

**Feb 2012**

**ARNNL Public  
Awareness Survey  
Research Report**

**Prepared For:**

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## 1.0 EXECUTIVE SUMMARY

ARNNL commissioned Ryan Research & Communications to conduct a benchmark study among the general public in February 2004. The overall objective of the research was to investigate awareness and knowledge of the Association and its role...and the performance and role of registered nurses. In 2009 a follow-up or 'tracking study' was conducted to investigate any changes in attitudes and behavior since 2004. This study is the latest tracking study. This report compares the results to the two previous investigations.

A quota of 400 interviews was set from a random sample of residents aged 18 years or more from the province. A total of 401 interviews were completed providing a statistical margin of error  $\pm 4.99\%$  at the 95% level of confidence. Interviewing was conducted from February 6<sup>th</sup> to 12<sup>th</sup>, 2012.

The following is a summary of the highlights and recommendations of this research. Section 2.0 follows with a more detailed summary of key findings by area of investigation.

### Highlights

- **Value General Public Places On Work That Registered Nurses Do.** As in 2009, just over eight in ten (81% versus 81% in 2009) respondents felt that the general public places 'considerable value' on the work that registered nurses do. This is up significantly from the 63% who said the same in 2004. Another 15% said 'some value', 3% said 'not much value', and the remaining 2% said 'don't know'.
- **Incidence Of Contact With A Registered Nurse In A Health Care Situation During Past Year.** Likewise, as in 2009, approximately two thirds (67% versus 67% in 2009) of respondents indicated that they had contact with a registered nurse in a health care situation in the past 12 months...up from 61% in 2004.
- **Where Did Contact With A Registered Nurse Take Place.** Of the 67% who had contact with a registered nurse in the past year, the exact same proportion as in 2009 indicated that the contact took place in the hospital emergency (53% versus 53% in 2009 but up significantly from 41% in 2004) or on a hospital unit or floor (46% versus 46% in 2009 and 50% in 2004).

➤ **Report Card On Registered Nurses' Performance On Various Areas Of Care.**

For those areas that were asked in two or three of the studies, the results were virtually the same. Overall, over nine in ten respondents who had contact with a registered nurse felt that nurses performed on each of those areas of care 'most of the time'. However, there was an increase on the aspect of 'showed compassion and care' from 88% in 2004 to 91% in 2009 and to 93% in 2012 and on the aspect of 'dressed in a professional manner' from 89% in 2004 to 94% in 2012.

Four new aspects were introduced in this survey:

- Introduced themselves by name
- Introduced themselves by designation as a registered nurse
- The nurse was available within a reasonable timeframe when needed
- All things considered, your overall satisfaction with your or your family's care

Two-thirds (66%) indicated that the nurse introduced herself/himself by name 'most of the time' and approximately half said that the nurse introduced herself/himself by designation as a RN.

Approximately nine in ten felt that the nurse was available within a reasonable period of time (89%) 'most of the time' and that they were satisfied overall with their care or their family's care 'most of the time' (93%).

➤ **Where Go For Help/Who Contact If Had A Complaint About A Registered Nurse.** As in 2009, respondents were asked this question in an unaided manner. Significantly more respondents this year versus in 2009 said they would not know who to contact for help (59% versus 49% in 2009). Another 20% (versus 21% in 2009) would contact the Health Care Corporation or a Health Board. Only 3% (versus 6% in 2009) would contact ARNNL and only 2% (versus 5% in 2009) mentioned the NLNU

➤ **Awareness Of ARNNL.** As in 2004 and 2009, approximately seven in ten (67% versus 72% in 2009 and 69% in 2004) respondents indicated that they had heard of the Association of Registered Nurses of Newfoundland and Labrador (ARNNL).

➤ **Understanding Of The Role Of The ARNNL.** Based on the response that was given first (1<sup>st</sup> mention) regarding respondent's understanding of the role of the ARNNL, a similar proportion as in 2004 and 2009 did not know what ARNNL's role is (45% versus 43% in 2009 and 46% in 2004).

Combining all responses (any mention), reveals that 14% (versus 20% in 2009 and 13% in 2004) said ARNNL's role is to 'represent nurses for good working conditions. Another 13% (versus 27% in 2009 and 18% in 2004) perceived ARNNL's role to

‘represent nurses for wage/raises/collective bargaining’ as well as ‘protect the public’ (13% versus 2% in 2009 and 5% in 2004), and ‘make sure nurses are doing their job’ (13% versus 8% in 2009 and 5% in 2004).

This was followed by: ‘develop nursing practice standards/education standards’ (7% versus 6% in 2009 and 10% in 2004), ‘make sure patients are getting proper care’ (7% versus 5% in 2009 and 12% in 2004), ‘license nurses’ (6% versus 3% in 2009 and 2% in 2004), ‘represent nurses for good benefits’ (5% versus 11% in 2009 and 5% in 2004), ‘provide education and training’ (5% versus 5% in 2009 and 6% versus 3% in 2004), ‘regulatory body’ (5% versus 4% in 2009 and 6% in 2004), and ‘represent nurses if there is a grievance’ (1% versus 5% in 2009 and 2% in 2004).

However, on a ‘first-mention’ basis this year fewer respondents mentioned roles that specifically apply to the Nurses’ Union (23% versus 38% in 2009 and 27% in 2004) and combining all mentions reveals that 37% (versus 63% in 2009 and 41% in 2004) said roles that apply to the Nurses’ Union.

- **Aware That ARNNL Is The Regulatory Body For Nursing In The Province.** Consistent with 2004 and 2009, on an aided basis among all respondents, 36% (versus 38% in 2009 and 2004) indicated that they were aware that the ARNNL is a regulatory body designed to protect the public.
- **Aware That The ARNNL Is A Separate Organization From The Nurses’ Union.** Likewise, consistent with the previous studies, only approximately one-quarter (23% versus 22% in 2009 and 24% in 2004) of all respondents were aware that the ARNNL is a separate organization from the Nurses’ Union.
- **Aware That The ARNNL Has The Authority To Investigate And Act On Complaints About Registered Nurses.** Only 28% (versus 26% in 2009 and 23% in 2004) of all respondents were aware that the ARNNL has the authority to act on complaints about registered nurses..
- **Various Roles Of Registered Nurses.** Overall, the majority of respondents ‘strongly’ agreed that ‘RNs play a big role in the health care system’ (93%).

Comparing the same statements that were in two or more surveys shows more respondents this year than in 2004 ‘strongly’ agreed with the following statement:

- RNs teach people to look after their health (74% versus 62% in 2004)

Comparing the same statements that were in two or more surveys shows fewer respondents this year than the last survey ‘strongly’ agreed with the following statements:

- RNs make independent care decisions (39% versus 44% in 2009)
  - Registered Nurses stand up for patients and act when necessary to make sure that patients receive the best possible care (68% down from 72% in 2009 but still up from 55% in 2004)
  - Registered Nurses are the main organizer of care between the patient, family, doctors and other health professionals (70% versus 76% in 2009 and 68% in 2004)
  - As individuals and as a group Registered Nurses strive to improve health care (71% versus 77% in 2009 and 72% in 2004)
  - RNs work as a team with other health care providers (75% versus 80% in 2009)
- **Recommend Nursing As A Good Career Choice To A Young Person Looking To Start Their Education.** More respondents this year indicated that they would recommend nursing as a good career choice to a young person looking to start their education (91% versus 84% in 2009 and 86% in 2004). This included 72% who said ‘definitely’ recommend (versus 67% in 2009 and 63% in 2004). Consequently, fewer respondents this year (7% versus 13% in 2009 and 8% in 2004) said they would not recommend nursing as a career choice to youth.
- **The Ideal Health Care System In NL 10 Years From Now (Unaided).** Respondents gave more than one response and combining all responses reveals that significantly fewer this year said they would like to see ‘more nurses’ (39% versus 65% in 2009). As in 2009, just over four in ten (46% versus 43% in 2009) mentioned ‘more doctors/specialists’ followed by ‘shorter wait times in the ER’ (28% versus 24% in 2009), ‘shorter wait times for surgeries’ (23% versus 25% in 2009), ‘seniors care’ (8% versus 5% in 2009) and ‘higher pay/equitable pay for nurses’ (3% versus 11% in 2009). Other responses were mentioned by 5% of respondents or less.
- **Awareness, Knowledge And Usage Of The Services Of Nurse Practitioners (This area was added in 2009 and tracked in this survey).**
- Significantly more respondents to this survey indicated that they had ever visited a nurse practitioner (35% versus 25% in 2009).
  - The 61% who had never seen a nurse practitioner were asked why not and nearly seven in ten (68% up from 59% in 2009) said it was because they have a family doctor. Fewer respondents to this survey said it was because there are no nurse practitioners in their area (13% versus 24% in 2009) while 7% (versus 11% in 2009) said they had no occasion to see a nurse practitioner. However, 10% (up from 5% in 2009) said they were not aware of NPs or familiar with what they do. Only 1% (versus 3% in 2009) said they would prefer to see their doctor/want their doctor to be aware of all their health concerns.
  - More of those to this survey who had never seen a nurse practitioner were unsure if they would do so in the future if the opportunity was available to them (24%

versus 9% in 2009). Consequently, fewer indicated that they would (70% versus 82% in 2009).

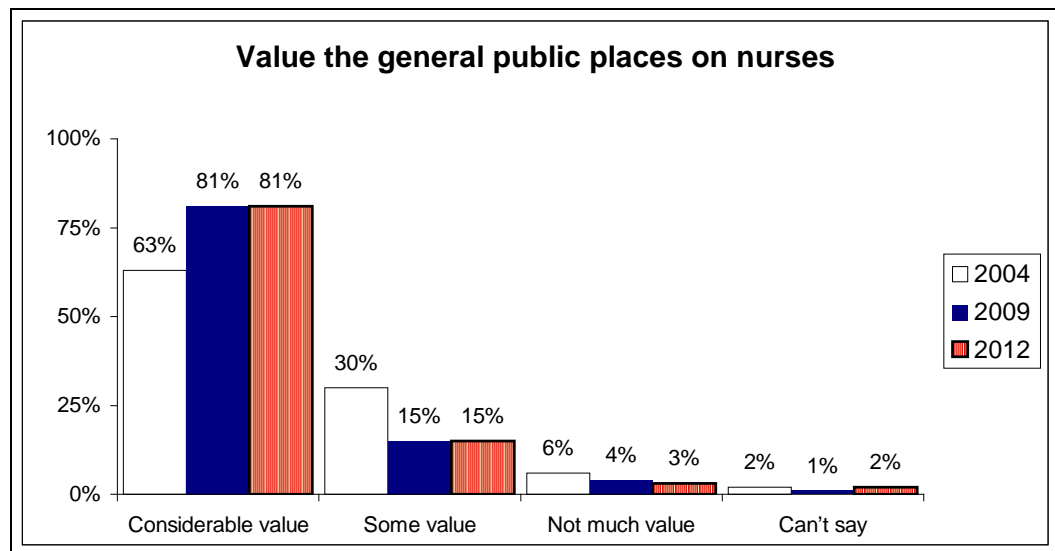
- Those visiting a NP strongly agreed with the following:
  - The NP is easy to talk to (89% versus 94% in 2009)
  - The NP spends time with me to answer my questions or address my concerns (85% versus 91% in 2009)
  - The NP gives support and information about how to look after my health (88% versus 90% in 2009)
  - The quality of care the NP provided is excellent (85% versus 87% in 2009)
  - I am able to see the NP quickly when I have a health problem (60% down from a high of 76% in 2009)
  - The NP helps me find out where to get help from other services in the Community (71% versus 74% in 2009)
- Virtually all (99% versus 98% in 2009) of those who have seen a nurse practitioner before would see him/her again in the future for their health needs.
- All respondents (as opposed to in 2009 when just those who had previously seen a NP) were asked whether they would like to see more nurse practitioners working in their community and 82% said 'yes'. Nearly two in ten (18%) were unsure. However, looking at the sub-segment of those who had seen a nurse practitioner, reveals that as in 2009, 99% of that segment would like to see more nurse practitioners working in their community.

- **Where Get The Majority Of Local News From (Unaided).** New to the 2009 survey, respondents were asked where they get the majority of their local news from and combining all responses reveals that approximately two-thirds (65% versus 68% in 2009) rely on NTV news followed by CBC TV news (51% versus 41% in 2009) and VOXM (16% down from 31% in 2009). Other choices included CBC radio (11% versus 17% in 2009), The Telegram (11% versus 17% in 2009) and a local community paper (10% versus 14% in 2009).

## 2.0 KEY FINDINGS BY AREA OF INVESTIGATION

### 2.1 VALUE GENERAL PUBLIC PLACES ON WORK THAT REGISTERED NURSES DO

Respondents were asked “How much value do you think the general public places on work that registered nurses do”. As in 2009, just over eight in ten (81%) respondents felt that the general public places ‘considerable value’ on the work that registered nurses do. This is up significantly from the 63% who said the same in 2004. Another 15% said ‘some value’, 3% said ‘not much value’, and the remaining 2% said ‘don’t know’.

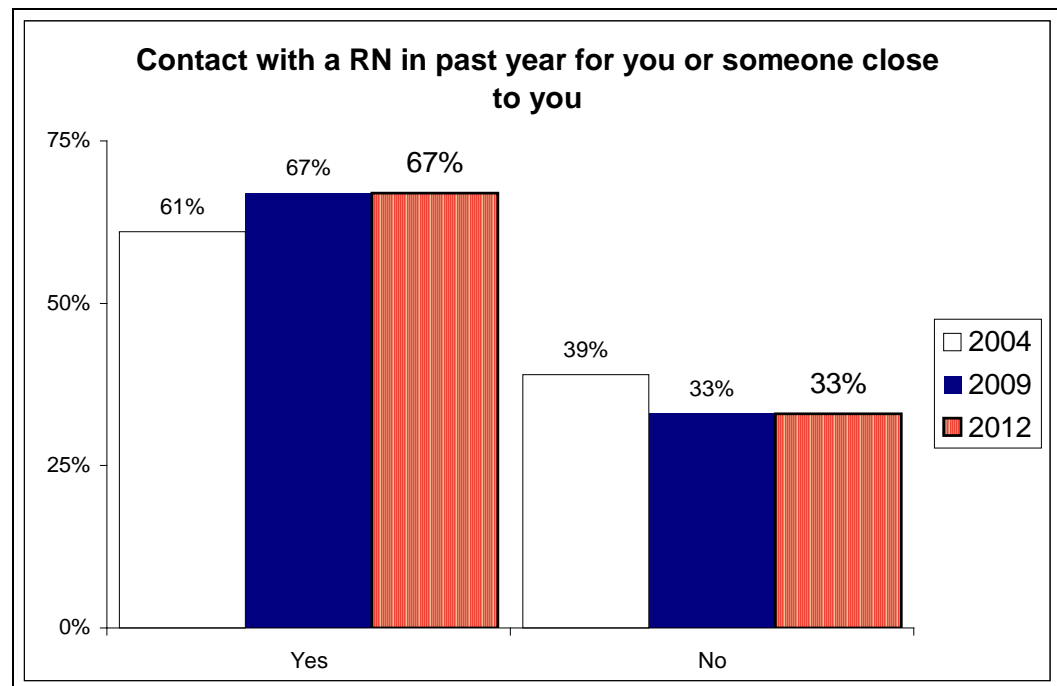


**Figure 1**



## 2.2 INCIDENCE OF CONTACT WITH A REGISTERED NURSE IN A HEALTH CARE SITUATION DURING PAST YEAR

As in 2009, approximately two thirds (67%) of respondents indicated that they had contact with a registered nurse in a health care situation in the past 12 months...up from 61% in 2004.

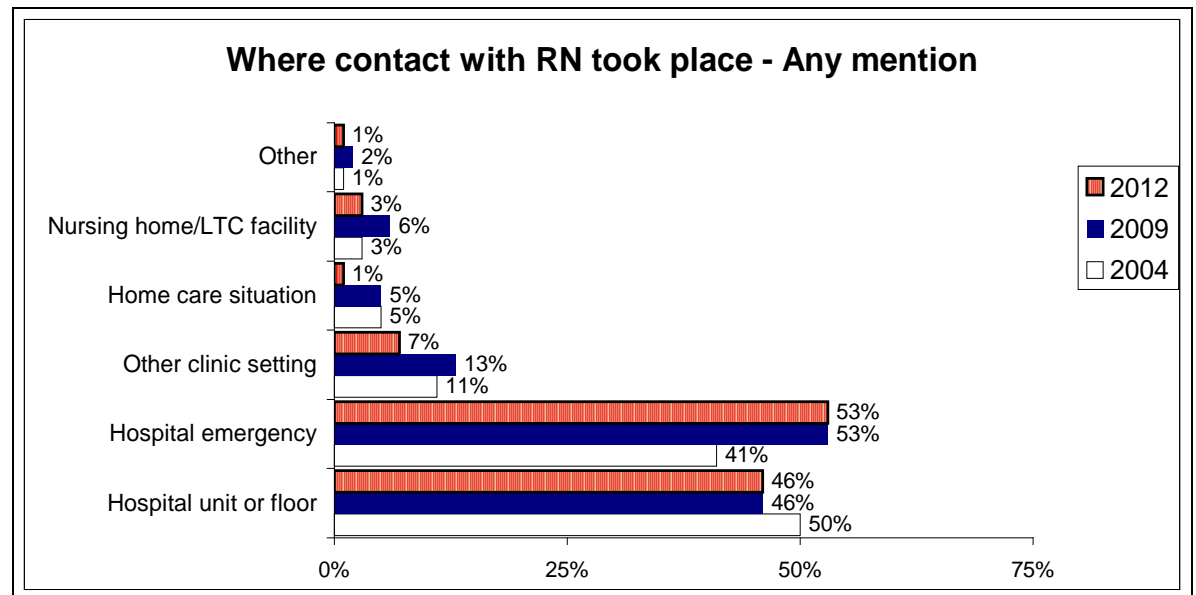


**Figure 2**

### 2.3 WHERE DID CONTACT WITH A REGISTERED NURSE TAKE PLACE

Of the 67% who had contact with a registered nurse in the past year, as in 2009 over half (53%) indicated that the contact took place in the hospital emergency. This is up significantly from 2004 (41%). Likewise, as in 2009, another 46% had contact with a registered nurse on a hospital unit or floor which is fairly consistent with 2004 (50%).

Others had contact with a registered nurse in a home care situation (1%), nursing home/long term care facility (3%), and 7% had contact at other clinic settings.



**Figure 3**

## 2.4 REPORT CARD ON REGISTERED NURSES' PERFORMANCE ON VARIOUS AREAS OF CARE

In 2004, only those respondents who had contact with a registered nurse in a health care situation in the past year were asked the following question to obtain a 'report card' on registered nurses' performance: *"Thinking of your most recent contact with registered nurses I'd like to know to what extent you feel the nurses performed on various areas of you or your family member's care... whether you feel the nurses performed that area 'most of the time', 'some of the time', 'not very much', or 'not at all'. The first one is \_\_\_\_\_. To what extent do you feel the nurses that you had contact with performed in that area?"*

In 2009 and this year this question was asked of all respondents. Those who did not have contact with a registered nurse in the past year were asked how they thought registered nurses would perform in that area if they were to have contact with a registered nurse in the future. The first table that follows shows the responses from those who personally had contact with a registered nurse in the year previous to the respective study.

For those areas that were asked in two or three of the studies, the results were virtually the same. Overall, over nine in ten respondents who had contact with a registered nurse felt that nurses performed on each of those areas of care 'most of the time'. However, there was an increase on the aspect of 'showed compassion and care' from 88% in 2004 to 91% in 2009 and to 93% in 2012 and on the aspect of 'dressed in a professional manner' from 89% in 2004 to 94% in 2012.

Four new aspects were introduced in this survey:

- Introduced themselves by name
- Introduced themselves by designation as a registered nurse
- The nurse was available within a reasonable timeframe when needed
- All things considered, your overall satisfaction with your or your family's care

Two-thirds (66%) indicated that the nurse introduced herself/himself by name 'most of the time' and approximately half said that the nurse introduced herself/himself by designation as a RN.

Approximately nine in ten felt that the nurse was available within a reasonable period of time (89%) 'most of the time' and that they were satisfied overall with their care or their family's care 'most of the time' (93%).

**REPORT CARD ON REGISTERED NURSES' PERFORMANCE ON VARIOUS AREAS OF CARE IN THE PAST YEAR  
(BASED ON ACTUAL CONTACT FOR THEMSELVES OR SOMEONE CLOSE TO THEM)**

	<b>Most of the time</b>	<b>Some of the time</b>	<b>Not very much</b>	<b>Not at all</b>	<b>Don't know</b>	
<b>Treated you or your family member with respect</b>						
2004	91%	5%	2%	1%	1%	
2009	94%	5%	0%	1%	1%	
2012	95%	5%	<1%	<1%	0%	
<b>Acted in a professional manner</b>						
2004	92%	6%	1%	1%	0%	
2009	96%	3%	<1%	<1%	1%	
2012	94%	3%	2%	<1%	<1%	
<b>Showed compassion and care</b>						
2004	88%	9%	1%	1%	0%	
2009	91%	6%	<1%	1%	1%	
2012	93%	6%	1%	<1%	<1%	
<b>Respected you or your family member's right to privacy and confidentiality</b>						
2004	93%	6%	1%	1%	<1%	
2009	93%	4%	<1%	1%	2%	
2012	94%	4%	<1%	1%	1%	
<b>Went the extra mile</b>						
2004	79%	13%	2%	4%	2%	
2009	81%	14%	1%	2%	2%	
2012	N/A	N/A	N/A	N/A	N/A	
<b>Dressed in a professional manner</b>						
2004	89%	6%	4%	2%	<1%	
2009	N/A	N/A	N/A	N/A	N/A	
2012	94%	3%	<1%	2%	1%	
<b>Knew what they were doing</b>						
2004	92%	7%	1%	<1%	0%	
2009	93%	5%	1%	<1%	1%	
2012	96%	3%	1%	<1%	0%	
<b>Provided safe, competent care</b>						
2004	92%	7%	1%	1%	1%	
2009	N/A	N/A	N/A	N/A	N/A	
2012	95%	3%	1%	0%	0%	
<b>Met your care needs</b>						
2004	N/A	N/A	N/A	N/A	N/A	
2009	94%	5%	0%	<1%	1%	
2012	93%	4%	1%	1%	1%	
<b>Introduced themselves by name</b>						
2004	N/A	N/A	N/A	N/A	N/A	
2009	N/A	N/A	N/A	N/A	N/A	
2012	66%	12%	3%	5%	14%	

		<b>Most of the time</b>	<b>Some of the time</b>	<b>Not very much</b>	<b>Not at all</b>	<b>Don't know</b>	
<b>Introduced themselves by designation as a RN</b>							
	2004	N/A	N/A	N/A	N/A	N/A	
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	49%	10%	6%	16%	19%	
<b>The nurse was available within a reasonable timeframe when needed</b>							
	2004	N/A	N/A	N/A	N/A	N/A	
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	89%	9%	2%	<1%	0%	
<b>All things considered, your overall satisfaction with your or your family's care needs</b>							
	2004	N/A	N/A	N/A	N/A	N/A	
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	93%	5%	1%	<1%	<1%	

Looking at those who did not have contact with a registered nurse in the past year (in the following table) and who therefore based their responses on any future contact they may have with a registered nurse, the results were virtually the same as the 2009 results.

Comparing the results from those who had personal contact with a registered nurse in the past year and those who did not have contact shows that the latter group were slightly less likely to perceive that the RN would perform in each area 'most of the time'. However, based on 'overall satisfaction' with the care the same proportion of each segment indicated 'most of the time' at 93%.

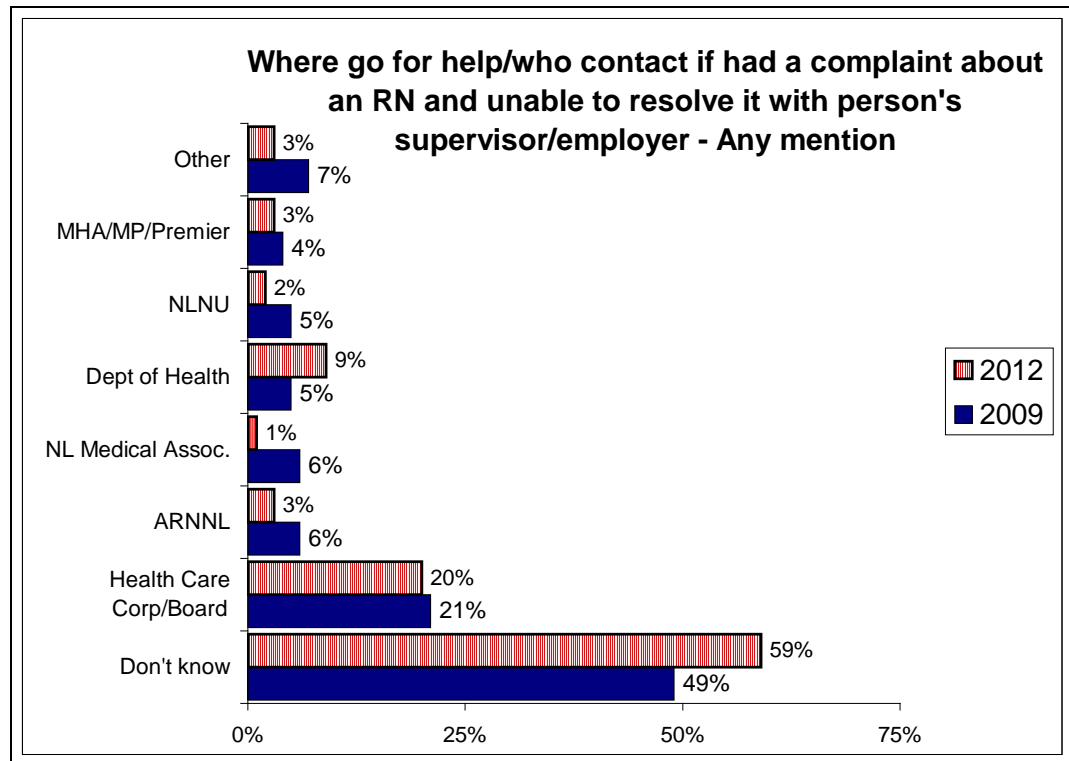
**REPORT CARD ON REGISTERED NURSES' PERCEIVED FUTURE PERFORMANCE ON VARIOUS AREAS OF CARE  
(BASED ON THOSE WHO DID NOT HAVE CONTACT WITH A RN IN THE PAST YEAR)**

		<b>Most of the time</b>	<b>Some of the time</b>	<b>Not very much</b>	<b>Not at all</b>	<b>Don't know</b>	
<b>Would treat you or your family member with respect</b>							
	2009	93%	4%	0%	1%	2%	
	2012	92%	5%	1%	0%	2%	
<b>Would act in a professional manner</b>							
	2009	92%	4%	0%	1%	2%	
	2012	89%	8%	1%	0%	2%	
<b>Would show compassion and care</b>							
	2009	86%	9%	0%	1%	4%	
	2012	87%	12%	0%	0%	2%	
<b>Would respect you or your family member's right to privacy and confidentiality</b>							
	2009	90%	1%	1%	1%	8%	
	2012	88%	10%	0%	0%	2%	

	<b>Would go the extra mile</b>	<b>Most of the time</b>	<b>Some of the time</b>	<b>Not very much</b>	<b>Not at all</b>	<b>Don't know</b>	
	2009	78%	8%	2%	2%	10%	
	2012	N/A	N/A	N/A	N/A	N/A	
	<b>Would dress in a professional manner</b>						
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	90%	5%	1%	0%	4%	
	<b>Would know what they were doing</b>						
	2009	90%	6%	0%	1%	4%	
	2012	90%	8%	0%	0%	2%	
	<b>Would provide safe, competent care</b>						
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	92%	6%	0%	0%	2%	
	<b>Would meet your care needs</b>						
	2009	90%	5%	1%	1%	3%	
	2012	88%	9%	0%	1%	2%	
	<b>Would introduce themselves by name</b>						
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	62%	15%	3%	5%	15%	
	<b>Would introduce themselves by designation as a RN</b>						
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	45%	18%	5%	12%	19%	
	<b>The nurse would be available within a reasonable timeframe when needed</b>						
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	86%	8%	2%	1%	4%	
	<b>All things considered, your future overall satisfaction with your or your family's care needs</b>						
	2009	N/A	N/A	N/A	N/A	N/A	
	2012	93%	5%	0%	0%	2%	

## 2.5 WHERE GO FOR HELP/WHO CONTACT IF HAD A COMPLAINT ABOUT A REGISTERED NURSE

New to the 2009 survey, respondents were asked the question: “If you had a complaint about a registered nurse and you were unable to resolve it with that person’s supervisor or employer, where would you go or who would you contact for help?” Nearly six in ten (59% up from 49% in 2009) said they would not know who to contact for help. Another 20% (versus 21% in 2009) would contact the Health Care Corporation or a Health Board while 9% (versus 5% in 2009) would contact the Department of Health. Only 3% (versus 6% in 2009) would contact ARNNL and only 2% (versus 5% in 2009) mentioned the NLNU.



**Figure 4**

## 2.6 AWARENESS OF ARNNL

As in the two previous surveys approximately seven in ten (67% versus 72% in 2009 and 69% in 2004) respondents indicated that they had heard of the Association of Registered Nurses of Newfoundland and Labrador (ARNNL).

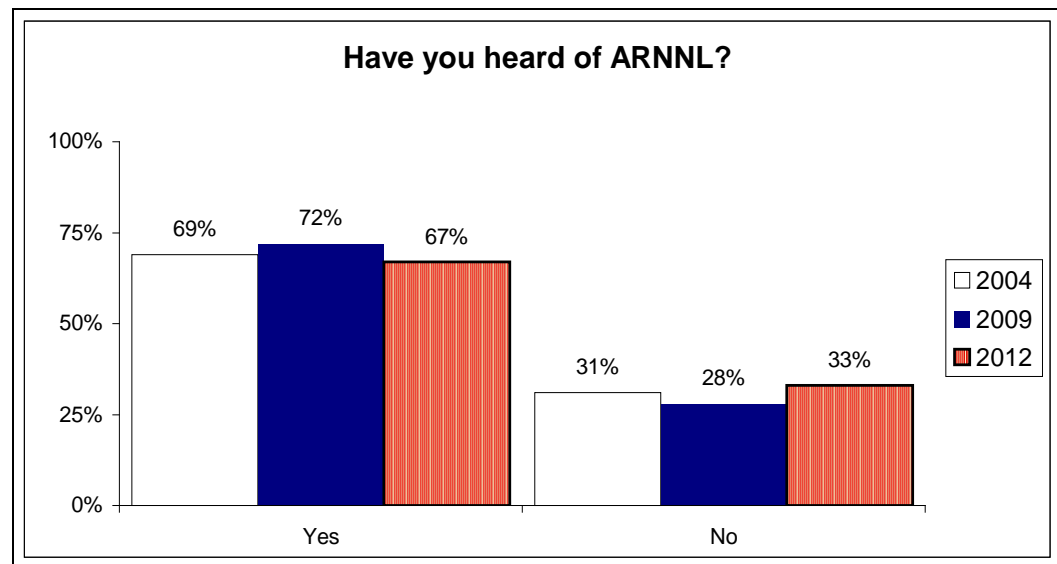


Figure 5

## 2.7 UNDERSTANDING OF THE ROLE OF THE ARNNL

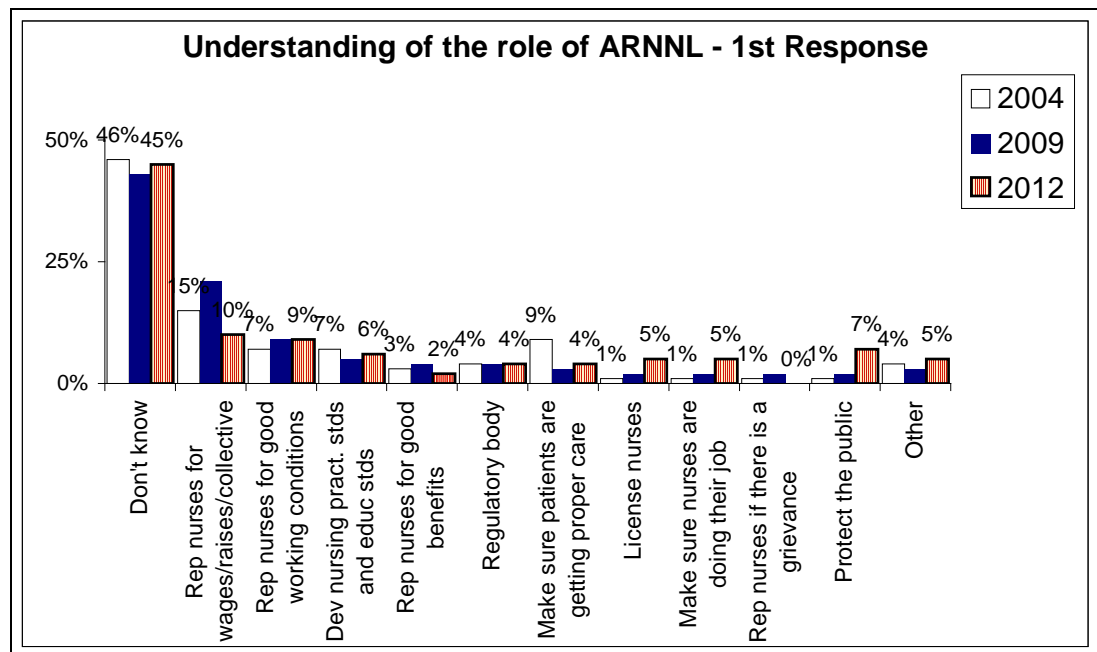
Those respondents who indicated having heard of the ARNNL (67%) were asked: “What is your understanding of the role of the Association of Registered Nurses of Newfoundland and Labrador?”

Based on the response that was given first (1<sup>st</sup> mention), a similar proportion as in 2004 and 2009 did not know what ARNNL’s role is (45% versus 43% in 2009 and 46% in 2004).

However, significantly fewer respondents this year perceived ARNNL’s role to ‘represent nurses for wage/raises/collective bargaining’ (10% versus 21% in 2009 and 15% in 2004).



As in 2009, another 9% said ‘represent nurses for good working conditions’ (versus 9% in 2009 and 7% in 2004), followed by ‘protect the public’ (7% up from 2% in 2009 and 1% in 2004), ‘develop nursing practice standards/education standards’ (6% versus 5% in 2009 and 7% in 2004), ‘license nurses’ (5% versus 2% in 2009 and 1% in 2004), ‘make sure nurses are doing their job’ (5% versus 2% in 2009 and 1% in 2004), ‘regulatory body’ (4% as in 2009 and 2004), ‘represent nurses for good benefits’ (2% versus 4% in 2009 and 3% in 2004) and ‘make sure patients are getting proper care’ (4% versus 3% in 2009 and down from 9% in 2004).



**Figure 6**

Overall, on a ‘first-mention’ basis this year significantly fewer respondents mentioned roles that specifically apply to the Nurses’ Union (23% versus 38% in 2009 and 27% in 2004):

- Represent nurses for wage/raises/collective bargaining (10% versus 21% in 2009 and 15% in 2004)
- Represent nurses for good working conditions (9% versus 9% in 2009 and 7% in 2004)
- Represent nurses for good benefits (2% versus 4% in 2009 and 3% in 2004)
- Liaise with Government on behalf of nurses (1% versus 2% in 2009 and 1% in 2004)
- Represent nurses if there is a grievance (<1% versus 2% in 2009 and <1% in 2004)
- It’s a union (1% versus 0% in 2009 and <1% in 2004)

Combining all responses (any mention), reveals that 14% (versus 20% in 2009 and 13% in 2004) said ARNNL’s role is to ‘represent nurses for good working conditions. Another 13% (versus 27% in 2009 and 18% in 2004) perceived ARNNL’s role to ‘represent nurses for wage/raises/collective bargaining’ as well as ‘protect the public’ (13% versus 2% in 2009 and 5% in 2004), and ‘make sure nurses are doing their job’ (13% versus 8% in 2009 and 5% in 2004).

This was followed by: ‘develop nursing practice standards/education standards’ (7% versus 6% in 2009 and 10% in 2004), ‘make sure patients are getting proper care’ (7% versus 5% in 2009 and 12% in 2004), ‘license nurses’ (6% versus 3% in 2009 and 2% in 2004), ‘represent nurses for good benefits’ (5% versus 11% in 2009 and 5% in 2004), ‘provide education and training’ (5% versus 5% in 2009 and 6% versus 3% in 2004), ‘regulatory body’ (5% versus 4% in 2009 and 6% in 2004), and ‘represent nurses if there is a grievance’ (1% versus 5% in 2009 and 2% in 2004).

Other responses were mentioned by 2% or less and overall 45% did not know what the ARNNL’s role is.

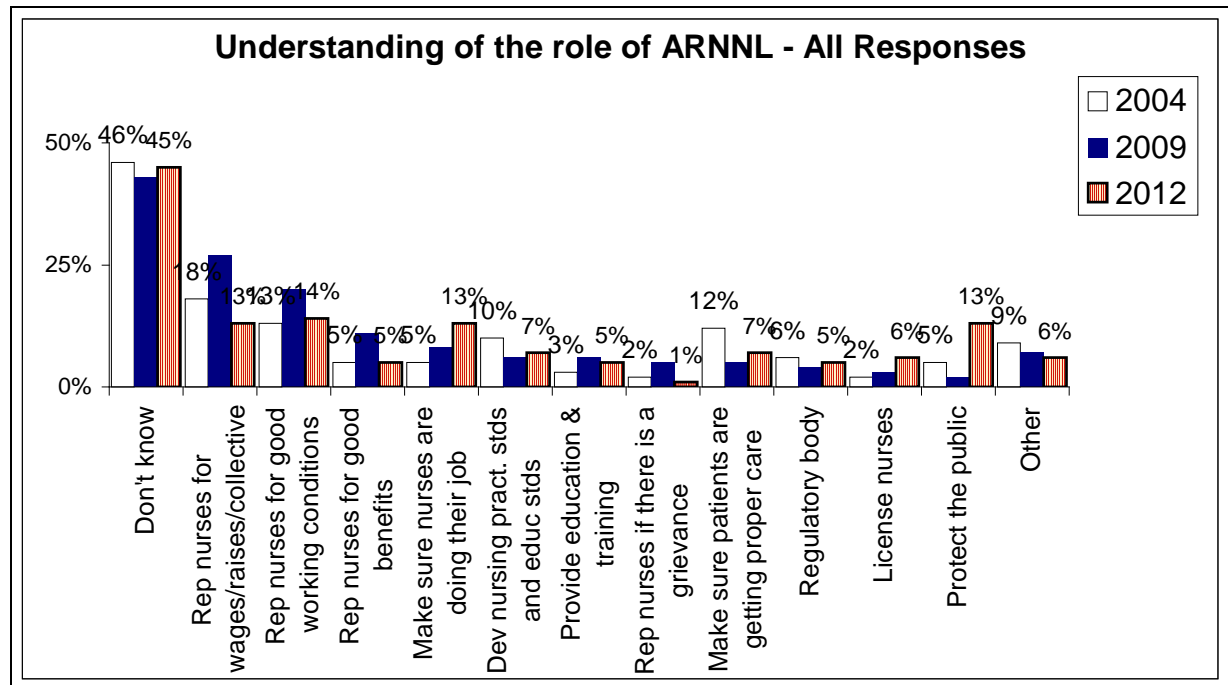


Figure 7

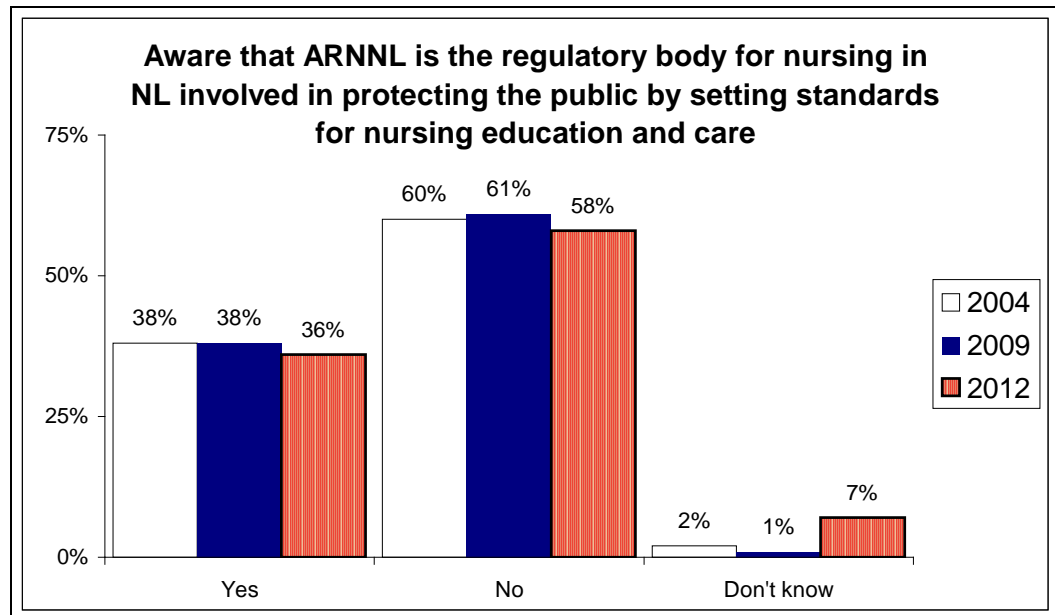
Overall, combining all mentions reveals that 37% (down from a high of 63% in 2009 and 41% in 2004) said roles that apply to the Nurses' Union:

- Represent nurses for wage/raises/collective bargaining (13% versus 27% in 2009 and 18% in 2004)
- Represent nurses for good working conditions (14% versus 20% in 2009 and 13% in 2004)
- Represent nurses for good benefits (5% versus 11% in 2009 and 5% in 2004)
- Liaise with Government on behalf of nurses (2% versus 0% in 2009 and 2% in 2004)
- Represent nurses if there is a grievance (1% versus 5% in 2009 and 2% in 2004)
- It's a union (1% versus 0% in 2009 and <1% in 2004)

## 2.8 **AWARE THAT ARNNL IS THE REGULATORY BODY FOR NURSING IN THE PROVINCE/PROTECT THE PUBLIC**

All respondents...even those who indicated that they had never heard of the ARNNL...were asked about their awareness of a more specific role of the ARNNL: *The Association of Registered Nurses of Newfoundland and Labrador is the regulatory body for nursing in Newfoundland and Labrador. Overall, they are mainly involved in protecting the public (patients) by setting standards for nursing education and care. Were you aware that an organization with this role exists?*

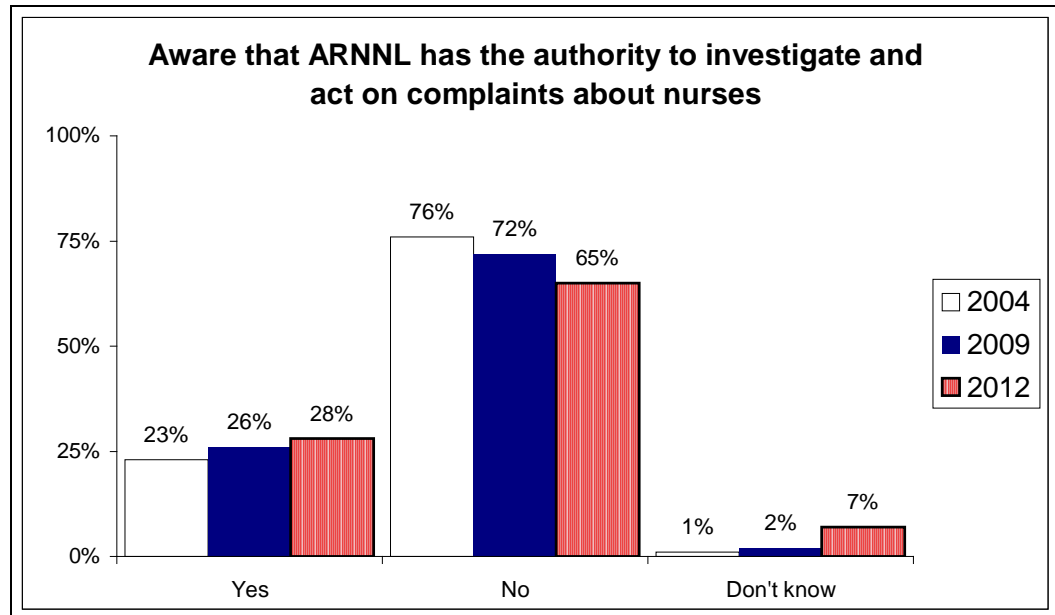
Fairly consistent with the 2004 and 2009 results, on an aided basis among all respondents, 36% (versus 38% in each of 2009 and 2004) indicated that they were aware that the ARNNL is a regulatory body designed to protect the public.



**Figure 8**

2.9 **AWARE THAT THE ARNNL HAS THE AUTHORITY TO INVESTIGATE AND ACT ON COMPLAINTS ABOUT REGISTERED NURSES**

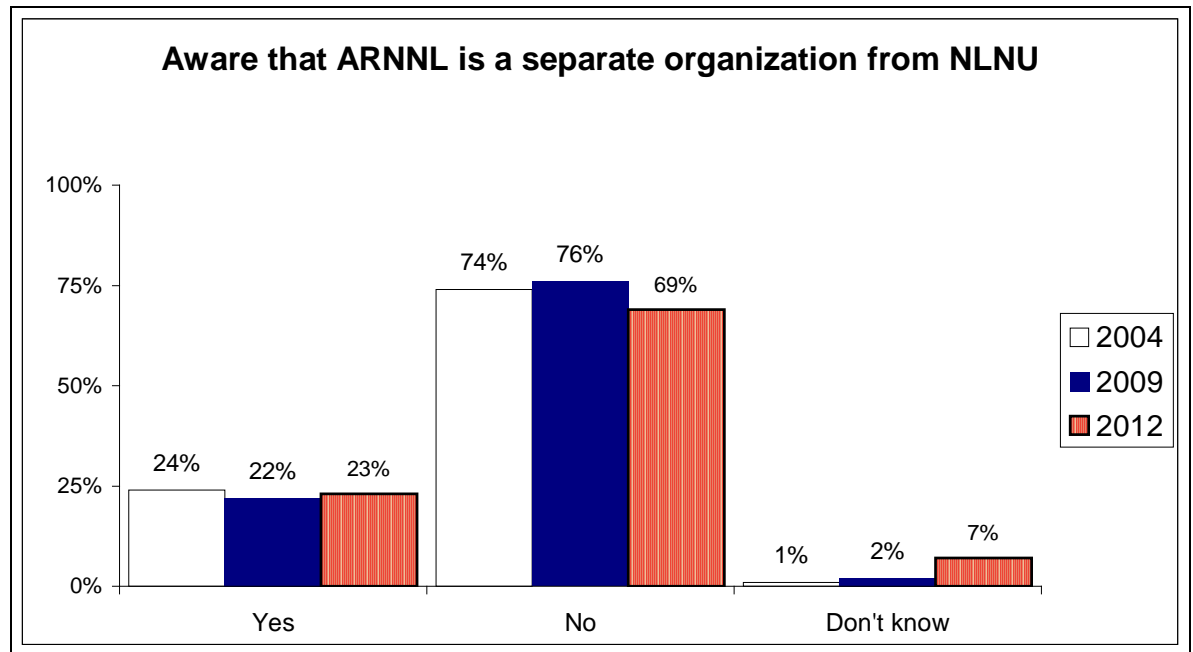
Respondents were asked: “*Were you aware that the Association of Registered Nurses of Newfoundland and Labrador has the authority to investigate and act on complaints about registered nurses?*” and only 28% (versus 26% in 2009 and 23% in 2004) of all respondents were aware of this.



**Figure 9**

**2.10 AWARE THAT THE ARNNL IS A SEPARATE ORGANIZATION FROM THE NURSES' UNION**

Consistent with 2004 and 2009 results, only approximately one-quarter (23% versus 22% in 2009 and 24% in 2004) of all respondents were aware that the ARNNL is a separate organization from the Nurses' Union.



**Figure 10**

## 2.11 AGREEMENT OR DISAGREEMENT WITH STATEMENTS ABOUT VARIOUS ROLES OF REGISTERED NURSES

Respondents were asked the following question to get an understanding of their perceived roles of registered nurses: “I’d like to know to what extent you agree or disagree with the following statements about various roles of registered nurses...whether you ‘strongly agree’, ‘somewhat agree’, ‘neither agree nor disagree’, ‘somewhat disagree’ or ‘strongly disagree’ with each statement. The first one is \_\_\_\_\_. To what extent do you agree or disagree with that statement?” Several statements were dropped from previous studies and others were added.

Overall, the majority of respondents ‘strongly’ agreed that ‘RNs play a big role in the health care system’ (93%).

Comparing the same statements that were in two or more surveys shows more respondents this year than in 2004 ‘strongly’ agreed with the following statement:

- RNs teach people to look after their health (74% versus 62% in 2004)

Comparing the same statements that were in two or more surveys shows fewer respondents this year than the last survey ‘strongly’ agreed with the following statements:

- RNs make independent care decisions (39% versus 44% in 2009)
- Registered Nurses stand up for patients and act when necessary to make sure that patients receive the best possible care (68% down from 72% in 2009 but still up from 55% in 2004)
- Registered Nurses are the main organizer of care between the patient, family, doctors and other health professionals (70% versus 76% in 2009 and 68% in 2004)
- As individuals and as a group Registered Nurses strive to improve health care (71% versus 77% in 2009 and 72% in 2004)
- RNs work as a team with other health care providers (75% versus 80% in 2009)

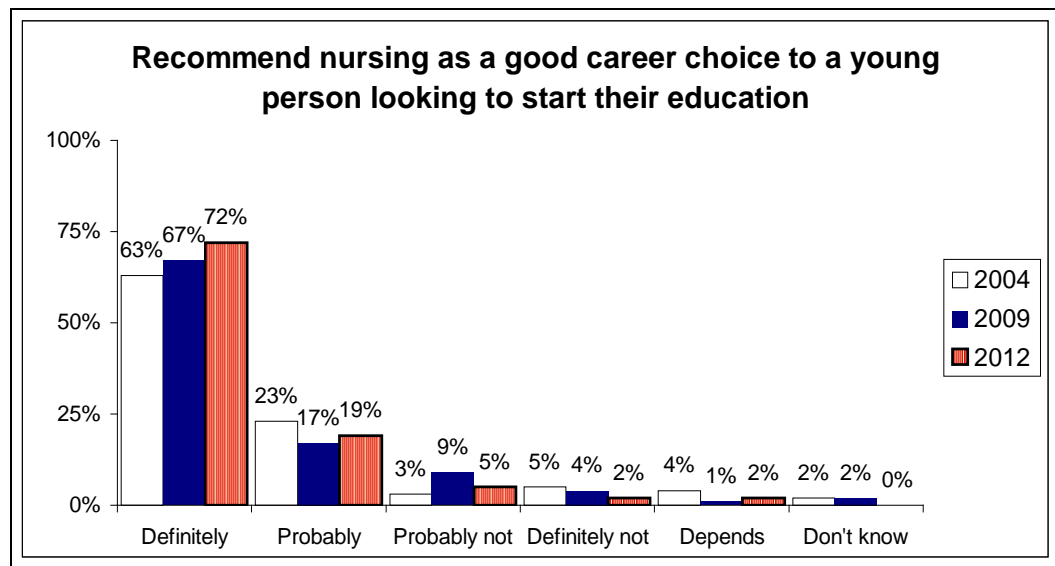
### AGREEMENT OR DISAGREEMENT ON VARIOUS ROLES OF REGISTERED NURSES

	Strongly Agree	Somewhat agree	Neither A nor D	Somewhat Disagree	Strongly Disagree	Don't know
RNs stand up for patients and act when necessary to make sure that patients receive the best possible care						
2004	55%	35%	4%	3%	<1%	2%
2009	72%	20%	2%	2%	1%	4%
2012	68%	27%	2%	1%	<1%	2%
RNs are the main organizer of care between the patient, family, doctors and other health professionals						
2004	68%	23%	2%	3%	2%	2%
2009	76%	13%	2%	3%	<1%	7%
2012	70%	22%	2%	2%	1%	4%
The majority of patient care is provided by staff other than RNs						
2004	16%	21%	4%	25%	30%	3%
2009	N/A	N/A	N/A	N/A	N/A	N/A
2012	N/A	N/A	N/A	N/A	N/A	N/A
RNs teach people how to look after their health						
2004	62%	26%	2%	5%	3%	2%
2009	N/A	N/A	N/A	N/A	N/A	N/A
2012	74%	18%	3%	1%	<1%	5%
RNs can not make any independent decisions; they have to follow Doctor's orders at all times						
2004	49%	24%	4%	11%	6%	6%
2009	N/A	N/A	N/A	N/A	N/A	N/A
2012	N/A	N/A	N/A	N/A	N/A	N/A
RNs make independent care decisions						
2004	N/A	N/A	N/A	N/A	N/A	N/A
2009	44%	24%	6%	3%	2%	21%
2012	39%	31%	4%	6%	1%	19%
As individuals and as a group RNs strive to improve health care system						
2004	72%	22%	2%	1%	2%	2%
2009	77%	16%	2%	1%	<1%	4%
2012	71%	21%	2%	2%	2%	3%
RNs listen and provide emotional support to help patients adjust to physical and psychological changes						
2004	66%	29%	1%	1%	1%	2%
2009	N/A	N/A	N/A	N/A	N/A	N/A
2012	N/A	N/A	N/A	N/A	N/A	N/A
RNs work as a team with other health care providers						
2004	N/A	N/A	N/A	N/A	N/A	N/A
2009	80%	12%	1%	<1%	1%	6%
2012	75%	20%	1%	<1%	<1%	3%
The role of a RN is to provide patient care						
2004	N/A	N/A	N/A	N/A	N/A	N/A
2009	90%	8%	1%	<1%	<1%	2%
2012	N/A	N/A	N/A	N/A	N/A	N/A
RNs play a big role in the health care system						
2012	93%	6%	0%	1%	<1%	1%



**2.12 RECOMMEND NURSING AS A GOOD CAREER CHOICE TO A YOUNG PERSON LOOKING TO START THEIR EDUCATION**

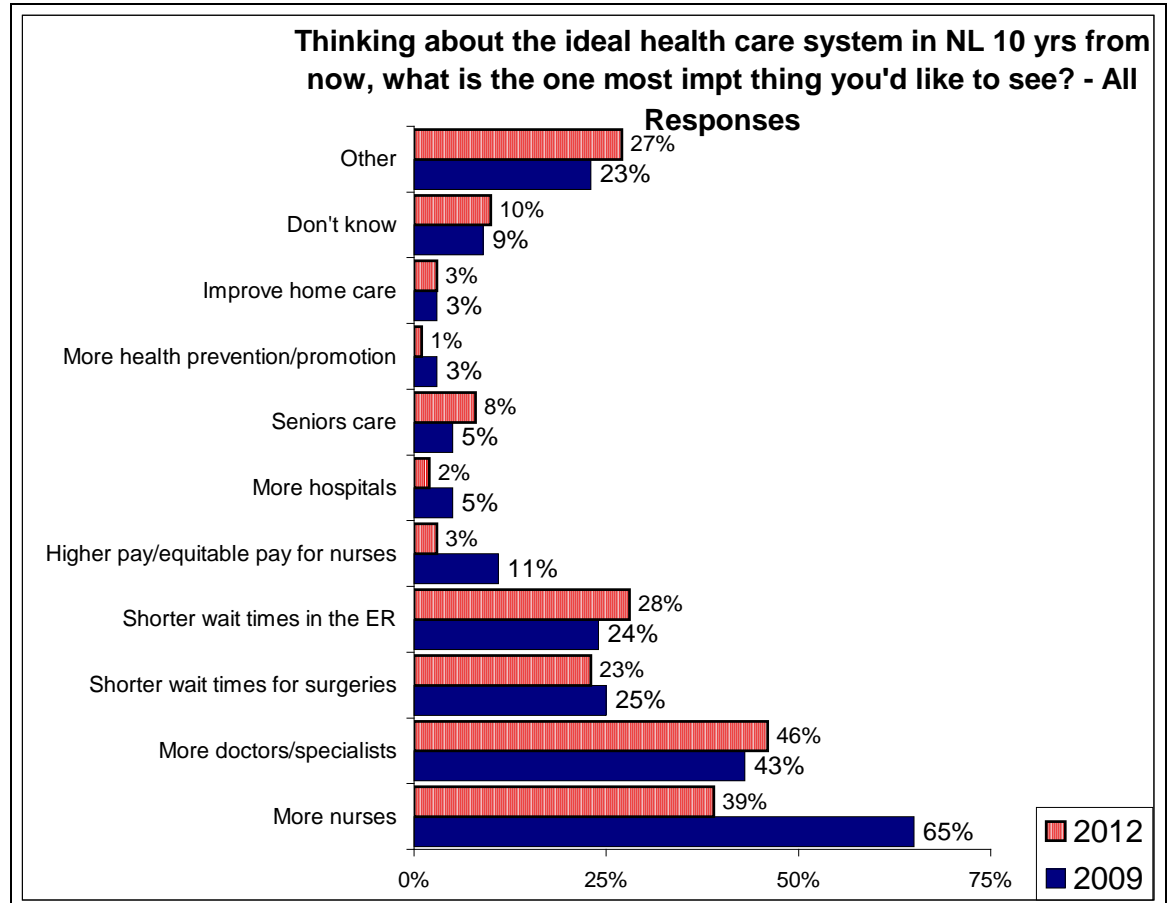
More respondents (91% versus 84% in 2009 and 86% in 2004) indicated that they would ‘definitely’ (72% versus 67% in 2009 and 63% in 2004) or ‘probably’ (19% versus 17% in 2009 and 23% in 2004) recommend nursing as a good career choice to a young person looking to start their education. Fewer respondents this year (7% versus 13% in 2009 and 8% in 2004) said they would not recommend it while 2% said ‘it depends’.



**Figure 11**

### 2.13 THE IDEAL HEALTH CARE SYSTEM IN NL 10 YEARS FROM NOW

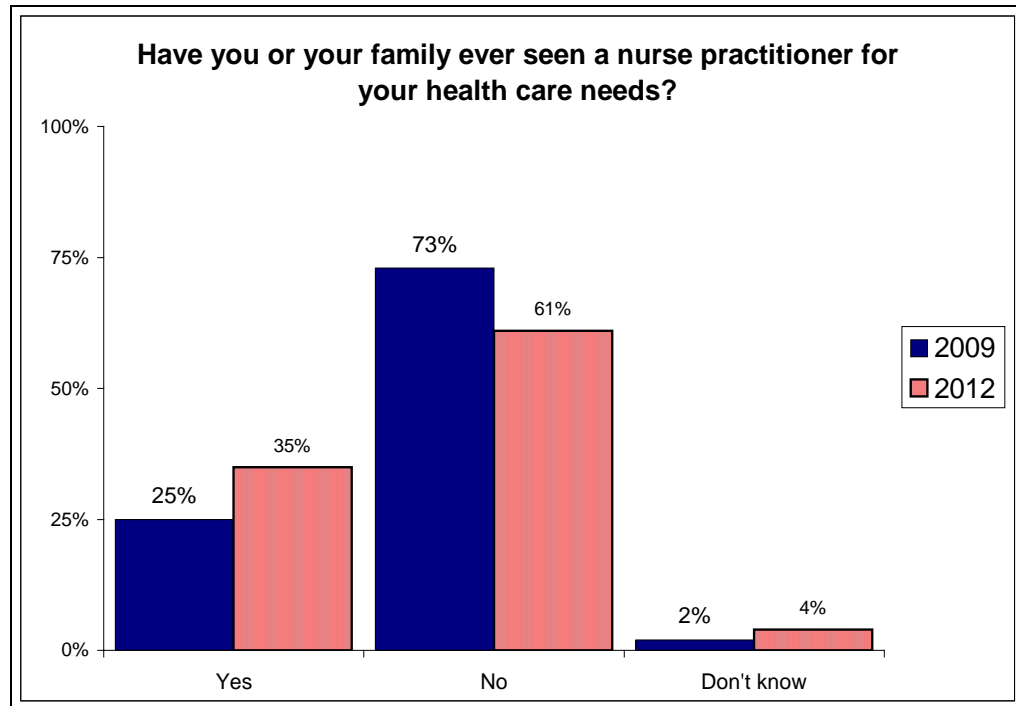
A new question was added in 2009 and tracked this year regarding the ideal future health care system: “Thinking about the ideal health care system in NL 10 years from now, what is the one most important thing that you would like to see?” Respondents gave more than one response and combining all responses reveals that significantly fewer said they would like to see ‘more nurses’ (39% versus 65% in 2009). As in 2009, just over four in ten (46% versus 43% in 2009) mentioned ‘more doctors/specialists’ followed by ‘shorter wait times in the ER’ (28% versus 24% in 2009), ‘shorter wait times for surgeries’ (23% versus 25% in 2009), ‘seniors care’ (8% versus 5% in 2009) and ‘higher pay/equitable pay for nurses’ (3% versus 11% in 2009). Other responses were mentioned by 5% of respondents or less.



**Figure 12**

## 2.14 INCIDENCE OF EVER SEEING A NURSE PRACTITIONER FOR YOUR HEALTH NEEDS

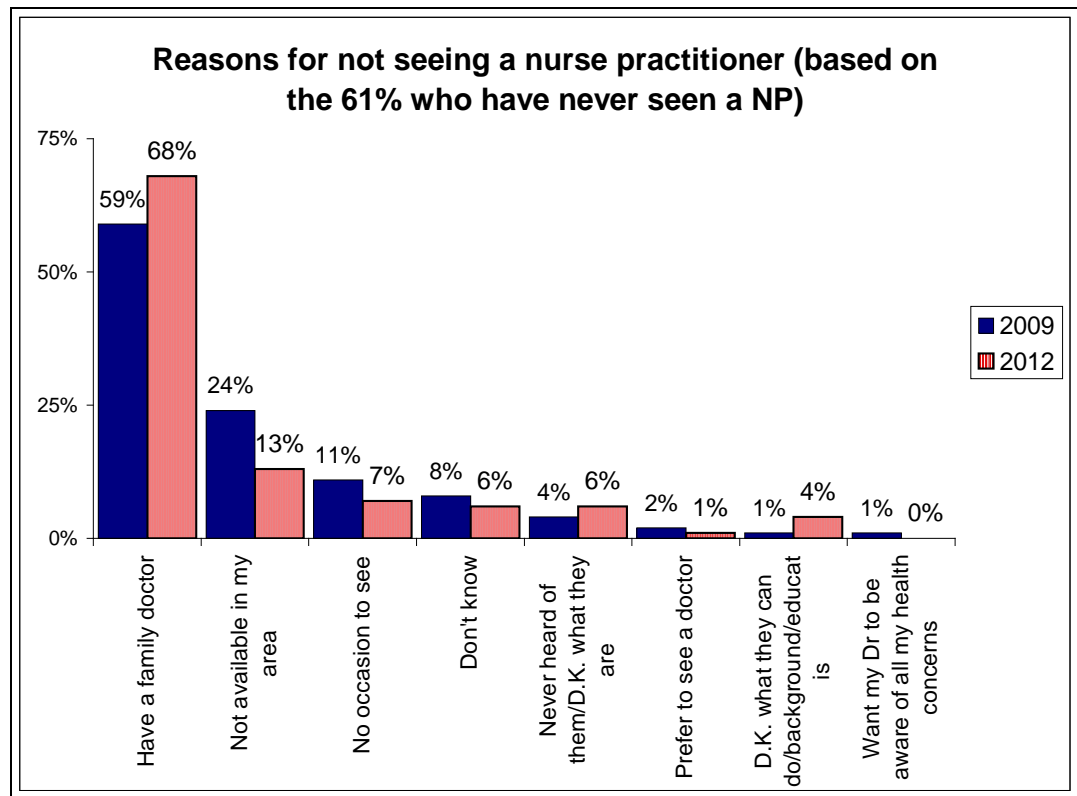
The next series of questions relating to Nurse Practitioners were added in the 2009 survey and tracked in this survey. Respondents were first asked if they or a family member had ever seen a nurse practitioner for their health care needs and significantly more respondents than three years ago indicated that they had (35% up from 75% in 2009).



**Figure 13**

## 2.15 REASONS FOR NOT SEEING A NURSE PRACTITIONER

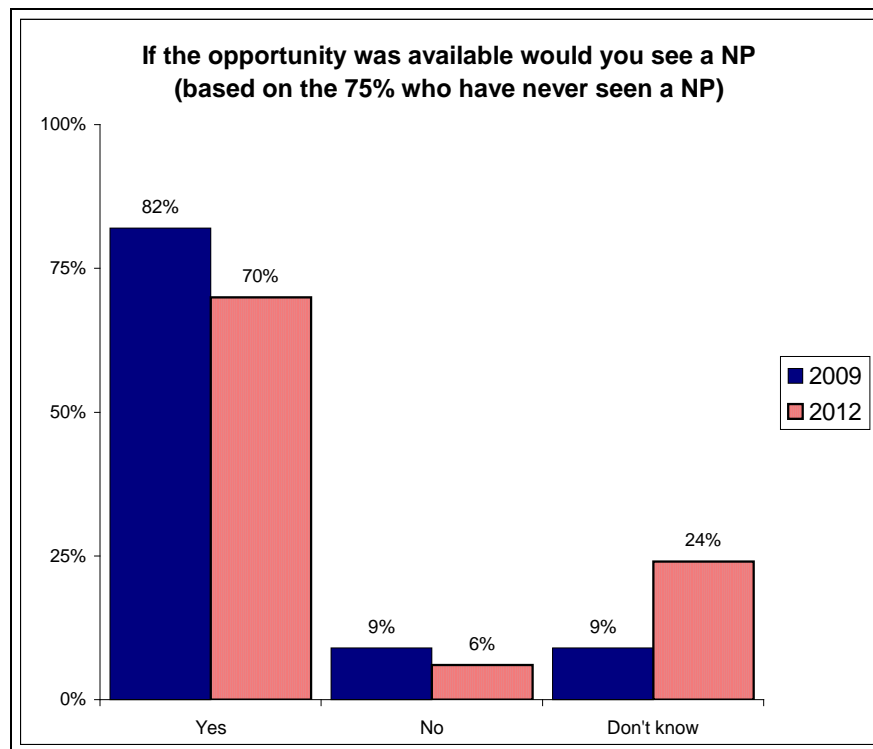
The 61% who had never seen a nurse practitioner were asked why not and nearly seven in ten (68% up from 59% in 2009) said it was because they have a family doctor. Fewer respondents to this survey said it was because there are no nurse practitioners in their area (13% versus 24% in 2009) while 7% (versus 11% in 2009) said they had no occasion to see a nurse practitioner. However, 10% (up from 5% in 2009) said they were not aware of NPs or familiar with what they do. Only 1% (versus 3% in 2009) said they would prefer to see their doctor/want their doctor to be aware of all their health concerns.



**Figure 14**

## 2.16 SEE A NURSE PRACTITIONER IF THE OPPORTUNITY WAS AVAILABLE TO YOU

More respondents this year who had never seen a nurse practitioner were unsure if they would do so in the future if the opportunity was available to them (24% versus 9% in 2009). Nevertheless, seven in ten (70% down from 82% in 2009) of those who had never seen a nurse practitioner said they would do so in the future if the opportunity was there.



**Figure 15**

## **2.17 EXTENT OF AGREEMENT WITH VARIOUS STATEMENTS ABOUT NURSE PRACTITIONERS**

Those who visited a nurse practitioner in the past 12 months for themselves or a family member were asked the extent to which they agreed or disagreed with a number of statements about nurse practitioners. Over eight in ten of these respondents 'strongly' agreed with the following statements:

- The Nurse Practitioner is easy to talk to (89% down from 94% in 2009)
- The Nurse Practitioner spends time with me to answer my questions or address my concerns (85% down from 91% in 2009)
- The Nurse Practitioner gives support and information about how to look after my health (88% versus 90% in 2009)
- The quality of care the Nurse Practitioner provided is excellent (85% versus 87% in 2009)

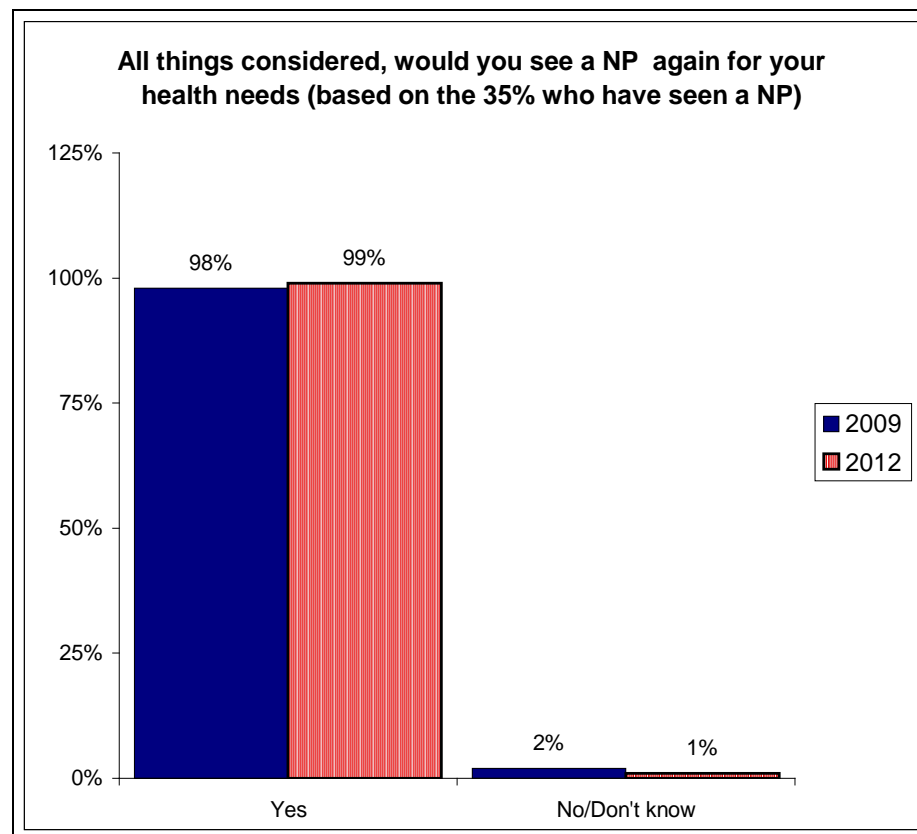
Fewer 'strongly' agreed with these next two statements than in the last survey:

- I am able to see the Nurse Practitioner quickly when I have a health problem (60% versus 76% in 2009)
- The Nurse Practitioner helps me find out where to get help from other services in the Community (71% versus 74% in 2009)

<b>AGREEMENT OR DISAGREEMENT ON VARIOUS STATEMENTS ABOUT NURSE PRACTITIONERS</b>							
	Strongly Agree	Somewhat agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	
The Nurse Practitioner is easy to talk to	2012 2009	89% 94%	9% 4%	0% 1%	1% 0%	0% 0%	1% 2%
The Nurse Practitioner spends time with me to answer my questions or address my concerns	2012 2009	85% 91%	15% 9%	0% 0%	1% 0%	0% 0%	0% 0%
The Nurse Practitioner gives support and information about how to look after my health	2012 2009	88% 90%	9% 10%	0% 0%	1% 0%	0% 0%	1% 0%
The quality of care the Nurse Practitioner provided is excellent	2012 2009	85% 87%	14% 13%	1% 0%	1% 0%	0% 0%	0% 0%
I am able to see the Nurse Practitioner quickly when I have a health problem	2012 2009	60% 76%	19% 14%	5% 4%	3% 3%	6% 2%	7% 2%
The Nurse Practitioner helps me find out where to get help from other services in the Community	2012 2009	71% 74%	18% 11%	6% 4%	0% 0%	0% 0%	5% 11%
I do not have to travel as far as I did in the past to see a health professional when I have a health problem	2012 2009	47% 59%	13% 8%	18% 13%	8% 9%	9% 4%	6% 7%
The Nurse Practitioner makes home visits or provides care in the home	2012 2009	N/A 31%	N/A 2%	N/A 8%	N/A 4%	N/A 1%	N/A 55%
The Nurse Practitioner is available after regular office hours (e.g. after 5pm or on weekends)	2012 2009	N/A 34%	N/A 2%	N/A 9%	N/A 2%	N/A 3%	N/A 51%

## 2.18 LIKELIHOOD OF SEEING A NURSE PRACTITIONER AGAIN, ALL THINGS CONSIDERED

Virtually all (99% versus 98% in 2009) of those who have seen a nurse practitioner before would see them again in the future for their health needs. The 1% who said 'no' or 'don't know' said it was because they perceive that a doctor is more qualified/don't trust the experience and knowledge level of a NP.



**Figure 16**



## 2.19 LIKE TO SEE MORE NURSE PRACTITIONER'S WORKING IN YOUR COMMUNITY

All respondents (as opposed to in 2009 when just those who had previously seen a NP) were asked whether they would like to see more nurse practitioners working in their community and 82% said 'yes'. Nearly two in ten (18%) were unsure. However, looking at the sub-segment of those who had seen a nurse practitioner, reveals that as in 2009, 99% of that segment would like to see more nurse practitioners working in their community.

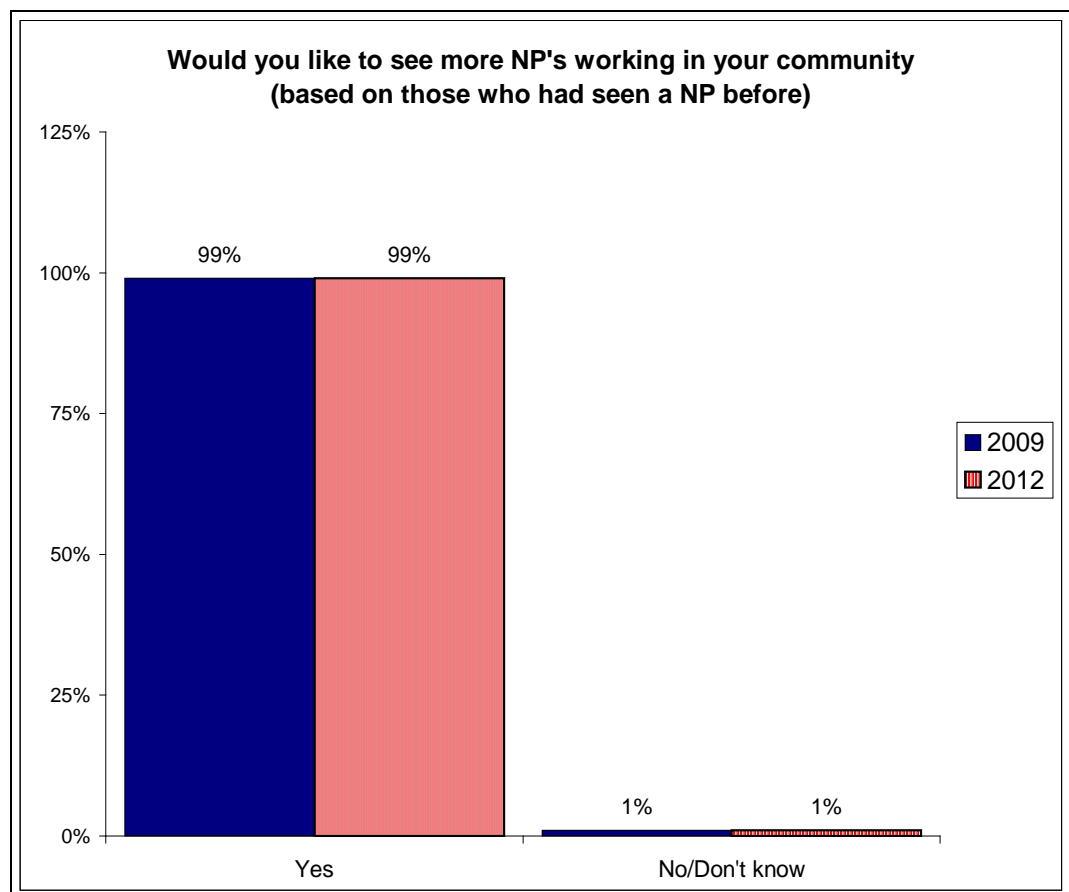
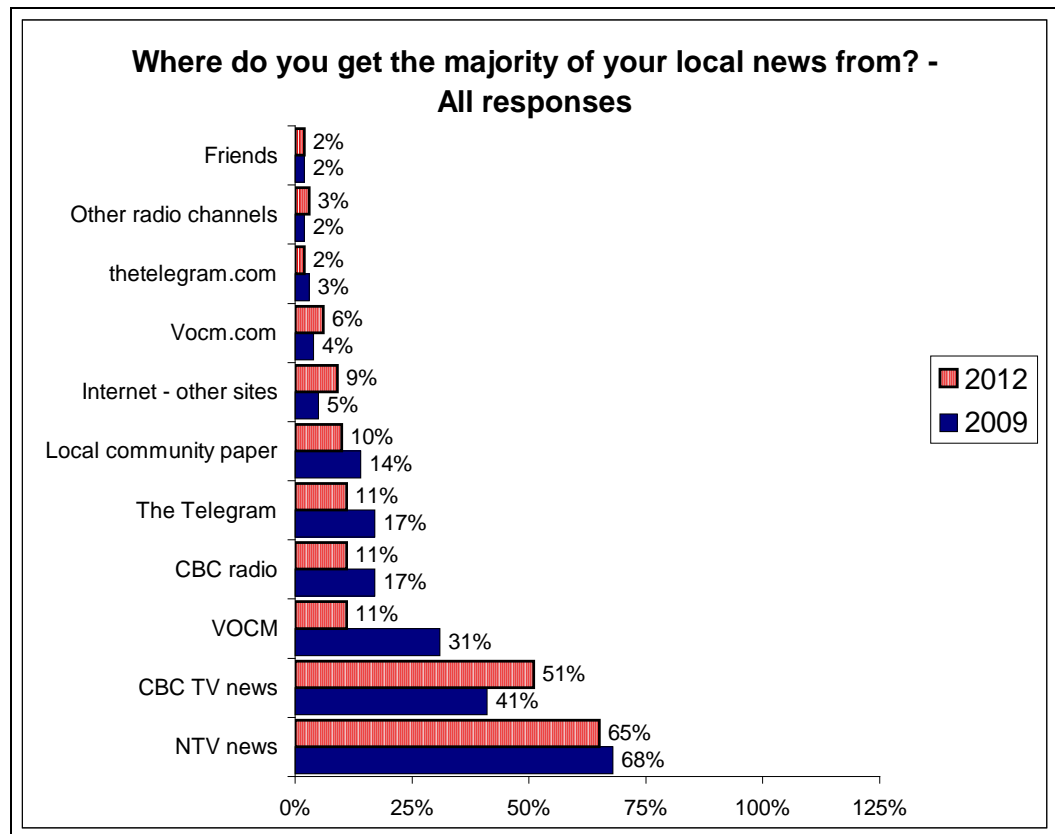


Figure 17

**2.20 WHERE GET THE MAJORITY OF LOCAL NEWS FROM (UNAIDED)**

New to the 2009 survey, respondents were asked where they get the majority of their local news from and combining all responses reveals that approximately two-thirds (65% versus 68% in 2009) rely on NTV news followed by CBC TV news (51% versus 41% in 2009) and VOXM (16% down from 31% in 2009). Other choices included CBC radio (11% versus 17% in 2009), The Telegram (11% versus 17% in 2009) and a local community paper (10% versus 14% in 2009).



**Figure 18**

## APPENDICES

**APPENDIX ONE: DATA COLLECTION INSTRUMENT**

## **APPENDIX TWO: FREQUENCY TABLES**