ **GO TO B3**
☐ No

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

☐ Retired
☐ Health reasons
☐ Need to care for dependents
☐ Scheduling difficulties
☐ Chose another line of work – higher salaries available elsewhere
☐ Chose another line of work - greater professional opportunities available elsewhere
☐ Chose another line of work -- more flexible hours
☐ Can't find a job
☐ Chose not to work
☐ Burned out
☐ Other (please specify below)

IF YOU ARE NOT WORKING AS A NURSE, PLEASE GO TO SECTION E.

B3. Please provide the following based on a typical **week of work as a nurse** in the past year.

Days worked per week
Hours worked per week
Overtime hours worked per week

B4. In the past year, have you worked as a…?

	Yes	No	If yes to both, please check the box to where you worked the most hours
Nurse in a temporary agency	☐	☐	☐
Traveling nurse	☐	☐	☐

B5. Do you currently work for more than one employer?

☐ Yes
☐ No

IF YOU ANSWERED "YES" AT B5, PLEASE ANSWER THE FOLLOWING QUESTIONS FOR YOUR PRIMARY NURSING POSITION (WHERE YOU WORK THE MOST HOURS).

B6. Which **one** of the following best describes your current nursing position?

☐ Direct patient care　　　　　　　➜ **GO TO B7**
☐ Advanced practice nurse (nurse practitioner, midwife, anesthetist)　　➜ **GO TO B7**
☐ Clinical nurse specialist　　　　　➜ **GO TO B7**
☐ Front-line or unit-level management　➜ **GO TO B8**
☐ Administration　　　　　　　　　➜ **GO TO B8**
☐ Teaching　　　　　　　　　　　➜ **GO TO B8**
☐ Research　　　　　　　　　　　➜ **GO TO B8**
☐ Other　➜ **Please specify below, then GO TO B8**

_____

B7. During a typical week of work as a nurse, what percentage of your time is spent doing the following activities? *Please write in the percentage of time you spend on each activity and then indicate if this is too much, too little or about the right amount of time. **Please use increments of 5%. Your total should add to 100%.***

	Percent-age	Is this…		
		Too much time	Too little time	About the right amount of time
Direct patient care, including hands on care, patient/family teaching and discharge planning	+	☐	☐	☐
Patient care related notes and documentation	+	☐	☐	☐
Locating supplies and equipment related to patient care	+	☐	☐	☐
Transporting patients	+	☐	☐	☐
Patient related telephone calls (prescriptions, lab results, referrals)	+	☐	☐	☐
Meetings or activities related to quality improvement or patient safety	+	☐	☐	☐
Shift changes and other hand off functions	+	☐	☐	☐
Other	+	☐	☐	☐
TOTAL	**100%**			

B8. Which **one** of the following best describes your current work setting?

☐ Acute care hospital (adult, pediatric, maternity, other)
☐ Specialty hospital (psychiatric, rehabilitation, other)
☐ Subacute/Long-term care
☐ Home/Community care
☐ Ambulatory (office, surgery, dialysis, urgent care center)
☐ School health/Student health service
☐ Non clinical (e.g., insurance company, consulting)
☐ Self employed
☐ Other (please specify below)

_____

B9. At your place of employment, is working overtime strictly voluntary or are you required to work if asked?

☐ Strictly voluntary
☐ Voluntary, but feels like it is required
☐ Required

B10. In the past year, has the amount of overtime required of you increased, decreased or remained the same?

☐ Increased
☐ Decreased
☐ Remained the same

B11. Do you plan to leave your **present** nursing position?

☐ Yes, within the next 12 months
☐ Yes, within the next 3 years
☐ No plans to leave within next 3 years ➜ **GO TO B14**

B12. What do you plan to do after leaving your present nursing position? *Please check all that apply.*

☐ Retire
☐ Take a different position in clinical/patient care nursing
☐ Take a non-clinical nursing position: research, teaching, administration
☐ Return to school to pursue additional nursing education
☐ Pursue a job in another profession
☐ Take time out for family or other personal reasons
☐ Other (please specify below)

_____

B13. How likely would each of the following be to cause you to reconsider your plans to leave your present position?

	Very Likely	Some-what Likely	Not Very Likely	Not Likely at All	N/A
More flexible scheduling	☐	☐	☐	☐	☐
Higher salary or benefits	☐	☐	☐	☐	☐
More autonomy	☐	☐	☐	☐	☐
More opportunities to influence decisions about patient care	☐	☐	☐	☐	☐
More respect from front line management	☐	☐	☐	☐	☐
More respect from administration	☐	☐	☐	☐	☐
Better staffing	☐	☐	☐	☐	☐
More opportunities for professional development	☐	☐	☐	☐	☐

IF YOU ANSWERED B12 AND B13, PLEASE GO TO B15.

B14. What are the **two** main reasons that you plan to stay in your current position?

1)

2)

B15. On the whole, how satisfied are you with your present job?

☐ Very satisfied
☐ Somewhat satisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied

B16. 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	☐	☐	☐	☐	☐
Between nurses and front line nurse managers	☐	☐	☐	☐	☐
Between nurses and physicians	☐	☐	☐	☐	☐
Between nurses and management/ administration	☐	☐	☐	☐	☐
Between staff RNs and nurse practitioners	☐	☐	☐	☐	☐
Between nurses and support staff	☐	☐	☐	☐	☐

B17. Please indicate how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Dis-agree	Strongly Disagree
Front line unit management recognizes the importance of my personal and family life	☐	☐	☐	☐
My job involves so many non-nursing tasks that little time remains for nursing	☐	☐	☐	☐

B18. 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	☐	☐	☐	☐	☐	☐
The flexibility of scheduling	☐	☐	☐	☐	☐	☐
Opportunities to influence decisions about workplace organization	☐	☐	☐	☐	☐	☐
Recognition of accomplishments and work well done	☐	☐	☐	☐	☐	☐
Opportunities for professional development	☐	☐	☐	☐	☐	☐
Opportunities for professional advancement	☐	☐	☐	☐	☐	☐
Opportunities to influence decisions about patient care	☐	☐	☐	☐	☐	☐
Opportunities to establish relationships with patients and their families	☐	☐	☐	☐	☐	☐

B19. 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	☐	☐	☐
Flexible schedules	☐	☐	☐
Tuition reimbursement	☐	☐	☐
Increased salaries	☐	☐	☐
Career fairs or community outreach	☐	☐	☐
Increased advertising	☐	☐	☐
Outreach to foreign educated nurse graduates	☐	☐	☐
Other (please specify) _____	☐	☐	☐

B20. 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	☐	☐	☐
Episodes of physical violence in the workplace	☐	☐	☐
Episodes of verbal abuse in the workplace	☐	☐	☐
Discrimination based on gender, age or race	☐	☐	☐
Sexual harassment or a hostile work environment	☐	☐	☐

B21. Has your hospital or organization earned Magnet hospital recognition?

☐ Yes   ➔ **GO TO B22**
☐ No, but the hospital is in the process
    of applying   ➔ **GO TO B22**
☐ No   ➔ **GO TO B24**
☐ Not sure   ➔ **GO TO B24**
☐ Not applicable ➔ **GO TO B24**

B22. How would you describe the effect of magnet certification on relationships in your work place?

☐ Mostly positive
☐ Somewhat positive
☐ Neither positive nor negative
☐ Somewhat negative
☐ Mostly negative

B23. How would you describe the effect of magnet certification on the quality of patient care in your hospital?

☐ Mostly positive
☐ Somewhat positive
☐ Neither positive nor negative
☐ Somewhat negative
☐ Mostly negative

B24. Does your hospital or organization have a formal nursing shared governance program?

☐ Yes,
☐ No, but the hospital/organization is the in process of starting one
☐ No
☐ Not sure
☐ Not applicable

B25. How would you rate the overall quality of the nursing care provided in your hospital or organization?

☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

B26. Over the past two years, has the quality of nursing care provided to patients in your hospital/organization…?

☐ Improved a lot
☐ Improved somewhat
☐ Stayed about the same
☐ Gotten somewhat worse
☐ Gotten a lot worse

B27. Please indicate whether the following technologies are **routinely** used by nurses and physicians in your hospital or organization.

	Routinely used by…		Not routinely used by either
	Nurses	Physicians	
Electronic medical information about patients including problem list, key patient demographics	☐	☐	☐
Electronic ordering of tests, procedures, or drugs	☐	☐	☐
Electronic clinical and patient notes	☐	☐	☐
Electronic access to test results	☐	☐	☐
Electronic decision support including clinical guidelines and pathways, knowledge sources, reminders, and alerts	☐	☐	☐
Electronic communication between health professionals	☐	☐	☐
Patient support including patient education materials, teaching tools, home monitoring	☐	☐	☐

Section C – Hospital Workplace

C1. Have you worked in a hospital environment in the past year?

☐ Yes
☐ No ➜ **GO TO SECTION D**

C2. 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**.

	Have Not Observed	Have Observed And Has…	
		Had Negative Impact	Had Positive Impact
Increased efforts to recognize and reward nurses for excellence	☐	☐	☐
Increases in the turnover of experienced registered nurses	☐	☐	☐
Increases in overtime or double shifts for nurses	☐	☐	☐
Increases in use of agency nurses, internal float pool, or traveling nurses	☐	☐	☐
Increases in reassignments of nurses between departments	☐	☐	☐
Increased efforts to retain experienced nurses	☐	☐	☐
A greater number of patients per nurse	☐	☐	☐
Increases in efforts to encourage better teamwork between nurses and physicians	☐	☐	☐
Increases in new graduates and less experienced nurses	☐	☐	☐
Increases in the employment of foreign educated nurses	☐	☐	☐
Replacement of registered nurses with unlicensed personnel	☐	☐	☐
Formal quality improvement programs	☐	☐	☐

C3. In the past year, in the hospital where you worked most, has there been a shortage of registered nurses?

☐ Yes, a very serious shortage
☐ Yes, a somewhat serious shortage
☐ Not a shortage ➜ **GO TO C6**

C4. 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 in the hospital?

	Fre-quently	Often	Some-times	Never
Safety (avoiding injuries to patients)	☐	☐	☐	☐
Timeliness (reducing waits and sometimes harmful delays)	☐	☐	☐	☐
Effectiveness (providing services based on scientific knowledge to all who could benefit)	☐	☐	☐	☐
Efficiency, cost-effectiveness (avoiding waste)	☐	☐	☐	☐
Equity (providing care that does not vary in quality because of the personal characteristics of the patient)	☐	☐	☐	☐
Patient-centeredness (providing care that is respectful of and responsive to individual patient preferences, needs, and values)	☐	☐	☐	☐

C5. In the past year, have you observed any of the following as a result of nursing shortages in the hospital?

	Increased	Decreased	No difference
Patient wait time for surgery or tests	☐	☐	☐
Time it takes for nurses to respond to pages or calls	☐	☐	☐
Number of available beds	☐	☐	☐
Patient wait time for discharge	☐	☐	☐
Discontinued/Closed patient care programs	☐	☐	☐
Workload for physicians	☐	☐	☐
Patients' complaints about nursing care	☐	☐	☐
Staff communication problems	☐	☐	☐

C6. Do nurses in the hospital where you work most belong to a union? *Please choose the one answer that **best** describes the situation at your primary facility.*

☐ Yes, both I and other nurses in my facility belong to a union.
☐ Yes, other nurses in my facility belong to a union but I do not.
☐ Neither I nor other nurses in my facility belong to a union.

C7. How would you describe the effect of unionization on the nursing profession?

☐ Mostly positive
☐ Somewhat positive
☐ Neither positive nor negative
☐ Somewhat negative
☐ Mostly negative

C8. How would you describe the effect of unionization on the quality of patient care?

☐ Mostly positive
☐ Somewhat positive
☐ Neither positive nor negative
☐ Somewhat negative
☐ Mostly negative

Section D - Nursing Recruitment

D1. 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"	☐	☐
National television commercials about nurses with the slogan "They Dare to Care"	☐	☐
A website www.discovernursing.com	☐	☐
"The Promise of Nursing" fundraising events	☐	☐

IF YOU ANSWERED "YES" TO ANY ITEM IN D1, PLEASE ANSWER D2 AND D3. OTHERWISE GO TO SECTION E.

D2. Please name the company or organization that sponsored the activities listed in question D1.

_____

D3. Do you think any of the activities have had an impact in each of the following areas?

	No Impact	Yes, had…	
		Negative Impact	Positive Impact
Your feelings about being a nurse	☐	☐	☐
The image of nursing careers in the general public	☐	☐	☐
The number of applicants to nursing schools	☐	☐	☐
The recognition of nurses within health care organizations	☐	☐	☐
Regional and local initiatives by nurses to celebrate and promote nursing	☐	☐	☐
Your attitude toward private companies that sponsor these initiatives	☐	☐	☐
Government policies to address the nursing shortage	☐	☐	☐

Section E – Factuals

The following questions will help us complete important analyses on the health and well-being of nurses.

E1. How would you describe your health in general?

☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

E2. What is your current weight?

[_____] pounds

E3. What is your height?

[_____] Feet   [_____] inches

E4. How often, if ever, do you smoke cigarettes?

☐ Regularly
☐ Occasionally
☐ Seldom
☐ Never

E5. What is your year of birth?

[_____] year of birth

E6. Are you…?

☐ Male
☐ Female

E7. What is your marital status?

- ☐ Married
- ☐ Single, never married
- ☐ Divorced
- ☐ Separated
- ☐ Widowed
- ☐ Living with partner
- ☐ Decline to answer

E8. Are you of Hispanic or Latino origin?

- ☐ Yes
- ☐ No
- ☐ Decline to answer

E9. Do you consider yourself…?

- ☐ White
- ☐ Black or African American
- ☐ Asian or Pacific Islander
- ☐ Native American or Alaskan native
- ☐ Of mixed racial background
- ☐ Some other race
- ☐ Decline to answer

E10. Please check all of the nursing degrees you have received and indicate in what year you received each degree.

	Year Received
☐ Associate degree in nursing	
☐ Diploma in nursing	
☐ Baccalaureate degree in nursing	
☐ Master's degree in nursing	
☐ Doctoral degree in nursing	

E11. How many years have you been practicing as a nurse?

☐ years

E12. 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
- ☐ Baccalaureate degree
- ☐ Master's degree
- ☐ Doctoral degree

E13. How many dependent children or adults do you have living in your household? *Please indicate the number in each category.*

Children 10 and under	
Children 11-17	
Children 18+	
Other adults, including parents	

➔ **GO TO E15**

E14. 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
☐ Definitely would	☐ Definitely would
☐ Probably would	☐ Probably would
☐ Probably would not	☐ Probably would not
☐ Definitely would not	☐ Definitely would not

E15. 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.*

$ _____ . _____ per hour

- ☐ I am not currently working as a paid nurse.

E16. Would you describe the area in which you work as…?

- ☐ Urban
- ☐ Suburban
- ☐ Rural

E17. Which of the following income categories best describes your total **income working as a nurse** in the year 2005 before taxes?

- ☐ No nursing related income
- ☐ Less than $25,000
- ☐ $25,000 - $49,999
- ☐ $50,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 or more
- ☐ Decline to answer

E18. Which of the following income categories best describes your **total household income** in the year 2005 before taxes?

- ☐ Less than $25,000
- ☐ $25,000 - $49,999
- ☐ $50,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 -149,999
- ☐ $150,000 - $200,000
- ☐ $200,000+
- ☐ Decline to answer

Thank you for taking the time to complete this survey.

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

Harris Interactive
1998 South Columbia Lane
Orem, Utah 84097