

2013 Registered Nurse Survey: AONE RN Satisfaction with Support Services



Nursing Satisfaction with Support Services

- Administered by American Organization of Nurse Executives (AONE); a subsidiary of AHA
- Valid Nationally benchmarked data
- All RNs are eligible
- Developed in partnership with Aramark Healthcare and Studor Group
- White Paper: *"Creating a Culture of Collaboration between Nursing and Support Services in the Clinical Setting."*



Nursing Satisfaction with Support Services (the new one)

- Evaluates:
 - Food and Nutritional Services
 - Environmental services
 - Clinical Equipment Services
 - Facilities Management
 - Patient Transport
 - Laundry and Linen
 - Central supply/ materials management
 - Security



Nursing Satisfaction with Support Services (the new one)

- Nurse respondents rate the following:
 - Satisfaction with overall service level
 - The degree the hospital encourages collaboration between nursing and support services
 - The importance of relations to individual departments
 - The performance of departments
- Participants will be randomly selected to answer questions on 3 of the 8 services



Partnership in Practice. Leadership in Action.



Why are we doing this extra survey?



Partnership in Practice. Leadership in Action.



Background

- CNO Forum feedback- persistent concerns:
 - Unmet patient needs
 - Delays in care
 - RNs spending time in non-nursing tasks



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Background

Survey Question	Benchmark/ Organizational score/ Scale	Nursing Score
“I have the materials and equipment I need to do my work right.” (Gallup 2013)	5 point scale	3.57 28 th percentile
“I have the material, equipment and resources I need to do my work right” (2012 EE)	100 pt. scale UVAMC Overall Score: 68.90	Nursing Score: 63.57
Adequate support services allow me to spend time with my patients.” (2012 NDNQJ; Staffing & Resource Adequacy subscale question)	National mean 2.77 Top decile score 3.24	UVA Score: 2.64



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What will we learn?

- We will receive 9 reports compared against a provided national benchmark.
- Reports include:
 - Individual satisfaction reports for the 8 support service areas
 - Summary/rollup report of all service areas



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Supports Organizational Goals

- Patient Satisfaction
- Employee Engagement
- Magnet Nursing Indicators
- Patient Progression
- Financial performance