



**May 2021**

**CRNNL  
General Public Awareness  
Tracking Survey  
Research Report**

**Prepared for:**  
**Lynn Power**  
**CRNNL**  
**55 Military Rd.**  
**St. John's, NL**  
**A1C 2C5**

**Prepared by:**  
**Ryan Research & Communications**  
**186 Patrick Street**  
**St. John's, NL**  
**A1C 5C4**

---

## TABLE OF CONTENTS

---

<b>1.0 EXECUTIVE SUMMARY .....</b>	<b>Page 2</b>
<b>2.0 KEY FINDINGS BY AREAS OF INVESTIGATION .....</b>	<b>Page 5</b>
<b>2.1 Awareness Of CRNNL .....</b>	<b>Page 5</b>
<b>2.2 Perception Of Whether The CRNNL Is Responsible Or Not For Various Measures ..</b>	<b>Page 6</b>
<b>2.3 How Confident That CRNNL Would Respond And Take Action Or Intervene When</b>	
<b>Concerns Are Reported About An RN Or NP .....</b>	<b>Page 7</b>
<b>2.4 Level Of Agreement With RNs And NPs Having To Update Their Knowledge And</b>	
<b>Skills Each Year .....</b>	<b>Page 8</b>
<b>2.5 Incidence Of Contact With A Registered Nurse Or Nurse Practitioner In A Health</b>	
<b>Care Situation In The Past Few Years .....</b>	<b>Page 9</b>
<b>2.6 Level Of Satisfaction With Nurses On Various Areas Of Care .....</b>	<b>Page 10</b>
<b>2.7 Incidence Of Ever Having A Concern Or Complain About Care Received From</b>	
<b>An RN Or NP .....</b>	<b>Page 13</b>
<b>2.8 Incidence Of Whether Their Concern Or Complaint Was Related To Various</b>	
<b>Aspects Of Care Mentioned To Them .....</b>	<b>Page 14</b>
<b>2.9 Incidence Of Being A Health Care Professional .....</b>	<b>Page 15</b>
<b>2.10 Which Health Authority Is Responsible For The Area Where You Live .....</b>	<b>Page 15</b>
<b>2.11 Demographics .....</b>	<b>Page 16</b>

### APPENDICES

Appendix One: Data Collection Instrument

Appendix Two: Frequency Tables

Appendix Three: Cross-tab Tables

## 1.0 EXECUTIVE SUMMARY

CRNNL 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, 2018 and again this year in 2021 to investigate any changes in attitudes and behavior between the surveys. This report compares the results to 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 April 22<sup>nd</sup> to May 7<sup>th</sup>, 2021.

It should be noted that for the first time in surveying the general public, Ryan Research was able to obtain a random list of both landline and cell phone numbers from ASDE Survey Sampling Inc.

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. The questionnaire and all statistical tables are included in the appendices.

### HIGHLIGHTS

- **Awareness Of CRNNL.** Approximately three quarters (74%) of respondents indicated that they have heard of CRNNL versus 73% in 2018, 79% in 2016, 67% in 2012, 72% in 2009 and 69% in 2004.
- **Perception Of Whether The CRNNL Is Responsible Or Not For Various Measures.** Respondents were told that CRNNL is the regulatory body for nursing in NL and involved in protecting the public. They were then questioned as to whether certain areas are responsibilities of CRNNL or not. They were least certain as to whether CRNNL is responsible for 'investigating complaints or concerns about RNs or NPs' (61% said 'yes' and 26% said don't know). However, at least seven in ten respondents perceived that CRNNL is responsible for 'setting standards for nursing education' (70%), 'licensing RNs and NPs' (74%) and 'establishing standards for RNs' and NPs' practice' (76%).

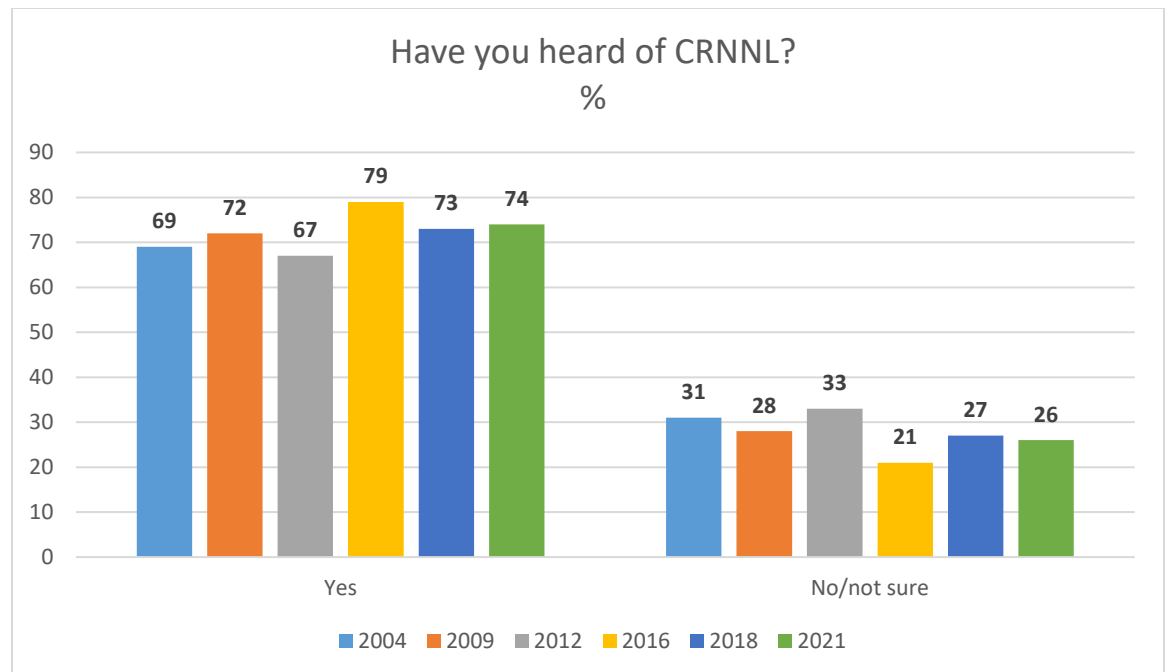
- **How Confident That CRNNL Would Respond And Take Action Or Intervene When Concerns Are Reported About An RN Or NP.** Nearly eight in ten (79% versus 74% in 2018) indicated that they were confident that CRNNL would respond or intervene when concerns are reported about a RN or NP including 35% (versus 33% in 2018) who said they were ‘very confident’ and 44% (versus 41% in 2018) who said ‘somewhat confident’.
- **Level Of Agreement With RNs And NPs Having To Update Their Knowledge And Skills Each Year.** Nearly all (97%) respondents agreed, including 55% who ‘strongly’ agreed, that NPs and RNs should be required to update their knowledge and skills each year.
- **Incidence Of Contact With A Registered Nurse or NP In A Health Care Situation In The Past Few Years.** Nearly seven in ten (68%) for this survey versus 54% in 2018, 45% in 2016, and 61%-67% in the previous surveys reported having contact with a RN or NP in a health care situation in the past few years.
- **Level of Satisfaction with Nurses On Various Areas Of Care For Those In Contact In The Past Few Years.** As in previous surveys at least nine in ten respondents indicated being ‘very satisfied’ or ‘satisfied’ with how nurses performed in each of the aspects of the care received. However, this year fewer indicated being ‘very’ satisfied with each aspect.
- **Incidence Of Ever Having A Concern About Care Provided By A RN Or NP.** Only 14% indicated that they had a concern or complaint in 2016, 10% in 2018 and even fewer for this survey at 7%.
- **Incidence Of Whether Their Concern Or Complaint Was Related To Specific Aspects Of Care Mentioned To Them.** Only 7% (N = 28) of respondents indicated ever having a concern or complaint about the care provided by a RN or NP. Those in this segment were asked if their concern or complain was related to specific aspects of the care provided. Most had concerns or complaints related to attitude of the RN or NP and less about the skills of the RN or NP.
- **Incidence Of Being A Health Care Professional.** Only 5% of respondents surveyed indicated being a health care professional in 2018 versus 14% in this survey. A higher than average (14%) proportion of those in the Labrador/Grenfell region (23%) reported being a health care professional.

- **Which Health Authority Is Responsible For The Area Where You Live.** Nearly two thirds (65% versus 59% in 2018) of respondents reported living in the area of Eastern Health, with 15% (versus 18% in 2018) in the Western Health region, 14% (versus 19% in 2018) in the Central Health region and 6% (versus 4% in 2018) from the Labrador/Grenfell area.

## 2.0 KEY FINDINGS BY AREA OF INVESTIGATION

### 2.1 AWARENESS OF CRNNL

There awareness of the College of Registered Nurses of Newfoundland and Labrador (CRNNL) has been fairly consistent over the past 15 years or so (known as ARNNL in all previous surveys). Approximately three quarters (74%) of respondents indicated that they have heard of CRNNL versus 73% in 2018, 79% in 2016, 67% in 2012, 72% in 2009 and 69% in 2004.



Those who were not aware of/didn't know about CRNNL included a higher than average (27%) proportion of the following segments:

- Those with high school education or less (35%)
- Those in the Labrador/Grenfell Health Authority region (50%)

Those who were aware of CRNNL included a higher than average (74%) proportion of the following segments:

- Those with college/university diplomas/degrees (79%)
- Those with a post graduate degree – Masters or a PhD (89%)

## 2.2 PERCEPTION OF WHETHER THE CRNNL IS RESPONSIBLE OR NOT FOR VARIOUS MEASURES

New to this survey, respondents were queried as to their perception of various responsibilities of CRNNL. They were least certain as to whether CRNNL is responsible for 'investigating complaints or concerns about RNs or NPs' (61% said 'yes' and 26% said don't know). However, at least seven in ten respondents perceived that CRNNL is responsible for 'setting standards for nursing education' (70%), 'licensing RNs and NPs' (74%) and 'establishing standards for RNs' and NPs' practice' (76%).

**The College of Registered Nurses of NL is the regulatory body for nursing in NL and involved in protecting the public. Having said that, do you think they are responsible or not responsible for each of the following:**

	Yes	No	Not sure
<b>Establishing standards for RNs' and NPs' practice</b>	76%	5%	19%
<b>Licensing registered nurses and nurse practitioners (RNs and NPs)</b>	74%	6%	20%
<b>Setting the standards for nursing education</b>	70%	7%	23%
<b>Investigating complaints or concerns about RNs and NPs</b>	61%	13%	26%

Those who didn't know (26%) or perceived that CRNNL is not responsible for 'investigating complaints or concerns about RNs or NPs' (13%) included a higher than average (39%) proportion of the following segments:

- Those aged 65 or more (45%)
- Those in the Labrador/Grenfell Health Authority region (50%)



### 2.3 HOW CONFIDENT THAT CRNNL “WOULD RESPOND OR INTERVENE WHEN CONCERNS ARE REPORTED ABOUT A RN OR NP”

As in 2018, respondents were asked how confident they are that CRNNL would respond or intervene when concerns are reported about a RN or NP. Nearly eight in ten (79% versus 74% in 2018) indicated that they were confident including 35% (versus 33% in 2018) who said they were ‘very confident’ and 44% (versus 41% in 2018) who said ‘somewhat confident’. Only 5% (versus 3% in 2018) were not confident that CRNNL would respond accordingly. Furthermore, 17% (down from 23% in 2018) said ‘don’t know’ to this question.

<b>How Confident That CRNNL “Would Respond Or Intervene When Concerns Are Reported About A RN Or NP”</b>				
	<b>2018</b>		<b>2021</b>	
	<b>Frequency</b>	<b>Percent</b>	<b>Frequency</b>	<b>Percent</b>
<b>Very confident</b>	133	33%	138	35%
<b>Somewhat confident</b>	162	41%	175	44%
<b>Not very confident</b>	11	3%	15	4%
<b>Not confident at all</b>	1	<1%	4	1%
<b>Don’t know</b>	93	23%	68	17%
<b>Total</b>	400	100%	400	100%

Those who indicated that they are ‘very confident’ that CRNNL would respond or intervene when concerns are reported about a RN or NP included a higher than average (35%) proportion of the following segments:

- Health care professionals (56%)
- Those with a post graduate degree – Masters or a PhD (50%)
- Those in the Labrador/Grenfell Health Authority region (41%)
- Those who indicated having had contact with a RN or NP in the past few years (40%)

Those who indicated that they are ‘somewhat confident’ or ‘not very confident’ that CRNNL would respond or intervene when concerns are reported about a RN or NP included a higher than average (48%) proportion of the following segments:

- Those aged 18 to 34 (55%)
- Those with some college/university education (55%)

## 2.4 LEVEL OF AGREEMENT WITH RNS AND NPS HAVING TO UPDATE THEIR KNOWLEDGE AND SKILLS EACH YEAR

Nearly all (97%) respondents agreed, including 55% who ‘strongly’ agreed that NPs and RNs should be required to update their knowledge and skills each year.

**Now, thinking about continuing education for RNs and NPs...they are required to update their knowledge and skills each year. To what extent do you agree or disagree with the requirement.**

	Frequency	Percent	Cumulative Percent
Strongly agree	219	54.8	54.8
Agree	167	41.8	96.5
Neither agree nor disagree	6	1.5	98.0
Disagree	6	1.5	99.5
Don't know	2	.5	100.0
Total	400	100.0	

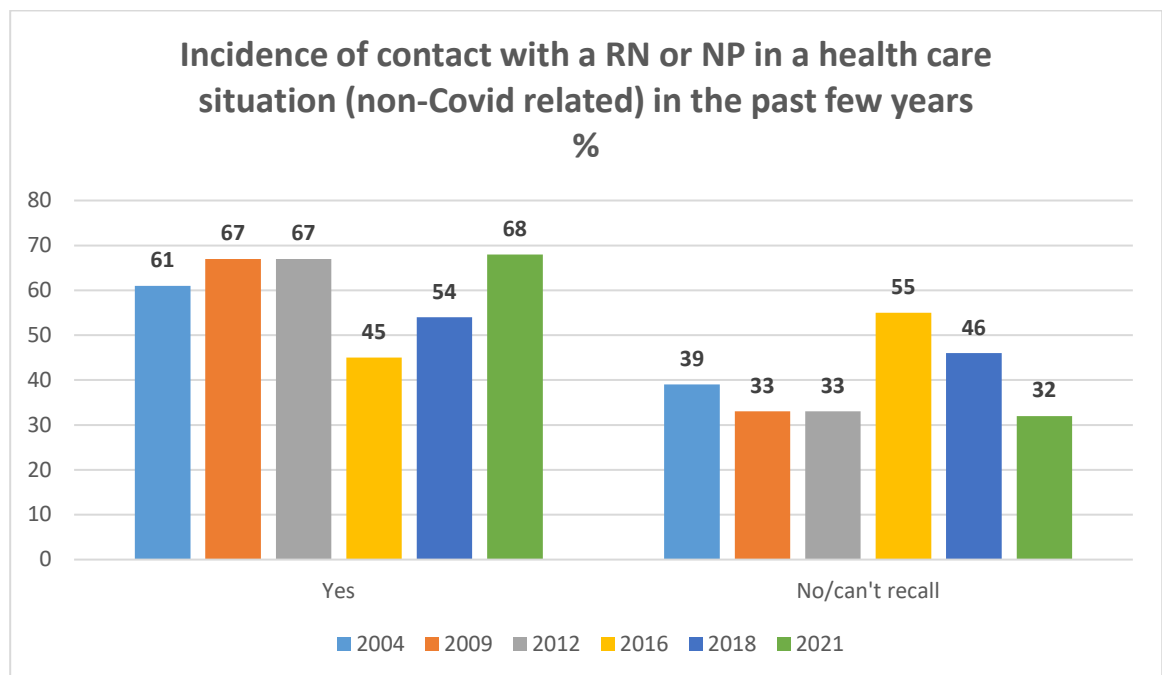
Those who ‘strongly agreed’ that NPs and RNs should be required to update their knowledge and skills each year included a higher than average (55%) proportion of the following segments:

- Health care professionals (65%)
- Those with technical/vocational school education (62%)
- Those with a post graduate degree – Masters or a PhD (72%)
- Those in the Western Health Authority region (60%)

## 2.5 INCIDENCE OF CONTACT WITH A RN OR NP IN A HEALTH CARE SITUATION DURING PAST FEW YEARS

Respondents were asked whether they had contact with a RN or NP in a health care situation either for themselves or for someone they were accompanying - apart from anything Covid related. The time frame of reference used in 2018 was 'in the past year', however, this was changed to 'in the past few years' for this survey due to possible visitor restrictions within the past year.

The incidence of seeing a RN or NP in the past few years is up over the previous surveys. Nearly seven in ten (68%) for this survey versus 54% in 2018, 45% in 2016, and 61%-67% in the previous surveys reported having contact with a RN or NP in a health care situation in the past few years.



Those who indicated having had contact with a RN or NP in a health care situation either for themselves or for someone they were accompanying included a higher than average (68%) proportion of the following segments:

- Health care professionals (87%)
- Those aged 35 to 49 (80%)
- Those with some college/university education (73%)
- Those with a college/university diploma/degree (78%)
- Those with a post graduate degree – Masters or a PhD (75%)
- Those in the Labrador/Grenfell Health Authority region (86%)
- Those who indicated ever having had a concern or complaint about care received (89%)

## 2.6 **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 few years either for themselves or someone they were accompanying were asked further questions about various areas of care.

In 2018, the wording of the question was: *“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?”*

The same wording was used for this question in 2021 except the time frame used was ‘in the past year’ in 2018 and ‘in the past few years’ in 2021 as mentioned earlier. In addition, three more areas of investigation were included for this survey.

As in 2018, over nine in ten respondents who had contact with a RN or NP were ‘very satisfied’ or ‘satisfied’ with how the nurses performed in each of the areas mentioned:

- Showed compassion and care (93% in both 2021 and 2018)
- Acted in a professional manner (95% versus 96% in 2018)
- Showed confidence in their knowledge and skills (97% versus 96% in 2018)
- Made you (or the patient) feel safe (96% in both 2021 and 2018)

However, fewer respondents this year gave a rating of 'very satisfied' in each area versus 2018:

- Showed compassion and care (71% versus 77% in 2018)
- Acted in a professional manner (74% versus 80% in 2018)
- Showed confidence in their knowledge and skills (74% versus 77% in 2018)
- Made you (or the patient) feel safe (73% versus 79% in 2018)

Over nine in ten respondents also expressed satisfaction with how nurses performed in each of the new areas of investigation for this survey which included:

- Communicated information about your (or the patient`s care) in a way that was easy to understand (95% 'very satisfied' or 'satisfied')
- Treated you (or the patient) with respect (95% 'very satisfied' or 'satisfied')
- Was willing to answer questions about your (or the patient`s) health concern or care (94% 'very satisfied' or 'satisfied')

Nevertheless, there were fewer respondents indicating being 'very satisfied' with communication to or from the nurses versus being 'very satisfied' in any of the other areas mentioned:

- Communicated information about your (or the patient`s care) in a way that was easy to understand (69% were 'very satisfied')
- Was willing to answer questions about your (or the patient`s) health concern or care (68% were 'very satisfied')

<b>Level of Satisfaction with Nurses on Various Areas of Care</b>								
		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>SUB TOTAL</b>	<b>Neither S nor D</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>Can't recall</b>
<b>Shown compassion and caring</b>	<b>2018</b>	77%	16%	<b>93%</b>	4%	2%	0%	2%
	<b>2021</b>	71%	22%	<b>93%</b>	3%	4%	<1%	-
<b>Acted in a professional manner</b>	<b>2018</b>	80%	16%	<b>96%</b>	2%	2%	0%	1%
	<b>2021</b>	74%	21%	<b>95%</b>	1%	3%	2%	-
<b>Shown confidence in their knowledge and skills</b>	<b>2018</b>	77%	19%	<b>96%</b>	2%	1%	0%	1%
	<b>2021</b>	74%	23%	<b>97%</b>	1%	2%	1%	-
<b>Made you/patient feel safe</b>	<b>2018</b>	79%	17%	<b>96%</b>	1%	1%	0%	1%
	<b>2021</b>	73%	23%	<b>96%</b>	2%	2%	1%	-
<b>Communicated information about your (or the patient`s care) in a way that was easy to understand</b>	<b>2021</b>	69%	26%	<b>95%</b>	1%	2%	2%	-
	<b>2021</b>	75%	20%	<b>95%</b>	<1%	3%	2%	-
<b>Was willing to answer questions about your (or the patient`s) health concern or care</b>	<b>2021</b>	68%	26%	<b>94%</b>	1%	3%	2%	<1%

## 2.7 INCIDENCE OF EVER HAVING A CONCERN OR COMPLAINT ABOUT CARE PROVIDED BY A RN OR NP

In this and the last two surveys, all respondents were asked whether they ever had a concern (or complaint) about care provided by a RN or NP and only 14% indicated that they had in 2016, 10% in 2018 and even fewer this survey at 7%.

Incidence of Ever Having a Concern about the Care Provided by a RN or NP						
	2016		2018		2021	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Yes	57	14%	39	10%	29	7%
No	341	85%	359	90%	371	93%
Don't know/ can't recall	2	1%	2	<1%	0	0%
TOTAL	400	100%	400	100%	400	0%

Those who indicated ever having had a concern (or complaint) about care provided by a RN or NP included a higher than average (7%) proportion of the following segment:

- Those aged 35 to 49 (16%)

## 2.8 INCIDENCE OF WHETHER THEIR CONCERN OR COMPLAINT WAS RELATED TO VARIOUS ASPECTS OF CARE MENTIONED TO THEM

Only 7% (N = 28) of respondents indicated ever having a concern or complaint about the care provided by a RN or NP. Those in this segment were asked if their concern or complain was related to specific aspects of the care provided. Most had concerns or complaints related to attitude of the RN or NP and less about the skills of the RN or NP. Just over seven in ten indicated that the RN or NP 'lacked compassion/empathy' (71%) and 'was unprofessional' (71%)...followed by 'was disrespectful' (61%), 'was not courteous' (61%), 'didn't know about your illness/care' (54%), 'didn't respect your privacy' (46%), 'communicated poorly' (46%), 'was not willing to answer questions about your illness/care/concern' (43%) and lastly 'lacked the skills needed to provide the necessary care/didn't know what they were doing' (36%).

<b>Regarding your concern about an RN or NP, was it related to any of the following? Would you say the RN or NP...</b>			
	<b>Yes</b>	<b>No</b>	<b>Not sure</b>
<b>Lacked compassion/empathy</b>	71%	29%	-
<b>Was unprofessional</b>	71%	29%	-
<b>Was disrespectful</b>	61%	36%	4%
<b>Was not courteous</b>	61%	32%	7%
<b>Didn't know about your illness/care</b>	54%	32%	14%
<b>Didn't respect your privacy</b>	46%	54%	-
<b>Communicated poorly</b>	46%	43%	11%
<b>Was not willing to answer any questions about your illness/care/concern</b>	43%	39%	18%
<b>Lacked the skills needed to provide the necessary care/didn't know what they were doing</b>	36%	46%	18%



## 2.9 INCIDENCE OF BEING A HEALTH CARE PROFESSIONAL

Only 5% of respondents surveyed in 2018 indicated being a health care professional versus 14% for this survey.

Are you a health care professional?				
	2018		2021	
	Frequency	Percent	Frequency	Percent
<b>Yes</b>	19	5%	54	14%
<b>No</b>	380	95%	344	86%
<b>Refused</b>	1	<1%	2	<1%
<b>Total</b>	400		400	

Those who being a health care professional included a higher than average (14%) proportion of the following segment:

- Those in the Labrador/Grenfell Health Authority region (23%)

## 2.10 WHICH HEALTH AUTHORITY IS RESPONSIBLE FOR THE AREA WHERE YOU LIVE

Nearly two thirds (65% versus 59% in 2018) of respondents reported living in the area of Eastern Health, with 15% (versus 18% in 2018) in the Western Health region, 14% (versus 19% in 2018) in the Central Health region and 6% (versus 4% in 2018) from the Labrador/Grenfell area.

Which Health Authority Is Responsible For The Area Where You Live?				
	2018		2021	
	Frequency	Percent	Frequency	Percent
<b>Eastern Health</b>	236	59%	260	65%
<b>Central Health</b>	76	19%	55	14%
<b>Western Health</b>	72	18%	60	15%
<b>Labrador/Grenfell</b>	16	4%	22	6%
<b>Refused</b>	-	-	3	1%
<b>Total</b>	400		400	

## 2.11 DEMOGRAPHICS

Age				
	2018		2021	
	Frequency	Percent	Frequency	Percent
18 to 34	24	6%	51	13%
35 to 49	90	23%	76	19%
50 to 64	185	46%	129	32%
65 or more	99	25%	142	36%
Refused	2	1%	2	1%
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>100%</b>

Education				
	2018		2021	
	Frequency	Percent	Frequency	Percent
High school or less	131	33%	131	33%
Technical / vocational school	76	19%	55	14%
Some college/university	44	11%	64	16%
College/university diploma/degree	114	29%	105	26%
Masters/PhD	27%	7%	36	9%
Refused	82%		9	2%
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>100%</b>

Gender				
	2018		2021	
	Frequency	Percent	Frequency	Percent
Male	156	39%	148	37%
Female	244	61%	252	63%
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>100%</b>

## APPENDICES

The following appendices are available on request:

- Appendix 1: Data collection instrument
  - Appendix 2: Frequency Tables
  - Appendix 3: Crosstab Tables

Please contact [info@CRNNL.ca](mailto:info@CRNNL.ca) to request copies of the appendices.