



University of Toronto

Survey of Nurses Working in Ontario Acute Care Hospitals

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2003

SURVEY OF NURSES WORKING IN ONTARIO ACUTE CARE HOSPITALS

Please indicate on the line below the name of the hospital employer you are thinking of as you complete this survey if it is NOT the hospital you identified as your primary employer on your most recent College of Nurses of Ontario registration form. _____

A. Employment Information

1. What type of unit do you MOST frequently work on in this hospital? (Please circle the ONE that most applies to your work situation.)

Combined Medical-Surgical 40

<u>Medicine</u>	<u>Surgery</u>	<u>Critical Care/Intensive Care</u>
General Medicine 10	General Surgery 20	Medical 30
Neurology 11	Cardiovascular 21	Surgical 31
Cardiology 12	Neurosurgery 22	Combined Medical-Surgical 32
Gastrointestinal 13	Orthopedic 23	Cardiology 33
Nephrology 14	Bowel/GI 24	Trauma 34
Respirology 15	Gynecology/Urology 25	Other _____ .. 35
Other _____ .. 16	Other _____ .. 26	(specify)
(specify)	(specify)	

Other: _____ .. 50
 (specify)

2. Are you employed full-time or part-time at this hospital? Full-time 1
 Part-time 2

3. Are you a permanent or temporary / casual employee at this hospital?
 Permanent 1
 Temporary / Casual 2

4. In your role in this hospital, how often do you provide direct patient care?
 Regularly 1
 Occasionally 2
 Never 3

5. What title is closest to your job title at this hospital?
 Staff registered nurse (RN) 1
 Staff registered practical nurse (RPN) 2
 Clinical nurse specialist 3
 Nurse educator 4
 Manager 5
 Nurse practitioner 6
 Other _____ 7
 (specify)

6. How many years have you worked as a:

**Number of
Years**

- a. Registered nurse (RN) / Registered practical nurse (RPN) ____ ____
- b. RN in this hospital / RPN in this hospital ____ ____
- c. RN with your current unit (or float if that is your current role) /
RPN with your current unit (or float if that is your current role) ____ ____

7. What is the length of your most frequently scheduled shift at this hospital?

- 8 hours (or less) 1
- 10 hours 2
- 12 hours 3

8. Which shift do you work most frequently at this hospital?

- Days 1
- Evenings 2
- Nights 3
- Equal days and nights 4

9. On the whole, how satisfied are you with your present job at this hospital? (*Please circle the number that best reflects how you feel.*)

- | | | | |
|----------------------|--------------------------|-----------------------|-------------------|
| Very
Dissatisfied | A Little
Dissatisfied | A Little
Satisfied | Very
Satisfied |
| 1 | 2 | 3 | 4 |

10. Independent of your present job, how satisfied are you as a nurse? (*Please circle the number.*)

- | | | | |
|----------------------|--------------------------|-----------------------|-------------------|
| Very
Dissatisfied | A Little
Dissatisfied | A Little
Satisfied | Very
Satisfied |
| 1 | 2 | 3 | 4 |

B. Future Career Plans

1. Considering your career goals, how likely is it that you will: (*Please circle the ONE that most applies.*)

- | | | | | |
|--|------------------|---|---|----------------|
| | Very
Unlikely | | | Very
Likely |
| a. Continue working as a nurse? | 1 | 2 | 3 | 4 |
| b. Continue working at this hospital for the next 5 years? | 1 | 2 | 3 | 4 |
| c. Continue working at this hospital until retirement? | 1 | 2 | 3 | 4 |

C. Quality of Care Assessment (Please circle the ONE that most applies to your work situation.)

1. In general, how would you describe the quality of nursing care for patients in this hospital?

Very Poor	Poor	Good	Very Good
1	2	3	4

2. In general, how would you describe the quality of nursing care for patients in your unit?

Very Poor	Poor	Good	Very Good
1	2	3	4

3. On the last shift that you worked at this hospital, how would you describe the quality of nursing care provided to patients?

Very Poor	Poor	Good	Very Good
1	2	3	4

D. Sharps Incident History

1. Have you ever been stuck with a sharp that has been used on a patient?

Yes (Go to question 2) 1
 No (Go to Section E) 5

	Number of times
2. If yes, how many times has this occurred in your <u>nursing career</u> ?	___ ___
3. If yes, how many of these incidents occurred in the <u>past year</u> ?	___ ___
4. If yes, how many of these incidents occurred in the <u>past month</u> ?	___ ___

E. Inventory of Job Related Feelings

This scale contains 22 statements of job-related feelings. Please read each statement carefully and decide if you ever feel this way **about your job**. If you have *never* had this feeling, circle the "0" (zero). If you have this feeling, indicate *how often* you feel it by circling the number (from 1 to 6) that best describes how frequently you feel that way.

		<u>How Often?</u>						
		Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day
1.	I feel emotionally drained from my work	0	1	2	3	4	5	6
2.	I feel used up at the end of the workday	0	1	2	3	4	5	6
3.	I feel fatigued when I get up in the morning and have to face another day on the job	0	1	2	3	4	5	6
4.	I can easily understand how my patients feel about things	0	1	2	3	4	5	6
5.	I feel I treat some patients as if they were impersonal objects	0	1	2	3	4	5	6
6.	Working with people all day is really a strain for me	0	1	2	3	4	5	6
7.	I deal very effectively with the problems of my patients	0	1	2	3	4	5	6
8.	I feel burned out from my work	0	1	2	3	4	5	6
9.	I feel I'm positively influencing other people's lives through my work	0	1	2	3	4	5	6
10.	I've become more callous toward people since I took this job	0	1	2	3	4	5	6
11.	I worry that this job is hardening me emotionally	0	1	2	3	4	5	6
12.	I feel very energetic	0	1	2	3	4	5	6
13.	I feel frustrated by my job	0	1	2	3	4	5	6
14.	I feel I'm working too hard on my job	0	1	2	3	4	5	6
15.	I don't really care what happens to some patients	0	1	2	3	4	5	6
16.	Working with people directly puts too much stress on me	0	1	2	3	4	5	6
17.	I can easily create a relaxed atmosphere with my patients	0	1	2	3	4	5	6
18.	I feel exhilarated after working closely with my patients	0	1	2	3	4	5	6
19.	I have accomplished many worthwhile things in this job	0	1	2	3	4	5	6
20.	I feel like I am at the end of my rope	0	1	2	3	4	5	6
21.	In my work, I deal with emotional problems very calmly	0	1	2	3	4	5	6
22.	I feel patients blame me for some of their problems	0	1	2	3	4	5	6

F. Nursing Work Index

The purpose of this scale is to evaluate the condition of the nursing practice environment in your hospital area. For each item in this section, please indicate the extent to which you agree that the following items **ARE PRESENT IN YOUR CURRENT JOB**. Please circle the number representing how you feel beside the statement.

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
1. Adequate support services allow me to spend time with my patients	1	2	3	4
2. Physicians and nurses have good working relationships	1	2	3	4
3. A good orientation program for newly employed nurses	1	2	3	4
4. A supervisory staff that is supportive of the nurses	1	2	3	4
5. A satisfactory salary	1	2	3	4
6. Nursing controls its own practice	1	2	3	4
7. Active staff development or continuing education programs for nurses	1	2	3	4
8. Career development/clinical ladder opportunity	1	2	3	4
9. Opportunity for staff nurses to participate in policy decisions	1	2	3	4
10. Support for new and innovative ideas about patient care	1	2	3	4
11. Enough time and opportunity to discuss patient care problems with other nurses	1	2	3	4
12. Enough registered nurses on staff to provide quality patient care	1	2	3	4
13. A nurse manager or immediate supervisor who is a good manager and leader . .	1	2	3	4
14. A senior nursing administrator who is highly visible and accessible to staff	1	2	3	4
15. Flexible or modified work schedules are available	1	2	3	4
16. Enough staff to get work done	1	2	3	4
17. Freedom to make important patient care and work decisions	1	2	3	4
18. Praise and recognition for a job well done	1	2	3	4
19. The opportunity for staff nurses to consult with clinical nurse specialists or expert nurse clinicians/educators	1	2	3	4
20. Good working relationships with other hospital departments or programs	1	2	3	4
21. Not being placed in a position of having to do things that are against my nursing judgment	1	2	3	4
22. High standards of nursing care are expected by the administration	1	2	3	4
23. A senior nursing administrator equal in power and authority to other top level hospital executives	1	2	3	4
24. A lot of team work between nurses and physicians	1	2	3	4
25. Physicians give high quality medical care	1	2	3	4
26. Opportunities for advancement	1	2	3	4
27. Nursing staff are supported in pursuing degrees in nursing	1	2	3	4
28. A clear philosophy of nursing that pervades the patient care environment	1	2	3	4
29. Nurses actively participate in efforts to control costs	1	2	3	4
30. Working with nurses who are clinically competent	1	2	3	4

To what extent do you agree that the following items are present in your current job:

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
31. Nursing staff participate in selecting new equipment	1	2	3	4
32. A manager or supervisor who backs up the nursing staff in decision making even if the conflict is with a physician	1	2	3	4
33. Administration that listens and responds to employee concerns	1	2	3	4
34. An active quality assurance program	1	2	3	4
35. Staff nurses are involved in the internal governance of the hospital (e.g., practice and policy committees)	1	2	3	4
36. Collaboration between nurses and physicians	1	2	3	4
37. A preceptor program for newly hired RNs.	1	2	3	4
38. Nursing care is based on a nursing rather than a medical model	1	2	3	4
39. Staff nurses have the opportunity to serve on hospital and nursing committees . .	1	2	3	4
40. The contributions that nurses make to patient care are publicly acknowledged . .	1	2	3	4
41. Nurse managers or clinical supervisors consult with staff on daily problems and procedures	1	2	3	4
42. A work environment that is pleasant, attractive, and comfortable	1	2	3	4
43. Opportunity to work on a highly specialized patient care unit	1	2	3	4
44. Written, up-to-date nursing care plans for all patients	1	2	3	4
45. Patient care assignments that foster continuity of care (i.e., the same nurse cares for the patient from one day to the next)	1	2	3	4
46. Staff nurses do not have to float from their designated unit	1	2	3	4
47. Staff nurses actively participate in developing their own work schedules (i.e., which days they work, days off, etc.)	1	2	3	4
48. Each patient care unit determines its own policies and procedures	1	2	3	4
49. Working with experienced nurses who 'know' the hospital system.	1	2	3	4

G. McCloskey / Mueller Satisfaction Scale

How satisfied are you with the following aspects of your current job at this hospital? Please circle the number that best represents how you feel with 5 being **very satisfied** and 1 being **very dissatisfied**.

	Very Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Very Dissatisfied
1. Salary	5	4	3	2	1
2. Vacation	5	4	3	2	1
3. Benefit package (i.e., insurance, pension)	5	4	3	2	1
4. Hours that you work	5	4	3	2	1
5. Flexibility in scheduling your hours	5	4	3	2	1
6. Opportunity to work straight days	5	4	3	2	1
7. Opportunity for part-time work	5	4	3	2	1

	Very Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Very Dissatisfied
8. Weekends off per month	5	4	3	2	1
9. Flexibility in scheduling your weekends off	5	4	3	2	1
10. Compensation for working weekends	5	4	3	2	1
11. Maternity leave time	5	4	3	2	1
12. Child care facilities	5	4	3	2	1
13. Your immediate supervisor	5	4	3	2	1
14. Your nursing peers	5	4	3	2	1
15. The physicians you work with	5	4	3	2	1
16. The delivery of care method used on your unit (e.g., functional, team, primary)	5	4	3	2	1
17. Opportunities for social contact at work	5	4	3	2	1
18. Opportunities for social contact with your colleagues after work	5	4	3	2	1
19. Opportunities to interact professionally with other disciplines	5	4	3	2	1
20. Opportunities to interact with faculty of a college or university	5	4	3	2	1
21. Opportunities to belong to departmental and institutional committees	5	4	3	2	1
22. Control over what goes on in your work setting	5	4	3	2	1
23. Opportunities for career advancement	5	4	3	2	1
24. Recognition for your work from superiors	5	4	3	2	1
25. Recognition for your work from peers	5	4	3	2	1
26. Amount of encouragement and positive feedback	5	4	3	2	1
27. Opportunities to participate in nursing research	5	4	3	2	1
28. Opportunities to write and publish	5	4	3	2	1
29. Your amount of responsibility	5	4	3	2	1
30. Your control over work conditions	5	4	3	2	1
31. Your participation in organizational decision making.	5	4	3	2	1

H. Patient Discharge

1. In general, how confident are you that your patients and/or their families are able to manage their care when they are discharged from this hospital? (Circle the number that best reflects how you feel.)

Not Confident	Somewhat Confident	Confident	Very Confident
1	2	3	4

Please indicate your level of agreement or disagreement with the following four statements by circling the number that best reflects how you feel.

2. Overall, in my unit, we consistently prepare our patients for discharge so that they will be adequately cared for after discharge either by themselves or with the help of friends, family, or homecare.

Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
1	2	4	5

3. Over the past 2 weeks I have worked at this hospital, we consistently prepared our patients for discharge so that they would be adequately cared for either by themselves or with the help of family, friends, or homecare.

Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
1	2	4	5

4. Patient preparation for discharge is a priority focus of nursing care in my clinical area at this hospital.

Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
1	2	4	5

5. In my unit at this hospital, we routinely use tools such as care maps, protocols, or written care plans to help manage patient care.

Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
1	2	4	5

I. Nursing Care Delivery System

Below is a list of descriptions of different styles of nursing care delivery systems. Please circle how much each of these styles describes how care is organized on your unit at this hospital.

	A lot like our system	A bit like our system	Not much like our system	Not at all like our system
1. I have overall 24-hour responsibility for a group of patients and manage their nursing care from admission through discharge	1	2	3	4
2. I provide almost all of the care for assigned patients throughout the shift but I may not have the same patients from their admission through discharge	1	2	3	4
3. We work as a team or group of nursing staff over the shift and together work to provide care to a group of patients	1	2	3	4

J. Demographic Information

1. What is your sex? Male 1
 Female 5

2. In what year were you born? Year 19__ __

3. Please circle all the formal education credentials you have completed both in nursing and outside of nursing.

Nursing

Other Education

RN diploma 1
 RPN diploma 2
 Baccalaureate (Bachelor's) 3
 Masters 4
 Doctorate 5

Diploma 6
 Baccalaureate (Bachelor's) 7
 Masters 8
 Doctorate 9

4. Have you completed any specialty nursing certificate programs?

Yes 1
 No 5

5. Are you currently enrolled in a nursing or related educational course at a university or college?

Yes 1
 No 5

6. How many times have you been laid off from nursing employment over your career? _____ Times

7. Apart from being laid off from a nursing position in the past, how many times over your career have you had to (not chosen to) change the patient care unit you have worked in? _____ Times

8. Over the past 3 months, how many scheduled shifts did you miss work?

Number of times

8 hour shift (or less) _____
 10 hour shift _____
 12 hour shift _____

9. In general, how would you rate your overall health compared to other people your age?

Excellent	Very Good	Good	Fair	Poor
5	4	3	2	1

Comments:

*Thank you for taking the time to complete this survey!
Please return the questionnaire in the postage-paid envelope provided.*