

Feb 2018

**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, 2016, and again this year in 2018 to investigate any changes in attitudes and behavior between the surveys. This report compares the results to the four previous investigations where applicable (some questions were deleted and other questions added in various years).

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 8th to 13th, 2018.

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

- **Net Takeaway.** There were some differences from the 2016 survey. However, most of these differing results fell within the margin of error of +/- 5% and therefore are not statistically significant. Nevertheless, differences included the following:
 - Awareness of ARNNL - down 5.2% from 2016 survey (78.5% in 2016 versus 73.3%)
 - Regarding their understanding of the role of ARNNL, several roles were mentioned by fewer respondents than in 2016 including:
 - Develop nursing practice standards/education standards - down 7% from 2016 (13% versus 6%)
 - Protect the public – down 4% (6% versus 2%)
 - Regulatory body – down 3% (6% versus 3%)
 - Awareness that ARNNL is a separate organization from the nurses' union is up 3% (31.5% in 2016 versus 34.5%)
 - Incidence of seeing a nurse practitioner – down 4.5% (43.8% versus 39.3%)
 - Incidence of having contact with a registered nurse (including NPs) – up 8.2% from 2016 (45.3% versus 53.5%)
 - Incidence of having a concern or complaint about the service or care provided by an RN or NP – down 4.5% from 2016 (14.3% versus 9.8%)

- Which health authority area respondents live in – Eastern Health up 6% (53.3% versus 59.3%)
 - Highest level of education – high school or less down 13.5% (46.3% in 2016 versus 32.8%), technical/vocational school above high school – up 5.7% (13.3% versus 19%), and college/university/masters graduate – up 6% (29.3% versus 35.3%)
- **Awareness Of ARNNL.** There has been a slight decrease in awareness of the Association of Registered Nurses of Newfoundland and Labrador (ARNNL) since the last survey. Just over seven in ten (73%) respondents indicated that they have heard of ARNNL versus 79% in 2016, 67% in 2012, 72% in 2009 and 69% in 2004.
- **Understanding Of The Role Of The ARNNL.** Based on the response that was given first (1st mention), there was no increase in the proportion of those who did not know what ARNNL's role is. Nevertheless, half of the respondents could not identify a role of ARNNL (51% versus 51% in 2016, 45% in 2012, 43% in 2009 and 46% in 2004).

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

- 11% said ARNNL's role is to 'represent nurses for good working conditions (same as 2016, 14% in 2012, 20% in 2009 and 13% in 2004)
 - 10% versus 9% in 2016 perceived ARNNL's role to 'represent nurses for wage/raises/ collective bargaining' (down from 13% in 2012, 27% in 2009 and 18% in 2004)
- **Aware That 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 (35% and 32% in 2016 versus 23% in 2012, 22% in 2009 and 24% in 2004).
- **Incidence Of Contact With ARNNL In The Past.** New to the survey in 2016 and used again this year, respondents who were aware of ARNNL were asked whether they contacted ARNNL in the past year and only one person indicated they had in 2016 and none had done so in this past year.

- **Incidence Of Visiting ARNNL's Website In The Past Year And Reason For Visiting The Site.** Also new to the survey in 2016 and used again this year, respondents who were aware of ARNNL were asked whether they had visited ARNNL's website in the past year and only one person indicated that they had in 2016 and three did so in this past year. Those three who visited the website in the past year did so for 'history/archives /research on nursing or to 'ask about nursing standards or practices'.
- **Where go if wanted to find out if an RN or NP was currently licensed or had a disciplinary history.** New to this survey, respondents were asked where they would go or who they would contact if they wanted to find out if an RN or NP was currently licensed or if they had a disciplinary history.

Nearly half (47%) of all respondents indicated that they did not know where to go or who to contact. Nevertheless, the other half mentioned a myriad of places including 17% who said they would contact ARNNL, 16% would speak to a manager/supervisor/employer, 7% would contact the Health Care Board/Corporation of the region they were located in. Only 5% said the Nurses' Union, 4% said the Department of Health, 2% would contact Open Line or other media and 1% would contact the NL Medical Association.

- **Usage Of And Attitudes Toward Nurse Practitioners.**
 - New to this survey, respondents were asked if they had ever heard of Nurse Practitioners and nearly nine in ten (89%) said they had.
 - Likewise, another new question was added to this year's survey asking respondents whether they knew what nurse practitioners do or how they are different from registered nurses. Just over two-thirds (68%), felt that they did know the difference.
 - Respondents were asked if they or a family member had ever seen a nurse practitioner for their health care needs and slightly fewer respondents than in the last survey in 2016 indicated that they had (39% versus 44% in 2016 but up from 35% in 2012 and 25% in 2009).
 - New to the 2016 survey and used again this survey, respondents were asked about their level of satisfaction with the care they received from the nurse practitioner. On average, in 2016 respondents gave a rating of 9.26 on a scale of 1 to 10 with '10' being 'very satisfied' versus 9.32 for this survey in 2018.

- As in 2016, over nine in ten (92% versus 94% in 2016) 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.
 - Also, as in the 2016 survey, nearly nine in ten (88% versus 87% in 2016 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. Only 5% said they would not and 7% of 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.
 - Nearly all (96% versus 98% in 2016, 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.
- **Incidence Of Contact With A Registered Nurse or NP In A Health Care Situation During Past Year.** The incidence of seeing a RN or NP in the past year is up over the previous survey but still lower than that reported in previous years. Just over half (54% versus 45% in 2016, and 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.
- **Level of Satisfaction with Nurses On Various Areas Of Care For Those In Contact In The Past Year.** New to this survey, over nine in ten respondents were 'very satisfied' or 'satisfied' with each aspect of care mentioned including nearly eight in ten who said they were 'very satisfied' with each aspect.
- Showed compassion and caring – 93% satisfied including 77% who were 'very satisfied'
 - Acted in a professional manner - 96% satisfied including 80% who were 'very satisfied'
 - Confidence in their knowledge and skills - 96% satisfied including 77% who were 'very satisfied'
 - Made you/patient feel safe - 96% satisfied including 79% who were 'very satisfied'
- **Level Of Satisfaction With Care Provided By The RN Or NP All Things Considered.** Those who had contact with a nurse or nurse practitioner in the past year for themselves or friend or family member 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 9.30 (versus 9.19 in 2016) and 91% (versus 92% in 2016) gave a rating of '8 to 10'.

- **Incidence Of Ever Having A Concern About The Service Or Care Provided By A RN Or NP.** New to the survey in 2016 and used again this year, 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 in 2016 and even fewer this survey at 10%.
- **Where Did You Go For Help/Who Contact With Your Concern About A Registered Nurse or NP.** This year only those who had a concern or complaint were asked where they went or who they contacted about it and half (51%) didn't do anything about it/didn't follow up on it while 21% spoke to the person's manager, supervisor or employer.
- **Incidence Of Making A Written Complaint To ARNNL About The Service Or Care Received From An RN Or NP And Level Of Satisfaction With How The Complaint Was Handled By ARNNL.** New to this survey, respondents who had a complaint and did something about it (N=19) were asked if they made or registered a written complaint to ARNNL and only one person had done so. This person said they were 'somewhat dissatisfied' as they felt the issue/complaint wasn't resolved.
- **How Confident That ARNNL "Would Respond Or Intervene If Appropriate When Concerns Are Reported About The Practice Or Behaviour Of A RN Or NP".** New to this survey, respondents were asked how confident they are that ARNNL would respond or intervene if appropriate when concerns are reported about the practice or behaviour of a RN or NP. Almost three quarters of all respondents (74%) indicated that they were confident including 33% who said they were 'very confident' and 41% who said 'somewhat confident' while only 3% were not confident that ARNNL would respond accordingly. Furthermore, almost one quarter (23%) said 'don't know' to this question.
- **How Confident That ARNNL "Has Set Appropriate Licensing Standards And Only Licenses Safe, Competent, Ethical Nurses".** Also new to this survey, respondents were asked how confident they are that ARNNL has set appropriate licensing standards and only licenses safe, competent, ethical nurses. Over eight in ten (82%) respondents indicated that they were confident including 43% who said they were 'very confident' and approximately 40% who said 'somewhat confident' while only 2% were not confident that ARNNL has set the appropriate standards for licensing. Furthermore, 16% of respondents said 'don't know' to this question.

- **Which Name Best Reflects The Mandate Of ARNNL.** New to this survey, respondents were asked for their opinion relating to the possibility of changing the name of ARNNL. Respondents were told “The Association is a regulatory body responsible for public protection. It is looking to change its name to better reflect that description (mandate). Which of the following names do you think best fits that? And what is your 2nd choice?”

Based on the response that was given first (36%) and the 1st and 2nd choices combined (44%) reveals that the majority perceive that the Association’s current name reflects its mandate best. The other names were chosen by significantly less respondents with ‘*Board of Registered Nurses of NL*’ coming in second overall at 24% followed by ‘*Council*’ at 18%, ‘*College*’ at 16% and ‘*Society*’ at 13%.

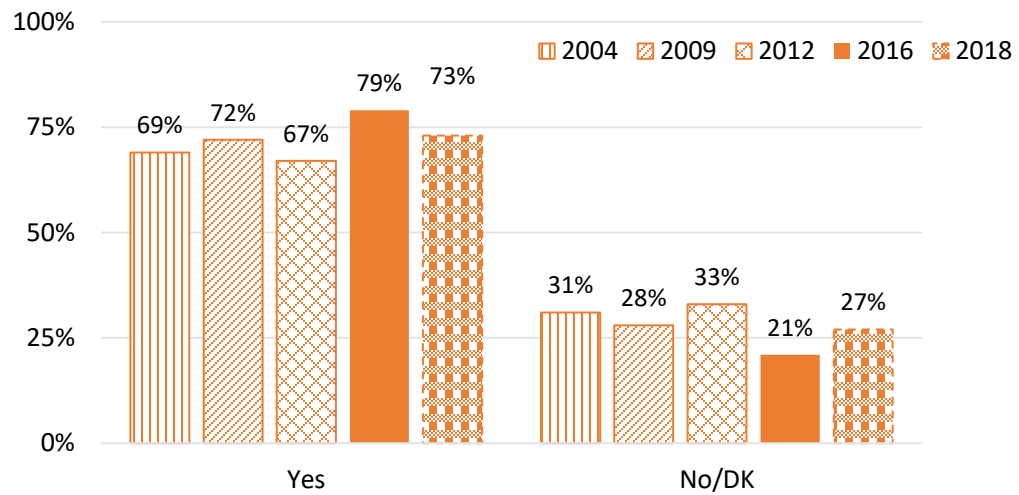
- **From Where Get The Majority Of Local News (Unaided).** Since the 2009 survey respondents were asked where they get most of their local news from and combining all responses reveals that the majority predominantly continue to rely on NTV and CBC TV news and to a lesser extent on VOCM radio and CBC radio for their local news. Other choices included VOCM online, Facebook, CBC online, friends, The Telegram, Twitter, local community paper, other radio channels, other Internet sites, and The Telegram online.
- **Incidence Of Being A Health Care Professional And In What Capacity.** Only 5% of respondents surveyed indicated being a health care professional from various areas within the health care industry.

2.0 KEY FINDINGS BY AREA OF INVESTIGATION

2.1 AWARENESS OF ARNNL

There has been a slight decrease in awareness of the Association of Registered Nurses of Newfoundland and Labrador (ARNNL) since the last survey. Just over seven in ten (73%) respondents indicated that they have heard of ARNNL versus 79% in 2016, 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 a slight increase in the proportion of those who did not know what ARNNL’s role is (53% versus 51% in 2016, 45% in 2012, 43% in 2009 and 46% in 2004).

There was no significant difference in each of the results over the previous year.

UNDERSTANDING OF THE ROLE OF ARNNL – 1ST RESPONSE (UNAIDED)					
	2004	2009	2012	2016	2018
Don't know	46%	43%	45%	51%	53%
Rep nurses for wages/raises/collective bargaining	15%	21%	10%	7%	9%
Rep nurses for good working conditions	7%	9%	9%	5%	9%
Develop nursing practice standards and education standards	7%	5%	6%	10%	5%
Make sure nurses are doing their job	1%	2%	5%	4%	5%
License nurses	1%	2%	5%	3%	3%
Rep nurses for good benefits	3%	4%	2%	3%	2%
Rep nurses if there is a grievance	1%	2%	0%	2%	2%
Regulatory body	4%	4%	4%	3%	1%
Protect the public	1%	2%	7%	3%	1%
Liaise with Government on behalf of nurses	1%	2%	1%	1%	1%
Make sure patients are getting proper care	9%	3%	4%	4%	<1%
Other	4%	3%	5%	7%	6%

Nevertheless, on a ‘first-mention’ basis this year slightly more mentioned roles that specifically apply to the Nurses’ Union (23% versus 18% in 2016, 23% in 2012, 38% in 2009 and 27% in 2004):

- Represent nurses for wage/raises/collective bargaining (9% versus 7% in 2016, 10% in 2012, 21% in 2009 and 15% in 2004)
- Represent nurses for good working conditions (9% versus 5% in 2016, 9% in 2012, 9% in 2009 and 7% in 2004)

- Represent nurses for good benefits (2% versus 3% in 2016, 2% in 2012, 4% in 2009 and 3% in 2004)
- Liaise with Government on behalf of nurses (1% versus 1% in 2016 and 2012, 2% in 2009 and 1% in 2004)
- Represent nurses if there is a grievance (2% versus 2% in 2016, <1% in 2012, 2% in 2009 and <1% in 2004)
- It's a union (0% versus 0% in 2016, 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:

- 11% said ARNNL's role is to 'represent nurses for good working conditions (same as 2016, 14% in 2012, 20% in 2009 and 13% in 2004)
- 10% versus 9% in 2016 perceived ARNNL's role to 'represent nurses for wage/raises/ collective bargaining' (down from 13% in 2012, 27% in 2009 and 18% in 2004)
- 8% versus 7% in 2016 said 'make sure nurses are doing their job' (versus 13% in 2012, 8% in 2009 and 5% in 2004)
- 7% down from 13% in 2016 'develop nursing practice standards/education standards' (versus 7% in 2012, 6% in 2009 and 10% in 2004)
- 6% versus 4% in 2016 mentioned 'represent nurses for good benefits' (versus 5% in 2012, 11% in 2009 and 5% in 2004)
- 6% down from 12% in 2016 said 'provide education and training' (versus 5% in 2012, 6% in 2009 and 3% in 2004)
- 4% said 'license nurses' as in 2016 (versus 6% in 2012, 3% in 2009 and 2% in 2004)
- 3% versus 6% in 2016 said 'regulatory body' (versus 5% in 2012, 4% in 2009 and 6% in 2004)
- 2% versus 6% in 2016 said 'protect the public' (versus 13% in 2012, 2% in 2009 and 5% in 2004)
- Only 2% as in 2016 said 'represent nurses if there is a grievance' (versus 1% in 2012, 5% in 2009 and 2% in 2004)
- 1% down from 7% in 2016 mentioned 'make sure patients are getting proper care' (versus 7% in 2012, 5% in 2009 and 12% in 2004)

UNDERSTANDING OF THE ROLE OF ARNNL – ALL RESPONSES (UNAIDED)					
	2004	2009	2012	2016	2018
Don't know	46%	43%	45%	51%	53%
Rep nurses for wages/raises/collective bargaining	18%	27%	13%	9%	10%
Rep nurses for good working conditions	13%	20%	14%	11%	11%
Develop nursing practice. standards and education standards	10%	6%	7%	13%	7%
Rep nurses for good benefit	5%	11%	5%	8%	6%
Provide education and training	3%	6%	5%	12%	6%
Regulatory body	6%	4%	5%	6%	3%
Make sure patients are getting proper care	12%	5%	7%	7%	1%
License nurses	2%	3%	6%	4%	4%
Make sure nurses are doing their job	5%	8%	13%	7%	8%
Rep nurses if there is a grievance	2%	5%	1%	2%	2%
Protect the public	5%	2%	13%	6%	2%
Liaise with Government on behalf of nurses	2%	0%	2%	3%	2%
Other	9%	7%	6%	9%	6%

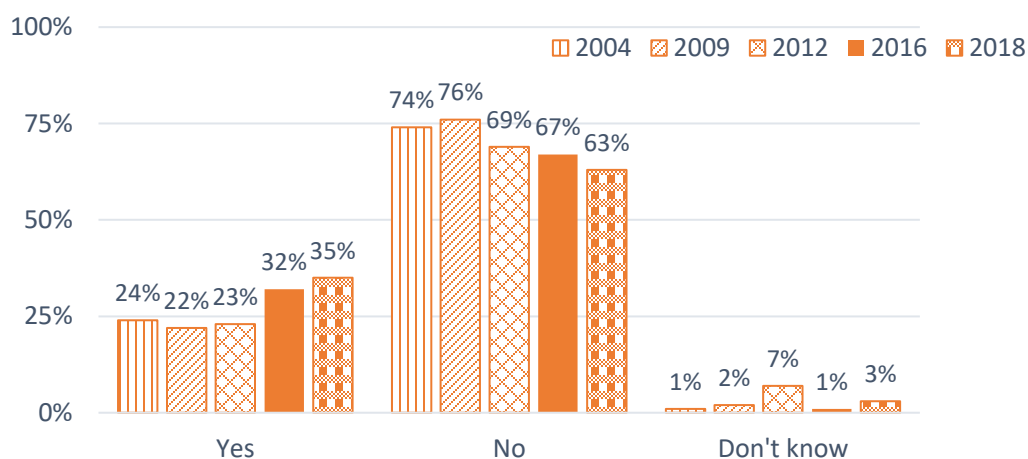
Overall, combining all mentions reveals that 31% (versus 33% in 2016 down from 37% in 2012 and a high of 63% in 2009 and 41% in 2004) said roles that apply to the Nurses' Union:

- Represent nurses for wage/raises/collective bargaining (10% versus 9% in 2016 and down from 13% in 2012, 27% in 2009 and 18% in 2004)
- Represent nurses for good working conditions (11% same as 2016, down from 14% in 2012, 20% in 2009 and 13% in 2004)
- Represent nurses for good benefits (6% versus 8% in 2016, 5% in 2012, 11% in 2009 and 5% in 2004)
- Liaise with Government on behalf of nurses (2% versus 3% in 2016, 2% in 2012, 0% in 2009 and 2% in 2004)
- Represent nurses if there is a grievance (2% versus 2% in 2016, 1% in 2012, 5% in 2009 and 2% in 2004)
- It's a union (0% versus 0% in 2016, % 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 (35% and 32% in 2016 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

New to the survey in 2016 and used again this year, respondents who were aware of ARNNL were asked whether they contacted ARNNL in the past year and only one person indicated they had in 2016 and none had done so in this past year.

Incidence of Contact with ARNNL in the Past Year				
	2016		2018	
	Frequency	Percent	Frequency	Percent
Yes	1	0.3%	0	0%
No	313	99.7%	293	100%
Total	314	100%	293	100%

2.5 INCIDENCE OF VISITING ARNNL'S WEBSITE IN THE PAST YEAR AND REASONS FOR VISITING THE SITE

Also new to the survey in 2016 and used again this year, 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 in 2016 and three did so in this past year.

Those who visited ARNNL's website in the past year did so for 'history/archives /research on nursing or to 'ask about nursing standards or practices'.

Incidence of Visiting ARNNL's Website in the Past Year				
	2016		2018	
	Frequency	Percent	Frequency	Percent
Yes	1	.3%	3	1%
No	313	99.7%	290	99%
Total	314	100%	293	100%

2.6 WHERE GO OR WHO CONTACT IF WANTED TO FIND OUT IF AN RN OR NP WAS CURRENTLY LICENSED OR HAD A DISCIPLINARY HISTORY

New to this survey, respondents were asked where they would go or who they would contact if they wanted to find out if an RN or NP was currently licensed or if they had a disciplinary history.

Nearly half (47%) of all respondents indicated that they did not know where to go or who to contact. Nevertheless, the other half mentioned a myriad of places including 17% who said they would contact ARNNL, 16% would speak to a manager/supervisor/employer, 7% would contact the Health Care Board/Corporation of the region they were located in. Only 5% said the Nurses' Union, 4% said the Department of Health, 2% would contact Open Line or other media and 1% would contact the NL Medical Association.

If you want to find out if an RN or Nurse Practitioner was currently licensed or had a disciplinary history, where would you go or who would you contact first?		
All Mentions		
	Frequency	Percent
Contacted ARNNL – Association of Registered Nurses of NL	69	17%
Speak to a manager/supervisor or employer	62	16%
Health Care Corporation /Eastern/Central/Western/Labrador Health	28	7%
NL Nurses' Union (RNUNL)	21	5%
Government – Department of Health	17	4%
Contact open line or other media	7	2%
NL Medical Association	2	1%
Other	38	10%
Don't Know/Not Sure	186	47%
Total	400	100%

Note: Total adds to more than 100% due to multiple mentions

2.7 AWARNESS OF NPs

New to this survey, respondents were asked if they had ever heard of Nurse Practitioners and nearly nine in ten (89%) said they had.

Have you heard of Nurse Practitioners?		
	Frequency	Percent
Yes	357	89.3%
No	38	9.5%
Don't Know/Can't Recall	5	1.3%
Total	400	100%

2.8 INCIDENCE OF KNOWING WHAT NPs DO/HOW THEY ARE DIFFERENT FROM RNs

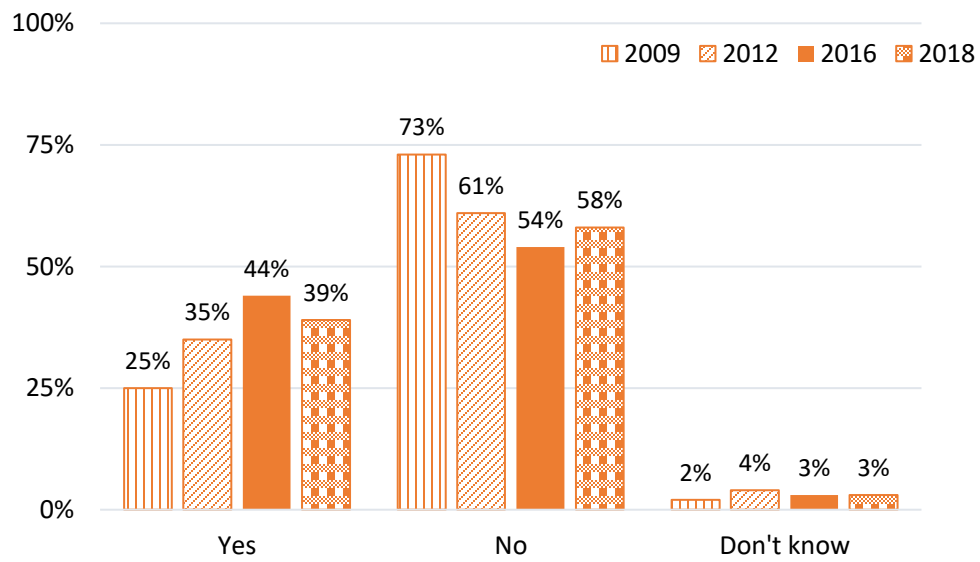
Likewise, another new question was added to this year's survey asking respondents whether they knew what nurse practitioners do or how they are different from registered nurses. Just over two-thirds (68%), felt that they did know the difference.

Do you know what Nurse Practitioners do/ how they are different from registered nurses?		
	Frequency	Percent
Yes	242	67.8%
No/Not Sure	115	32.2%
Total	357	100%

2.9 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 slightly fewer respondents than in the last survey in 2016 indicated that they had (39% versus 44% in 2016 but up from 35% in 2012 and 25% in 2009).

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



2.10 LEVEL OF SATISFACTION WITH CARE RECEIVED FROM THE NURSE PRACTITIONER

New to the 2016 survey and used again this survey, respondents were asked about their level of satisfaction with the care they received from the nurse practitioner. On average, in 2016 respondents gave a rating of 9.26 on a scale of 1 to 10 with '10' being 'very satisfied' versus 9.32 for this survey in 2018.

As in 2016, over nine in ten (92% versus 94% in 2016) 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.

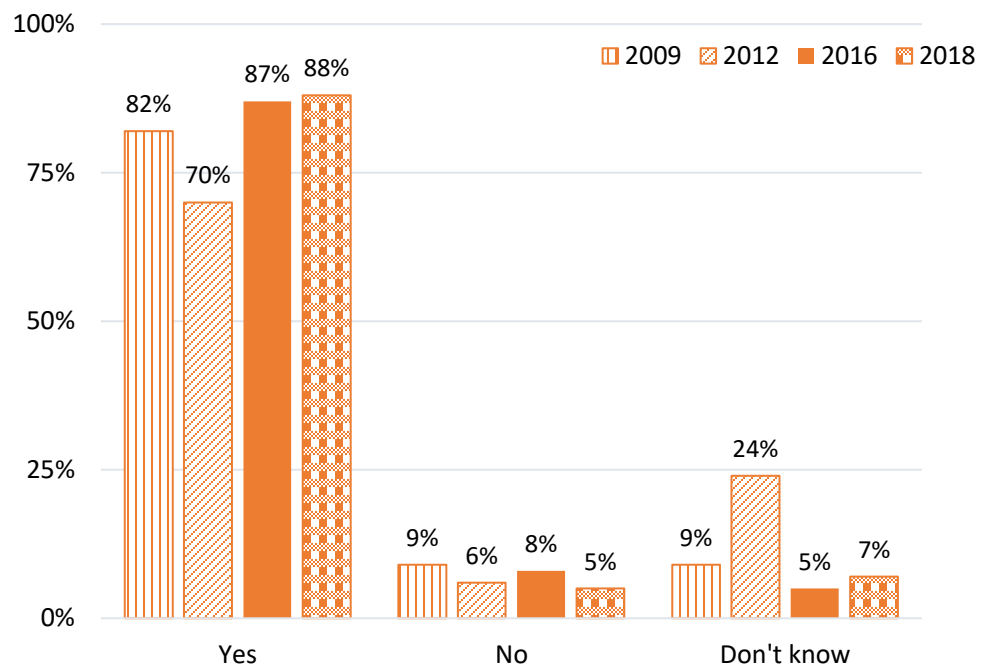
Level of Satisfaction with Care Received from the Nurse Practitioner				
Level of Satisfaction	2016		2018	
	Frequency	Percent	Frequency	Percent
1 – Not at all satisfied	0	0.0%	1	0.6%
2	0	0.0%	0	0.0%
3	0	0.0%	0	0.0%
4	1	0.6%	0	0.0%
5	4	2.3%	4	2.5%
6	1	0.6%	1	0.6%
7	5	2.9%	7	4.5%
8	27	15.4%	17	10.8%
9	21	12.0%	18	11.5%
10 – Very satisfied	115	65.7%	109	69.4%
Don't know	1	0.6%	0	0.0%
TOTAL	175	100%	157	100%

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

As in the 2016 survey, nearly nine in ten (88% versus 87% in 2016 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.

Only 5% said they would not and 7% of 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.

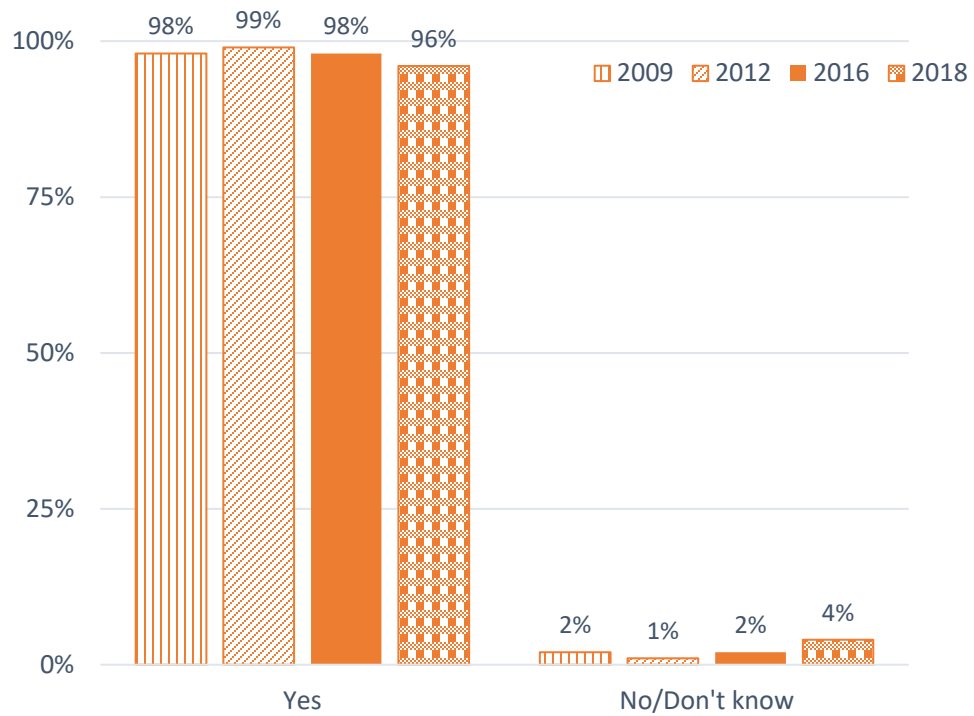
If the opportunity was available would you see a NP (based on those who have never seen a NP)



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

Nearly all (96% versus 98% in 2016, 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.

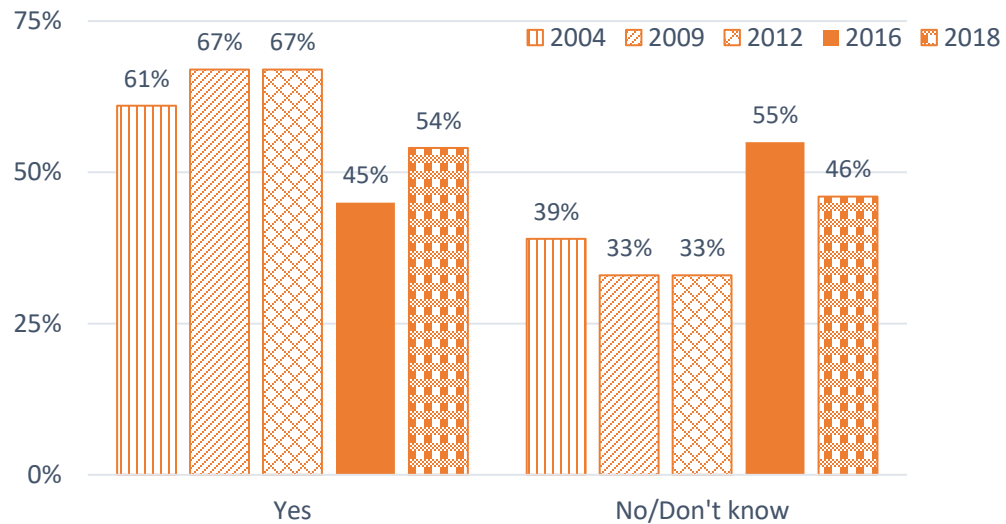
**All things considered, would you see a NP again for your health needs
(based on those who have seen a NP)**



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

The incidence of seeing a RN or NP in the past year is up over the previous survey but still lower than that reported in previous years. Just over half (54% versus 45% in 2016, and 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



2.14 LEVEL OF SATISFACTION WITH NURSES 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 further questions about various areas of care.

In 2016, the following question was asked 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?"*

In 2018, the wording was changed to *"Thinking of your experience with registered nurses in the past year, I'd like to know how satisfied you were with how they performed on various areas of your care (or that of your family member or friend). The first one is _____. To what extent were you satisfied with how they performed in that area?"*

Although a direct comparison can't be made with the results from 2016 due to the change in wording, the results from 2016 are presented here as an FYI. In 2016, 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':

- Acted in a professional manner (97% in 2016 versus 94% in 2012)
- Showed compassion and care (93% in 2016 versus 93% in 2012)
- Provided safe and competent care (96% in 2016 versus 95% in 2012)
- 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% in 2016 down from 96% in 2012 and versus 93% in 2009 and 92% in 2004)

In this survey over nine in ten respondents were 'very satisfied' or 'satisfied' with each aspect of care mentioned including nearly eight in ten who said they were 'very satisfied' with each aspect.

Level of Satisfaction with Nurses on Various Areas of Care							
	Very Satisfied	Satisfied	SUB TOTAL	Neither S nor D	Dissatisfied	Very dissatisfied	Can't recall
Showned compassion and caring	77%	16%	93%	4%	2%	0%	2%
Acted in a professional manner	80%	16%	96%	2%	2%	0%	1%
Confidence in their knowledge and skills	77%	19%	96%	2%	1%	0%	1%
Made you/patient feel safe	79%	17%	96%	1%	1%	0%	1%

2.15 LEVEL OF SATISFACTION WITH CARE PROVIDED BY THE RN OR NP ALL THINGS CONSIDERED

Those who had contact with a nurse or nurse practitioner in the past year for themselves or friend or family member 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 9.30 (versus 9.19 in 2016) and 91% (versus 92% in 2016) gave a rating of '8 to 10'.

Level of Satisfaction with Care Received from Registered Nurses at that Time All Things Considered				
	2016		2018	
Level of Satisfaction	Frequency	Percent	Frequency	Percent
1 – Not at all satisfied	0	0%	1	0.5%
2	4	2.2%	0	0.0%
3	0	0%	0	0.0%
4	0	0%	2	.09%
5	2	1.1%	4	1.9%
6	1	0.6%	3	1.4%
7	8	4.4%	8	3.7%
8	26	14.4%	26	12.0%
9	25	13.8%	21	9.7%
10 – Very satisfied	115	63.5%	150	69.4%
Refused	0	0%	1	0.5%
TOTAL	181	100%	216	100%

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

New to the survey in 2016 and used again this year, 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 in 2016 and even fewer this survey at 10%.

Incidence of Ever Having a Concern about the Service or Care Provided by a RN or NP				
	2016		2018	
	Frequency	Percent	Frequency	Percent
Yes	57	14%	39	10%
No	341	85%	359	90%
Don't know/ can't recall	2	1%	2	<1%
TOTAL	400	100%	400	100%

2.17 WHERE DID YOU GO FOR HELP/WHO CONTACT WITH YOUR CONCERN ABOUT A NURSE

Starting in the 2009 survey, all 400 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?”

For this survey in 2018, the question was only asked of those who indicated they had ever had a concern or complaint about a nurse (N=39). The question wording was also changed slightly for this survey to “Where did you go or who did you contact about your concern?”

It’s interesting that in the past more than half did not know where they would go or who to contact about a concern and for this survey when a concern actually happened half (51%) didn’t do anything about it/didn’t follow up on it while 21% spoke to the person’s manager/supervisor/employer.

For 2009, 2012 and 2016: Where would you go or who contact if unable to resolve the complaint with that person’s manager or employer?				
For 2018: Where did you go/who did you contact about your concern?				
	2009	2012	2016	2018
Don't know	49%	59%	57%	8%
Health Care Corp/Board	21%	20%	17%	
ARNNL	6%	3%	9%	
NL Medical Assoc.	6%	1%	1%	
Department of Health	5%	9%	5%	5%
RNUNL	5%	2%	3%	
MHA/MP/Premier	4%	3%	5%	
Speak to a manager, supervisor or employer				21%
Didn't do anything/didn't follow up				51%
Other	7%	3%	3%	15%

2.18 INCIDENCE OF EVER MAKING OR REGISTERING A WRITTEN COMPLAINT WITH ARNNL ABOUT THE SERVICE OR CARE PROVIDED BY A RN OR NP.

New to this survey, respondents who had a complaint and did something about it (N=19) were asked if they made or registered a written complaint to ARNNL and only one person did. This person said they were 'somewhat dissatisfied' as they felt the issue/complaint wasn't resolved.

Did you make or register a written complaint with ARNNL about the service or care you received from an RN or NP?		
	Frequency	Percent
Yes	1	5.3%
No	17	89.5%
Don't Know/Can't Recall	1	5.3%
Total	19	100%

2.19 HOW CONFIDENT THAT ARNNL “WOULD RESPOND OR INTERVENE IF APPROPRIATE WHEN CONCERNS ARE REPORTED ABOUT THE PRACTICE OR BEHAVIOUR OF A RN OR NP”

New to this survey, respondents were asked how confident they are that ARNNL would respond or intervene if appropriate when concerns are reported about the practice or behaviour of a RN or NP. Almost three quarters of all respondents (74%) indicated that they were confident including 33% who said they were ‘very confident’ and 41% who said ‘somewhat confident’ while only 3% were not confident that ARNNL would respond accordingly. Furthermore, almost one quarter (23%) said ‘don’t know’ to this question.

How confident are you that the Association of Registered Nurses of NL would respond or intervene if appropriate when concerns are reported about the practice or behaviour of a registered nurse or nurse practitioner?		
	Frequency	Percent
Very confident	133	33.3%
Somewhat confident	162	40.5%
Not very confident	11	2.8%
Not confident at all	1	0.3%
Don't Know	93	23.3%
Total	400	100.0%

2.20 **HOW CONFIDENT THAT ARNNL “HAS SET APPROPRIATE LICENSING STANDARDS AND ONLY LICENSES SAFE, COMPETENT, ETHICAL NURSES”**

Also new to this survey, respondents were asked how confident they are that ARNNL has set appropriate licensing standards and only licenses safe, competent, ethical nurses. Over eight in ten (82%) respondents indicated that they were confident including 43% who said they were ‘very confident’ and approximately 40% who said ‘somewhat confident’ while only 2% were not confident that ARNNL has set the appropriate standards for licensing. Furthermore, 16% of respondents said ‘don’t know’ to this question.

How confident are you that the Association of Registered Nurses of NL has set appropriate licensing standards and only licenses safe, competent, ethical nurses?		
	Frequency	Percent
Very confident	171	42.8%
Somewhat confident	158	39.5%
Not very confident	7	1.8%
Not confident at all	1	0.3%
Don't Know	63	15.8%
Total	400	100.0%

2.21 WHICH NAME BEST REFLECTS ARNNL'S MANDATE

New to this survey, respondents were asked for their opinion relating to the possibility of changing the name of ARNNL. Respondents were told “The Association is a regulatory body responsible for public protection. It is looking to change its name to better reflect that description (mandate). Which of the following names do you think best fits that? And what is your 2nd choice?”

Based on the response that was given first (36%) and the 1st and 2nd choices combined (44%) reveals that the majority perceive that the Association’s current name reflects its mandate best. The other names were chosen by significantly less respondents with ‘*Board of Registered Nurses of NL*’ coming in second overall at 24% followed by ‘*Council*’ at 18%, ‘*College*’ at 16% and ‘*Society*’ at 13%.

Which Name Best Reflects ARNNL's Mandate				
	1 st choice		1 st and 2 nd choice combined	
	Frequency	Percent	Frequency	Percent
Keep the current name of Association of Registered Nurses of NL	145	36%	175	44%
Board of Registered Nurses of NL	56	14%	96	24%
Council of Registered Nurses of NL	46	12%	71	18%
College of Registered Nurses of NL	39	10%	65	16%
Society of Registered Nurses of NL	40	10%	52	13%
Other	1	<1%	1	<1%
Don't know	73	18%	73	18%
TOTAL RESPONDENTS	400	100%	400	

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

Since the 2009 survey respondents were asked where they get most 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 VOXM radio and CBC radio for their local news. Other choices included VOXM online, Facebook, CBC online, friends, The Telegram, Twitter, local community paper, other radio channels, other Internet sites, and The Telegram online.

WHERE GET THE MAJORITY OF LOCAL NEWS FROM (UNAIDED)				
	2009	2012	2016	2018
NTV news	68%	65%	81%	70%
CBC TV news	41%	51%	70%	53%
VOXM	31%	11%	32%	26%
CBC radio	17%	11%	11%	19%
Voxm.com	4%	6%	11%	12%
Facebook	-	-	9%	16%
CBC.ca/nl	-	-	8%	10%
Friends	2%	2%	2%	8%
The Telegram	17%	11%	7%	7%
Twitter	-	-	7%	7%
Local community paper	14%	10%	8%	6%
Other radio channels	2%	3%	4%	6%
Internet - other sites	5%	9%	7%	2%
thetelegram.com	3%	2%	5%	4%

2.23 INCIDENCE OF BEING A HEALTH CARE PROFESSIONAL AND IN WHAT CAPACITY

Only 5% of respondents surveyed indicated being a health care professional from various areas within the health care industry.

Are you a health care professional?		
	Frequency	Percent
Yes	19	4.8%
No	380	95.0%
Refused	1	0.3%
Total	400	100%

What is your profession?		
	Frequency	Percent
LPN/Nursing assistant	5	26.3%
Social Worker	2	10.5%
Management	1	5.3%
Pharmacy Technician	1	5.3%
Other	10	52.6%
Total	19	100%

APPENDICES

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.