

Feb 2016

**ARNNL
Public Awareness
Tracking Survey
Research Report**

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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. Follow-up or 'tracking studies' were conducted in 2009, 2012, and again this year 2016 to investigate any changes in attitudes and behavior between the surveys. This report compares the results to the three previous investigations where applicable.

A quota of 400 interviews was set from a random sample of residents aged 18 years or older from the province. A total of 400 interviews were completed providing a statistical margin of error $\pm 4.99\%$ at the 95% level of confidence. Interviewing was conducted from February 5th to 12th, 2016.

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

- **Awareness Of ARNNL.** There has been a significant increase in awareness of the Association of Registered Nurses of Newfoundland and Labrador (ARNNL) since the last survey. Approximately eight in ten (79%) respondents indicated that they have heard of ARNNL versus 67% in 2012, 72% in 2009 and 69% in 2004.
- **Understanding Of The Role Of The ARNNL.** Significantly fewer respondents are confusing roles of the Nurses' Union with those of the ARNNL.

Combining all responses (any mention), reveals that overall respondents perceived the following to be roles of the ARNNL on an unaided basis:

- 13% mentioned 'develop nursing practice standards/education standards' (up from 7% in 2012, 6% in 2009 and 10% in 2004)
- 12% said 'provide education and training' (up from 5% in 2012, 6% in 2009 and 3% in 2004)
- 11% said ARNNL's role is to 'represent nurses for good working conditions (down from 14% in 2012, 20% in 2009 and 13% in 2004)
- 9% perceived ARNNL's role to 'represent nurses for wage/raises/ collective bargaining' (down from 13% in 2012, 27% in 2009 and 18% in 2004)
- 7% said 'make sure nurses are doing their job' (versus 13% in 2012, 8% in 2009 and 5% in 2004)

- 7% mentioned ‘make sure patients are getting proper care’ (versus 7% in 2012, 5% in 2009 and 12% in 2004)
 - 6% said ‘regulatory body’ (versus 5% in 2012, 4% in 2009 and 6% in 2004)
 - 6% said ‘protect the public’ (versus 13% in 2012, 2% in 2009 and 5% in 2004)
 - 4% said ‘license nurses’ (versus 6% in 2012, 3% in 2009 and 2% in 2004)
 - 4% mentioned ‘represent nurses for good benefits’ (versus 5% in 2012, 11% in 2009 and 5% in 2004)
 - Only 2% said ‘represent nurses if there is a grievance’ (versus 1% in 2012, 5% in 2009 and 2% in 2004)
- **Aware That The ARNNL Is A Separate Organization From The Nurses’ Union.** Significantly more respondents than in previous years are now aware that the ARNNL is a separate organization from the Nurses’ Union (32% versus 23% in 2012, 22% in 2009 and 24% in 2004).
- **Incidence Of Contact With ARNNL In The Past Year And Level Of Satisfaction With The Contact Or Response From ARNNL.** New to this survey, respondents were asked whether they contacted ARNNL in the past year and only one person indicated they had. That person was very satisfied with their contact with the Association.
- **Incidence Of Visiting ARNNL’s Website In The Past Year And Level Of Satisfaction With ARNNL’s Website.** New to this survey, respondents were asked whether they had visited ARNNL’s website in the past year and again only one person indicated that they had. This person rated their satisfaction with the site as a ‘7’ on a scale of 1-10 with 10 being ‘very satisfied’.
- **Where Get The Majority Of Local News From (Unaided).** Since the 2009 survey respondents were asked where they get the majority of their local news from and combining all responses reveals that the majority predominantly continue to rely on NTV and CBC TV news and to a lesser extent on VPCM radio for their local news. Other choices included CBC radio, VPCM online, Facebook, CBC online, their local community newspaper, The Telegram, The Telegram online, other Internet sites, and other radio channels.

- **Various Roles Of Registered Nurses.** Overall, the majority of respondents continued to ‘strongly’ agree that ‘Nurses play a significant role (versus ‘big’ role used in 2012) in the health care system’ (95% versus 93% in 2012).

However, only two thirds of respondents ‘strongly’ agreed with the other three statements and in two cases this was even a decrease from the previous surveys:

- Nurses stand up for patients and act when necessary to make sure that patients receive the best possible care (67% versus 68% in 2012 down from 72% in 2009 but still up from 55% in 2004)
- As individuals and as a group nurses try to improve health care (66% down from 71% in 2012, 77% in 2009 and 72% in 2004)
- Nurses work as a team with other health care providers (67% down from 75% in 2012 and 80% in 2009)

- **Perception That Nurses Could Take On New Roles Or Responsibilities Now Or In The Future.** It was mentioned to respondents that “Recently pharmacists in this province have taken on additional roles and responsibilities such as providing flu shots”. They were then asked: ‘Can you think of any new roles or responsibilities that nurses could take on now or in the future that would improve health care services. Only 16% of respondents responded yes.

- **Suggestion Of New Roles Or Responsibilities That Nurses Could Take On Now Or In The Future.** Of those who felt they could make suggestions as to new roles/responsibilities for nurses, 22% mentioned ‘administering needles’, 21% said ‘write prescriptions’, 14% suggested ‘home visits/home care’ while 11% said ‘consult with patients on simple issues’ and 10% said ‘fill for doctors or nurses in all doctor’s offices’.

- **Usage Of And Attitudes Toward Nurse Practitioners.**
 - Significantly more respondents to this survey indicated that they had ever visited a nurse practitioner (44% up from 35% in 2012 and 25% in 2009).
 - Significantly fewer 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 (5% down from 24% in 2012 and versus 9% in 2009).
 - Indeed, nearly nine in ten (87% up from 70% in 2012 and 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.
 - Regarding the level of satisfaction with the level of care from the NP (new to this survey) on average respondents gave a satisfaction rating of 9.19 and 92% gave a rating of ‘8 to 10’ with 10 being ‘very satisfied’.

- New to this survey, respondents were specifically asked whether they perceived that NPs work as a team with other health care professionals. Of those who had seen a NP, 93% perceived that they NPs do work as a team with other health care professionals including 61% who ‘strongly’ agreed with this statement and 31.4% who ‘somewhat’ agreed.
 - Virtually all (98% versus 99% in 2012 and 98% in 2009) of those who have seen a nurse practitioner before would see them again in the future for their health needs.
 - All respondents were asked whether they would like to see more nurse practitioners working in their community and 90% said ‘yes’ up from 82% in 2012.
- **Incidence Of Contact With A Registered Nurse or NP In A Health Care Situation During Past Year.** Significantly fewer respondents (45% down from 61%-67% in the previous surveys) reported having contact with a RN or NP in a health care situation in the past 12 months.
- **Report Card On Registered Nurses’ or NPs’ Performance On Various Areas Of Care For Those In Contact In The Past Year.** For those areas that were asked in 3 or 4 of the studies (from 2004, 2009, 2012, and 2016), the results were consistent and virtually the same or slightly better over the time frame. Overall, over nine in ten respondents who had contact with a RN or NP felt that nurses performed on the following areas ‘most of the time’:
- Treated you/your family member/friend with respect (95% versus 95% in 2012)
 - Acted in a professional manner (97% versus 94% in 2012)
 - Showed compassion and care (93% versus 93% in 2012)
 - Respected you/your family member/friend’s privacy and confidentiality (96% versus 94% in 2012)
 - Provided safe and competent care (96% versus 95% in 2012)

In two areas there was a significance increase in those saying that nurses performed ‘most of the time’ in that regard:

- Introduced themselves by name (80% versus 66% in 2012)...including those who said ‘some of the time’ it increased to 90% from 78% in 2012
- Introduced/identified themselves as a RN or NP (71% versus 49% in 2012)...including those who said ‘some of the time’ it increased to 82% from 59% in 2012

Only one area showed a slight decrease which could be attributed to the new wording this year:

- Were knowledgeable about you/your family member/friend's health needs at that time (in previous surveys the wording used was 'knew what they were doing' – 91% down from 96% in 2012 and versus 93% in 2009 and 92% in 2004)

Two new areas of investigation were added this year. Those who felt that nurses performed in that area 'most of the time' included:

- Took you/your family member/friend's wishes into account when providing their care (95%)
- Demonstrated accountability by taking responsibility for their actions (92%)

- **Level Of Satisfaction With Care Provided By The RN Or NP At That Time.** On average, respondents who had contact with a nurse in the past year gave a satisfaction rating of 9.19 where 10 represents 'very satisfied' on the level of satisfaction with the care provided by the RN or NP and 92% gave a rating of '8 to 10'.
- **Incidence Of Having A Concern About The Service Or Care Provided By A RN Or NP.** New to this survey all respondents were asked whether they ever had a concern about the service or care provided by a RN or NP and only 14% indicated that they had.
- **Incidence Of Ever Making A Formal Complaint About The Service Or Care Provided By A RN Or NP.** New to this survey all respondents were asked whether they ever made a formal complaint about the service or care provided by a RN or NP and only 4% indicated that they had.
- **Level Of Satisfaction With How The Complaint Was Handled.** New to this survey all respondents who made a formal complaint about the service provided by a RN or NP (keep in mind only 16 people indicated they had made a formal complaint) were asked how satisfied or dissatisfied they were with how the complaint was handled. Half of those were satisfied with the result and half were not.
- **Where Go For Help/Who Contact If Had A Complaint About A Registered Nurse or NP.** Nearly six in ten (57% versus 59% in 2012 and 49% in 2009) said they would not know who to contact for help if they had a complaint about a RN or NP. Another 17% (versus 20% in 2012 and 21% in 2009) said they would contact the Health Care Corporation or a Health Board. More respondents said they would contact ARNNL this year versus in previous years (9% versus 3% in 2012 and 6% in 2009) while 5% (versus 9% in 2012 and 5% in 2009) would contact the Department of Health and only 2% (versus 2% in 2012 and 5% in 2009) mentioned the RNUNL.

- **Aware That The ARNNL Has The Authority To Investigate And Act On Complaints About Registered Nurses or NPs.** Fairly consistent with the survey in previous years only approximately one quarter (22% versus 28% in 2012, 26% in 2009 and 23% in 2004) of all respondents were aware that ARNNL has the authority to investigate and act on complaints about registered nurses

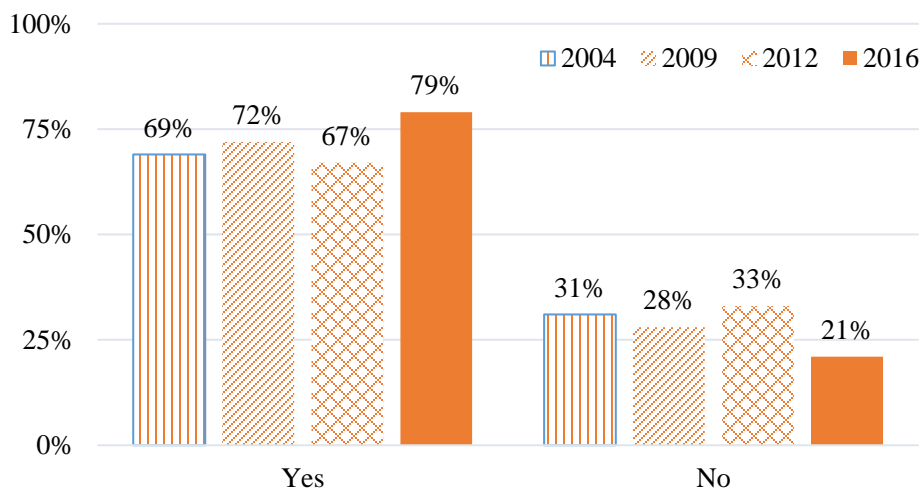
- **Aware That ARNNL Is The Regulatory Body For Nursing In The Province.** Earlier in the report it was shown that the public's awareness of ARNNL increased significantly over the last survey (from 67% in 2012 to 79% this year), however, awareness of ARNNL's specific role of 'protecting the public' decreased significantly this year. Those who said they were aware that the ARNNL is a regulatory body designed to protect the public by setting standards for nursing education and care decreased to 22% down from 36% in 2012 and 38% in each of 2009 and 2004).

2.0 KEY FINDINGS BY AREA OF INVESTIGATION

2.1 AWARENESS OF ARNNL

There has been a significant increase in awareness of the Association of Registered Nurses of Newfoundland and Labrador (ARNNL) since the last survey. Approximately eight in ten (79%) respondents indicated that they have heard of ARNNL versus 67% in 2012, 72% in 2009 and 69% in 2004.

Have you heard of ARNNL?



2.2 UNDERSTANDING OF THE ROLE OF THE ARNNL

Those respondents who indicated having heard of the ARNNL (79%) 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 (1st mention), there was an increase in the proportion of those who did not know what ARNNL’s role is (51% versus 45% in 2012, 43% in 2009 and 46% in 2004).

UNDERSTANDING OF THE ROLE OF ARNNL – 1ST RESPONSE (UNAIDED)				
	2004	2009	2012	2016
Don't know	46%	43%	45%	51%
Rep nurses for wages/raises/collective bargaining	15%	21%	10%	7%
Rep nurses for good working conditions	7%	9%	9%	5%
Develop nursing practice. standards and education standards	7%	5%	6%	10%
Rep nurses for good benefits	3%	4%	2%	3%
Regulatory body	4%	4%	4%	3%
Make sure patients are getting proper care	9%	3%	4%	4%
License nurses	1%	2%	5%	3%
Make sure nurses are doing their job	1%	2%	5%	4%
Rep nurses if there is a grievance	1%	2%	0%	2%
Protect the public	1%	2%	7%	3%
Other	4%	3%	5%	7%

Roles that were mentioned by respondents first on an unaided basis included:

- ‘Develop nursing practice standards/education standards’ (10% versus 6% in 2012, 5% in 2009 and 7% in 2004)
- ‘Make sure nurses are doing their job’ (4% versus 5% in 2012, 2% in 2009 and 1% in 2004)
- ‘Make sure patients are getting proper care’ (4% versus 4% in 2012, 3% in 2009 and down from 9% in 2004)
- ‘Protect the public’ (3% down from 7% in 2012 and versus 2% in 2009 and 1% in 2004)
- ‘License nurses’ (3% versus 5% in 2012, 2% in 2009 and 1% in 2004),
- ‘Regulatory body’ (3% versus 4% in 2012, 2009 and 2004)

Overall, on a 'first-mention' basis this year significantly fewer respondents mentioned roles that specifically apply to the Nurses' Union (18% down from 23% in 2012, 38% in 2009 and 27% in 2004):

- Represent nurses for wage/raises/collective bargaining (7% down from 10% in 2012, 21% in 2009 and 15% in 2004)
- Represent nurses for good working conditions (5% down from 9% in 2012, 9% in 2009 and 7% in 2004)
- Represent nurses for good benefits (3% versus 2% in 2012, 4% in 2009 and 3% in 2004)
- Liaise with Government on behalf of nurses (1% versus 1% in 2012, 2% in 2009 and 1% in 2004)
- Represent nurses if there is a grievance (2% versus <1% in 2012, 2% in 2009 and <1% in 2004)
- It's a union (0% versus 1% in 2012, 0% in 2009 and <1% in 2004)

Combining all responses (any mention), reveals that overall respondents perceived the following to be roles of the ARNNL on an unaided basis:

- 13% mentioned 'develop nursing practice standards/education standards' (up from 7% in 2012, 6% in 2009 and 10% in 2004)
- 12% said 'provide education and training' (up from 5% in 2012, 6% in 2009 and 3% in 2004)
- 11% said ARNNL's role is to 'represent nurses for good working conditions' (down from 14% in 2012, 20% in 2009 and 13% in 2004)
- 9% perceived ARNNL's role to 'represent nurses for wage/raises/ collective bargaining' (down from 13% in 2012, 27% in 2009 and 18% in 2004)
- 7% said 'make sure nurses are doing their job' (versus 13% in 2012, 8% in 2009 and 5% in 2004)
- 7% mentioned 'make sure patients are getting proper care' (versus 7% in 2012, 5% in 2009 and 12% in 2004)
- 6% said 'regulatory body' (versus 5% in 2012, 4% in 2009 and 6% in 2004)
- 6% said 'protect the public' (versus 13% in 2012, 2% in 2009 and 5% in 2004)
- 4% said 'license nurses' (versus 6% in 2012, 3% in 2009 and 2% in 2004)
- 4% mentioned 'represent nurses for good benefits' (versus 5% in 2012, 11% in 2009 and 5% in 2004)
- Only 2% said 'represent nurses if there is a grievance' (versus 1% in 2012,

Other responses were each mentioned by 3% of respondents or less and overall 51% did not know what the ARNNL's role is.

UNDERSTANDING OF THE ROLE OF ARNNL – ALL RESPONSES (UNAIDED)				
	2004	2009	2012	2016
Don't know	46%	43%	45%	51%
Rep nurses for wages/raises/collective bargaining	18%	27%	13%	9%
Rep nurses for good working conditions	13%	20%	14%	11%
Develop nursing practice. standards and education standards	10%	6%	7%	13%
Rep nurses for good benefits	5%	11%	5%	8%
Regulatory body	6%	4%	5%	6%
Make sure patients are getting proper care	12%	5%	7%	7%
License nurses	2%	3%	6%	4%
Make sure nurses are doing their job	5%	8%	13%	7%
Rep nurses if there is a grievance	2%	5%	1%	2%
Protect the public	5%	2%	13%	6%
Other	9%	7%	6%	9%

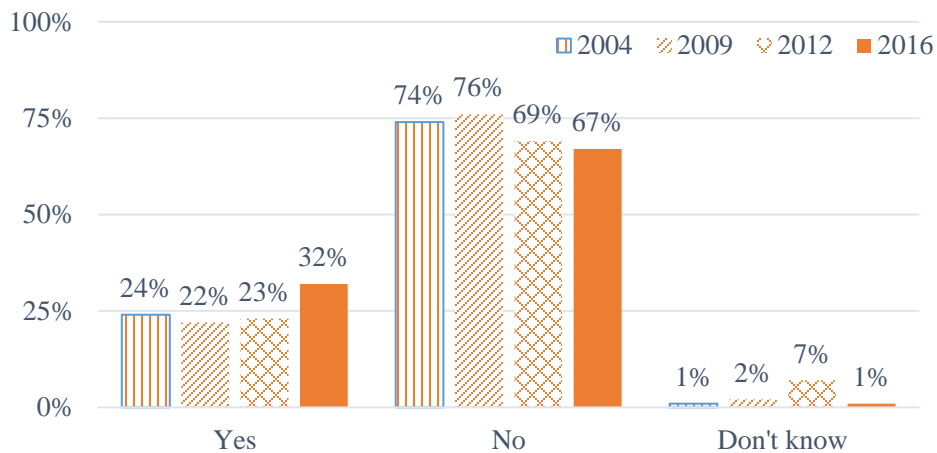
Overall, combining all mentions reveals that 33% (down from 37% in 2012 and a high of 63% in 2009 and 41% in 2004) said roles that apply to the Nurses' Union:

- Represent nurses for wage/raises/collective bargaining (9% down from 13% in 2012, 27% in 2009 and 18% in 2004)
- Represent nurses for good working conditions (11% down from 14% in 2012, 20% in 2009 and 13% in 2004)
- Represent nurses for good benefits (8% versus 5% in 2012, 11% in 2009 and 5% in 2004)
- Liaise with Government on behalf of nurses (3% versus 2% in 2012, 0% in 2009 and 2% in 2004)
- Represent nurses if there is a grievance (2% versus 1% in 2012, 5% in 2009 and 2% in 2004)
- It's a union (0% versus 1% in 2012, 0% in 2009 and <1% in 2004)

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

Significantly more respondents than in previous years are now aware that the ARNNL is a separate organization from the Nurses' Union (32% versus 23% in 2012, 22% in 2009 and 24% in 2004).

Aware that ARNNL is a separate organization from RNUNL



2.4 INCIDENCE OF CONTACT WITH ARNNL IN THE PAST YEAR AND LEVEL OF SATISFACTION WITH THE CONTACT OR RESPONSE FROM ARNNL

New to this survey, respondents who were aware of ARNNL were asked whether they contacted ARNNL in the past year and only one person indicated they had. That person was very satisfied with their contact with the Association.

Have you contacted the Association of Registered Nurses of Newfoundland and Labrador by phone, mail, email or in person in the past year? (Asked of those aware of ARNNL)

	Frequency	Percent
Yes	1	.3
No	313	99.7
Total	314	100.0

2.5 INCIDENCE OF VISITING ARNNL'S WEBSITE IN THE PAST YEAR AND LEVEL OF SATISFACTION WITH ARNNL'S WEBSITE

New to this survey, respondents who were aware of ARNNL were asked whether they had visited ARNNL's website in the past year and again only one person indicated that they had. This person rated their satisfaction with the site as a '7' on a scale of 1-10 with 10 being 'very satisfied'.

Have you visited the website for the Association of Registered Nurses of Newfoundland and Labrador in the past year? (Asked of those aware of ARNNL)

	Frequency	Percent
Yes	1	.3
No	313	99.7
Total	314	100.0
System	86	
	400	

2.6 WHERE GET THE MAJORITY OF LOCAL NEWS FROM (UNAIDED)

Since the 2009 survey respondents were asked where they get the majority of their local news from and combining all responses reveals that the majority predominantly continue to rely on NTV and CBC TV news and to a lesser extent on VOCM radio for their local news. Other choices included CBC radio, VOCM online, Facebook, CBC online, their local community newspaper, The Telegram, The Telegram online, other Internet sites, and other radio channels.

WHERE GET THE MAJORITY OF LOCAL NEWS FROM (UNAIDED)			
	2009	2012	2016
NTV news	68%	65%	81%
CBC TV news	41%	51%	70%
VOCM	31%	11%	32%
CBC radio	17%	11%	11%
Vocm.com	4%	6%	11%
Facebook			9%
CBC.ca/nl			8%
Local community paper	14%	10%	8%
The Telegram	17%	11%	7%
Internet - other sites	5%	9%	7%
thetelegram.com	3%	2%	5%
Other radio channels	2%	3%	4%
Friends	2%	2%	2%

2.7 AGREEMENT OR DISAGREEMENT WITH STATEMENTS ABOUT VARIOUS ROLES OF REGISTERED NURSES AND NURSE PRACTITIONERS

Respondents were asked the following question to get an understanding of their perceived roles of nurses: “I’d like to know to what extent you agree or disagree with the following statements about various roles of registered nurses or nurse practitioners...whether you ‘strongly agree’, ‘somewhat agree’, ‘neither agree nor disagree’, ‘somewhat disagree’ or ‘strongly disagree’ with each statement.

Overall, the majority of respondents continued to ‘strongly’ agree that ‘Nurses play a significant role (versus ‘big’ role used in 2012) in the health care system’ (95% versus 93% in 2012).

However, only two thirds of respondents ‘strongly’ agreed with the other three statements and in two cases this was even a decrease from the previous surveys:

- Nurses stand up for patients and act when necessary to make sure that patients receive the best possible care (67% versus 68% in 2012 down from 72% in 2009 but still up from 55% in 2004)
- As individuals and as a group nurses try to improve health care (66% down from 71% in 2012, 77% in 2009 and 72% in 2004)
- Nurses work as a team with other health care providers (67% down from 75% in 2012 and 80% in 2009)

AGREEMENT OR DISAGREEMENT ON VARIOUS ROLES OF REGISTERED NURSES AND NURSE PRACTITIONERS

	Strongly Agree	Somewhat agree	Neither A nor D	Somewhat Disagree	Strongly Disagree	Don't know
Nurses 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%
2016	67%	25%	3%	2%	<1%	3%
As individuals and as a group nurses 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%
2016	66%	27%	3%	1%	0%	4%
Nurses work as a team with other health care providers						
2009	80%	12%	1%	<1%	1%	6%
2012	75%	20%	1%	<1%	<1%	3%
2016	67%	27%	2%	1%	0%	4%
Nurses play a significant ('big' used in 2012) role in the health care system						
2012	93%	6%	0%	1%	<1%	1%
2016	95%	4%	<1%	<1%	0%	1%

2.8 BELIEF THAT NURSES COULD TAKE ON NEW ROLES OR RESPONSIBILITIES NOW OR IN THE FUTURE

It was mentioned to respondents that “Recently pharmacists in this province have taken on additional roles and responsibilities such as providing flu shots”. They were then asked: ‘Can you think of any new roles or responsibilities that nurses could take on now or in the future that would improve health care services. Only 16% of respondents responded yes.

Can you think of any new roles or responsibilities that nurses could take on now or in the future that would improve health care services?

	Frequency	Percent
Yes	63	15.8
No	314	78.5
Don't know/can't recall	23	5.8
Total	400	100.0

2.9 SUGGESTION OF NEW ROLES OR RESPONSIBILITIES THAT NURSES COULD TAKE ON NOW OR IN THE FUTURE

Of those who felt they could make suggestions as to new roles/responsibilities for nurses, 22% mentioned 'administering needles', 21% said 'write prescriptions', 14% suggested 'home visits/home care' while 11% said 'consult with patients on simple issues' and 10% said 'fill for doctors or nurses in all doctor's offices'. Other suggestions can be seen in the table below.

Can you give me some examples of what additional roles or responsibilities that nurses could take on now or in the future that would improve health care services? (All Mentions)

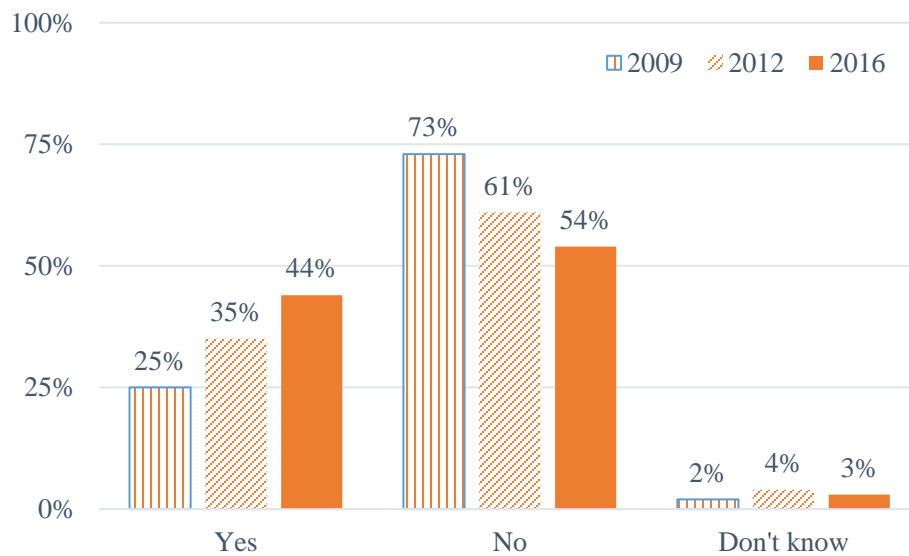
	Frequency	Percent
Administer needles	14	22%
Write prescriptions	13	21%
Home visits/Home care	9	14%
Consult with patients on simple issues	7	11%
Fill in for doctors, nurses in all doctors offices	6	10%
Do blood work at home	4	6%
Pap tests, women issues	2	3%
NL should have midwives	2	3%
Do referrals	1	2%
Remove stitches at home	1	2%
More involved in meetings	1	2%
Non emergency room where nurses could administer antibiotics	1	2%
Preventive program for parents of school age children	1	2%
Improve their attitude	1	2%
Private clinics	1	2%
Only nurses in case rooms	1	2%
More community health resources	1	2%
Pre-op work	1	2%
Look after their own families	1	2%
Don't know	4	6%
Total	63	100%

NOTE: Total adds to more than 100% due to multiple mentions/responses.

2.10 INCIDENCE OF EVER SEEING A NURSE PRACTITIONER FOR YOUR HEALTH NEEDS

Respondents were asked if they or a family member had ever seen a nurse practitioner for their health care needs and significantly more respondents than in the past indicated that they had (44% up from 35% in 2012 and 25% in 2009).

Have you or your family ever seen a nurse practitioner for your health care needs?

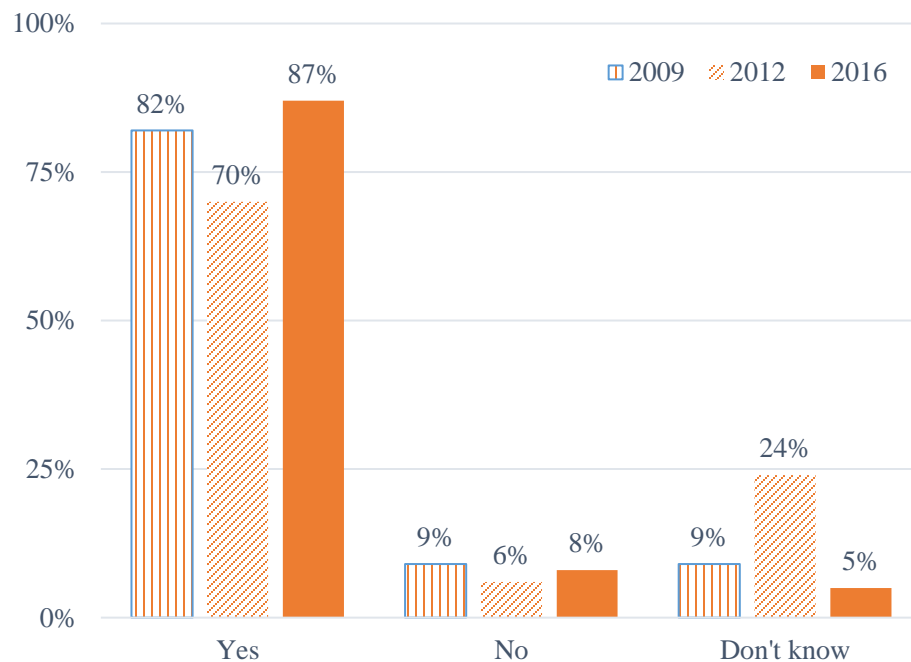


2.11 PREDISPOSITION TO SEE A NURSE PRACTITIONER IF THE OPPORTUNITY WAS AVAILABLE TO YOU

Significantly fewer 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 (5% down from 24% in 2012 and versus 9% in 2009).

Indeed, nearly nine in ten (87% up from 70% in 2012 and 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.

If the opportunity was available would you see a NP (based on those who have never seen a NP)



2.12 LEVEL OF SATISFACTION WITH CARE RECEIVED FROM THE NURSE PRACTITIONER

New to this survey, respondents were asked about their level of satisfaction with the care they received from the nurse practitioner. On average, respondents gave a rating of 9.26 on a scale of 1 to 10 with '10' being 'very satisfied'.

Over nine in ten (94%) of those who had received care from a nurse practitioner gave a rating of '8 to 10' for their level of satisfaction with their care.

On a scale from 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied were you with your or your family member's care from the Nurse Practitioner? (Asked of those who had seen a NP)

	Frequency	Percent
4	1	.6
5	4	2.3
6	1	.6
7	5	2.9
8	27	15.4
9	21	12.0
10 - Very satisfied	115	65.7
Don't Know	1	.6
Total	175	100.0

2.13 **LEVEL OF AGREEMENT WITH ‘NURSE PRACTITIONERS WORK AS A TEAM WITH OTHER HEALTH CARE PROVIDERS’**

New to this survey, respondents were specifically asked about ‘nurse practitioners’ (versus nurses in general in Section 2.7) and whether they perceived that they work as a team with other health care professionals. Of those who had seen a NP, 93% perceived that they NPs do work as a team with other health care professionals including 61% who ‘strongly’ agreed with this statement and 31.4% who ‘somewhat’ agreed.

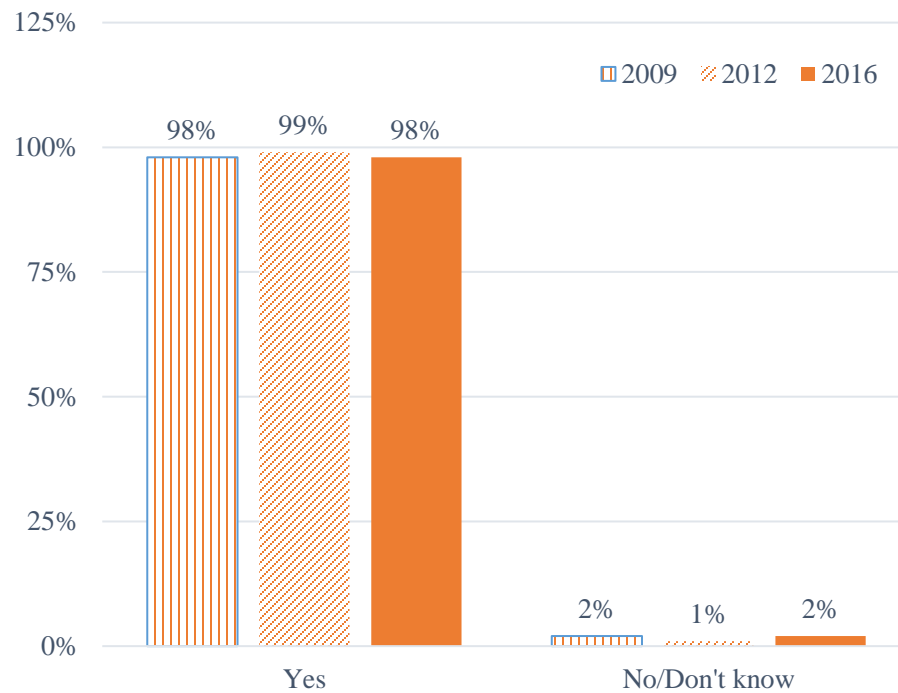
To what extent do you agree or disagree that Nurse Practitioners work as a team with other health care providers?

	Frequency	Percent	Cumulative Percent
Strongly Agree	107	61.1	61.1
Somewhat agree	55	31.4	92.6
Neither Agree nor Disagree	3	1.7	94.3
Somewhat Disagree	1	.6	94.9
Don't know	9	5.1	100.0
Total	175	100.0	

2.14 LIKELIHOOD OF SEEING A NURSE PRACTITIONER AGAIN, ALL THINGS CONSIDERED

Virtually all (98% versus 99% in 2012 and 98% in 2009) of those who have seen a nurse practitioner before would see them again in the future for their health needs.

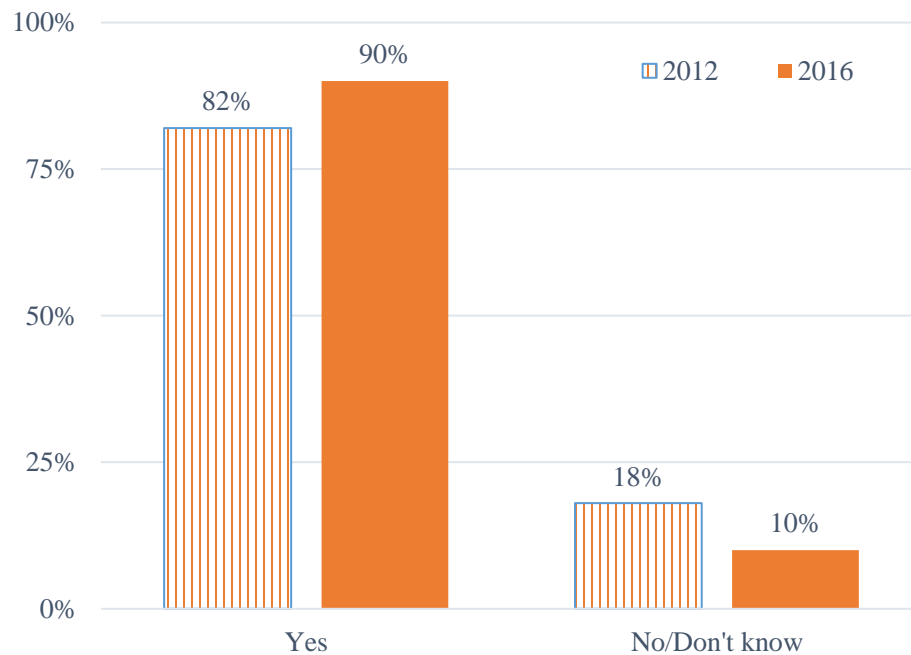
All things considered, would you see a NP again for your health needs (based on those who have seen a NP)



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

All respondents were asked whether they would like to see more nurse practitioners working in their community and 90% said 'yes' up from 82% in 2012.

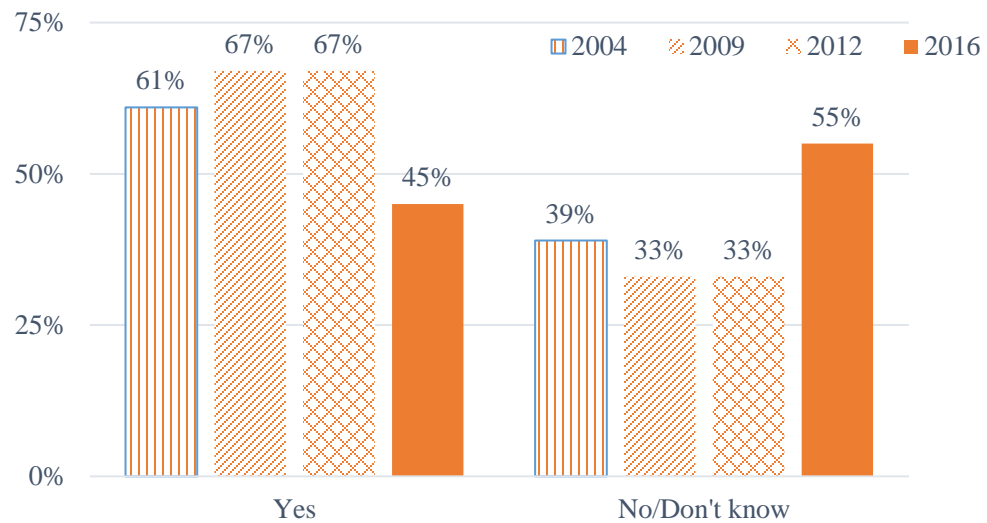
Would you like to see more NP's working in your community (asked of all respondents)



2.16 INCIDENCE OF CONTACT WITH A RN OR NP IN A HEALTH CARE SITUATION DURING PAST YEAR

Significantly fewer respondents (45% down from 61%-67% in the previous surveys) reported having contact with a RN or NP in a health care situation in the past 12 months.

Contact with a RN or NP in past year in a health care situation for you or someone close to you



2.17 REPORT CARD ON RNS' OR NPS' PERFORMANCE ON VARIOUS AREAS OF CARE

Those respondents who had contact with a registered nurse or nurse practitioner in a health care situation in the past year were asked the following question to obtain a 'report card' on nurses' performance: *"Thinking of your most recent contact with RNs or NPs 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?"*

For those areas that were asked in 3 or 4 of the studies, the results were consistent and virtually the same or slightly better over the time frame. Overall, over nine in ten respondents who had contact with a RN or NP felt that nurses performed on the following areas 'most of the time':

- Treated you/your family member/friend with respect (95% versus 95% in 2012)
- Acted in a professional manner (97% versus 94% in 2012)
- Showed compassion and care (93% versus 93% in 2012)
- Respected you/your family member/friend's privacy and confidentiality (96% versus 94% in 2012)
- Provided safe and competent care (96% versus 95% in 2012)

In two areas there was a significance increase in those saying that nurses performed 'most of the time' in that regard:

- Introduced themselves by name (80% versus 66% in 2012)...including those who said 'some of the time' it increased to 90% from 78% in 2012
- Introduced/identified themselves as a RN or NP (71% versus 49% in 2012)...including those who said 'some of the time' it increased to 82% from 59% in 2012

Only one area showed a slight decrease which could be attributed to the new wording this year:

- Were knowledgeable about you/your family member/friend's health needs at that time (in previous surveys the wording used was 'knew what they were doing' – 91% down from 96% in 2012 and versus 93% in 2009 and 92% in 2004)

Two new areas of investigation were added this year. Those who felt that nurses performed in that area ‘most of the time’ included:

- Took you/your family member/friend’s wishes into account when providing their care (95%)
- Demonstrated accountability by taking responsibility for their actions (92%)

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

	Most of the time	Some of the time	Not very much	Not at all	Don’t know
Treated you or your family member/friend with respect					
2004	91%	5%	2%	1%	1%
2009	94%	5%	0%	1%	1%
2012	95%	5%	<1%	<1%	0%
2016	95%	4%	1%	1%	0%
Acted in a professional manner					
2004	92%	6%	1%	1%	0%
2009	96%	3%	<1%	<1%	1%
2012	94%	3%	2%	<1%	<1%
2016	97%	2%	0%	1%	0%
Showed compassion and care					
2004	88%	9%	1%	1%	0%
2009	91%	6%	<1%	1%	1%
2012	93%	6%	1%	<1%	<1%
2016	93%	6%	1%	1%	0%
Respected you or your family member’s/friend’s right to privacy and confidentiality					
2004	93%	6%	1%	1%	<1%
2009	93%	4%	<1%	1%	2%
2012	94%	4%	<1%	1%	1%
2016	96%	3%	0%	0%	1%
Were knowledgeable about yours, your family member’s or your friend’s health needs at that time (versus ‘Knew what they were doing’ wording used in 2004-2012 surveys)					
2004	92%	7%	1%	<1%	0%
2009	93%	5%	1%	<1%	1%
2012	96%	3%	1%	<1%	0%
2016	91%	7%	2%	1%	0%
Provided safe, competent care					
2004	92%	7%	1%	1%	1%
2009	N/A	N/A	N/A	N/A	N/A
2012	95%	3%	1%	0%	0%
2016	96%	4%	0%	0%	0%

Introduced themselves by name	Most of the time	Some of the time	Not very much	Not at all	Don't know
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%
2016	80%	10%	3%	6%	1%
Introduced/identified themselves by designation as a RN or NP					
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%
2016	71%	12%	5%	10%	2%
Took the patient's needs and wishes into account when providing their care					
2016	95%	3%	0%	2%	0%
Demonstrated accountability by taking responsibility for their actions					
2016	92%	4%	<1%	<1%	3%

2.18 LEVEL OF SATISFACTION WITH CARE PROVIDED BY THE RN OR NP AT THAT TIME.

Those who had contact with a nurse or nurse practitioner in the past year for themselves or friend or family member (45% of all respondents) were asked how satisfied they were with the care that was provided by the RNs or NPs at that time on a scale of 1 to 10 with 1 being 'not at all satisfied' and 10 being 'very satisfied'. On average respondents gave a satisfaction rating of 9.19 and 92% gave a rating of '8 to 10'.

On a scale from 1 to 10 where 1 is not at all satisfied and 10 is very satisfied, how satisfied were you with your, your friend's or family member's care from the RNs or NPs at that time? (Mean = 9.19)

	Frequency	Percent	Cumulative Percent
2	4	2.2	2.2
5	2	1.1	3.3
6	1	.6	3.9
7	8	4.4	8.3
8	26	14.4	22.7
9	25	13.8	36.5
10 - Very satisfied	115	63.5	100.0
Total	181	100.0	

2.19 INCIDENCE OF EVER HAVING A CONCERN ABOUT THE SERVICE OR CARE PROVIDED BY A RN OR NP.

New to this survey all respondents were asked whether they ever had a concern about the service or care provided by a RN or NP and only 14% indicated that they had.

Have you ever had a concern about the service or care provided by a RN or NP?

	Frequency	Percent
Yes	57	14.3
No	341	85.3
Don't know/can't recall	2	.5
Total	400	100.0

2.20 INCIDENCE OF EVER MAKING A FORMAL COMPLAINT ABOUT THE SERVICE OR CARE PROVIDED BY A RN OR NP.

New to this survey all respondents were asked whether they ever made a formal complaint about the service or care provided by a RN or NP and only 4% indicated that they had.

Have you ever made a formal complaint about the service or care you received from a RN or NP (for example, spoke to the nurse's manager or employer)?

	Frequency	Percent
Yes	16	4.0
No	383	95.8
Don't know/can't recall	1	.3
Total	400	100.0

2.21 LEVEL OF SATISFACTION WITH HOW THE COMPLAINT WAS HANDLED

New to this survey all respondents who made a formal complaint about the service provided by a RN or NP (keep in mind only 16 people indicated they had made a formal complaint) were asked how satisfied or dissatisfied they were with how the complaint was handled. Half of those were satisfied with the result and half were not.

To what extent were you satisfied or dissatisfied with how your complaint was handled? (Asked of those who made a complaint)

	Frequency	Percent	Cumulative Percent
Very satisfied	6	37.5	37.5
Somewhat satisfied	2	12.5	50.0
Somewhat dissatisfied	5	31.3	81.3
Very dissatisfied	3	18.8	100.0
Total	16	100.0	

2.22 WHERE GO FOR HELP/WHO CONTACT IF HAD A COMPLAINT ABOUT A NURSE

Starting in the 2009 survey, respondents were asked the question: “If you had a complaint about a RN or NP 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?”

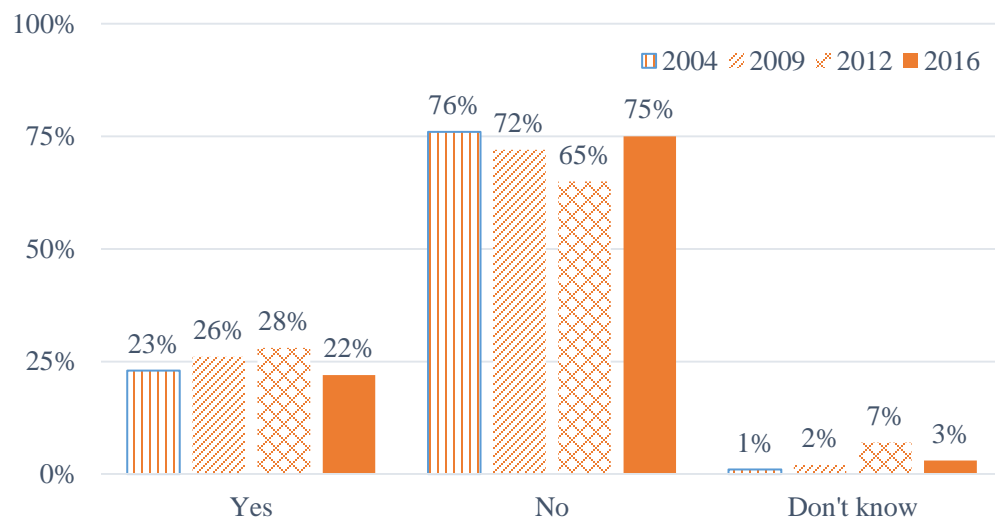
Nearly six in ten (57% versus 59% in 2012 and 49% in 2009) said they would not know who to contact for help. Another 17% (versus 20% in 2012 and 21% in 2009) would contact the Health Care Corporation or a Health Board. More respondents said they would contact ARNNL this year versus in previous years (9% versus 3% in 2012 and 6% in 2009) while 5% (versus 9% in 2012 and 5% in 2009) would contact the Department of Health and only 2% (versus 2% in 2012 and 5% in 2009) mentioned the RNUNL.

WHERE GO FOR HELP/WHO CONTACT IF HAD A COMPLAINT ABOUT A NURSE			
	2009	2012	2016
Don't know	49%	59%	57%
Health Care Corp/Board	21%	20%	17%
ARNNL	6%	3%	9%
NL Medical Assoc.	6%	1%	1%
Department of Health	5%	9%	5%
RNUNL	5%	2%	3%
MHA/MP/Premier	4%	3%	5%
Other	7%	3%	3%

2.23 AWARE THAT THE ARNNL HAS THE AUTHORITY TO INVESTIGATE AND ACT ON COMPLAINTS ABOUT 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 nurses?*” and fairly consistent with the survey in previous years only approximately one quarter (22% versus 28% in 2012, 26% in 2009 and 23% in 2004) of all respondents were aware of this.

Aware that ARNNL has the authority to investigate and act on complaints about nurses

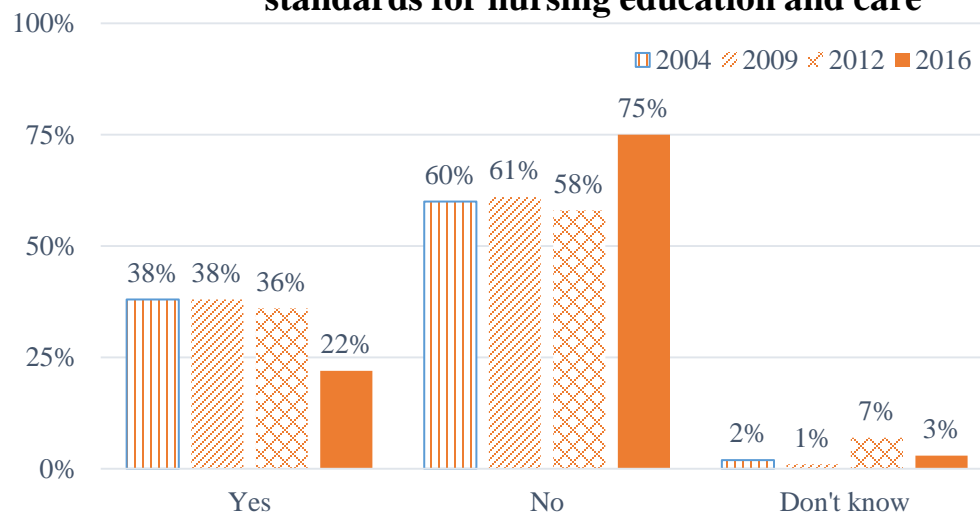


2.24 AWARE THAT ARNNL IS THE REGULATORY BODY FOR NURSING IN THE PROVINCE/PROTECT THE PUBLIC

All respondents 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?*

Earlier in the report it was shown that the public's awareness of ARNNL increased significantly over the last survey (from 67% in 2012 to 79% this year), however, awareness of ARNNL's specific role of 'protecting the public' decreased significantly this year. Those who said they were aware that the ARNNL is a regulatory body designed to protect the public by setting standards for nursing education and care decreased to 22% down from 36% in 2012 and 38% in each of 2009 and 2004).

Aware that ARNNL is the regulatory body for nursing in NL involved in protecting the public by setting standards for nursing education and care



APPENDICES

APPENDIX ONE: DATA COLLECTION INSTRUMENT

APPENDIX TWO: FREQUENCY TABLES

The following appendices are available on request:

- **Appendix 1: Data collection instrument**
- **Appendix 2: Frequency Tables**

Please contact info@arnnl.ca to request copies of the appendices.