


## AONE Support Services Survey (S<sup>3</sup>)


Taken in October 2013




## Overall Findings: Top 10 Scores

Area	Question	UVA Score
Facilities	Interacts with others in a positive (polite, courteous, friendly) manner.	5.13
Clinical Engineering	Contributes to providing a safe environment.	5.12
Clinical Engineering	Interacts with others in a positive (polite, courteous, friendly) manner.	5.12
Clinical Engineering	Displays knowledge of how to perform the job accurately.	5.11
Facilities	Contributes to providing a safe environment.	5.07
Clinical Engineering	Performs in a dependable/reliable manner.	5.05
Clinical Engineering	Follows tasks through to completion.	5.04
Facilities	Displays knowledge of how to perform the job accurately.	5.04
Clinical Engineering	Performs duties correctly.	5.03
Clinical Engineering	Displays an overall willingness to help.	5

On a scale of 1-6  
1=very low 6=very high



## Overall Findings: Bottom 10 Scores


Area	Question	UVA Score
Food Service	Consistently has an adequate number of staff to do the job we need.	3.83
Supplies	Takes initiative to meet others' needs without having to be asked.	3.83
Food Service	Is available (not hard to "track down") when needed.	3.78
Pt Transport	Lets others know when and if there will be a delay.	3.75
Supplies	Frees up our time so we can do our jobs.	3.75
Supplies	Lets others know when and if there will be a delay.	3.73
Supplies	Consistently has an adequate number of staff to do the job we need.	3.71
Supplies	Takes personal accountability when tasks are not completed.	3.64
Pt Transport	Is available (not hard to "track down") when needed.	3.55
Pt Transport	Consistently has an adequate number of staff to do the job we need.	3.14

On a scale of 1-6  
1=very low 6=very high




## Overall Findings: Key Strengths

Where high importance and high performance meet




Importance

- Follows tasks through to completion
- Performs duties correctly
- Performs duties in a dependable/reliable manner
- Displays knowledge of how to perform the job accurately
- Contributes to providing a safe environment.




Performance




## Overall Findings: Key Weaknesses

Where high importance and low performance meet



- Consistently has an adequate number of staff to do the job we need
- Is available (not hard to "track down") when needed
- Provides us with important resources to do the job.



## Overall Findings: Strengths in areas that affect nurse satisfaction

Where high performance and high impact on satisfaction meet




- Performs duties in a dependable/reliable manner
- Performs duties correctly
- Follows tasks through to completion
- Displays an overall willingness to help
- Displays knowledge of how to perform the job accurately.



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## Overall Findings: Weaknesses in areas that affect nurse satisfaction

Where low performance and  
high impact on satisfaction meet



Impact

- Frees up our time so we can do our jobs
- Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care)
- Avoids unnecessary delays



Performance

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## Clinical Engineering

**Sorted by importance (as determined by UVA survey participants)**

	UVA Score	National Score
Displays knowledge of how to perform the job accurately.	5.11	5
Contributes to providing a safe environment.	5.12	4.99
Performs duties correctly.	5.03	4.87
Performs in a dependable/reliable manner.	5.05	4.81
Follows tasks through to completion.	5.04	4.82
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.85	4.68
Is available (not hard to "track down") when needed.	4.66	4.51
Communicates to keep nursing staff informed/aware.	4.77	4.57
Responds to others quickly.	4.76	4.53
Consistently has an adequate number of staff to do the job we need.	4.72	4.43
Avoids unnecessary delays.	4.68	4.47
Frees up our time so we can do our jobs.	4.81	4.54
Takes personal accountability when tasks are not completed.	4.7	4.46
Lets others know when and if there will be a delay.	4.65	4.45
Displays an overall willingness to help.	5	4.85
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.83	4.64
Interacts with others in a positive (polite, courteous, friendly) manner.	5.12	4.99
Takes initiative to meet others' needs without having to be asked.	4.51	4.27

On a scale of 1-6  
1=very low  
6=very high

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## Environmental Services

On a scale of  
1-6  
1=very low  
6=very high

Sorted by importance (as determined by UVA survey participants)	UVA Score	National Score
Performs duties correctly.	4.44	4.04
Follows tasks through to completion.	4.6	4.14
Contributes to providing a safe environment.	4.75	4.32
Performs in a dependable/reliable manner.	4.54	4
Is available (not hard to "track down") when needed.	4.2	3.63
Displays knowledge of how to perform the job accurately.	4.57	4.2
Consistently has an adequate number of staff to do the job we need.	3.96	3.38
Displays an overall willingness to help.	4.67	4.16
Takes personal accountability when tasks are not completed.	4.28	3.61
Avoids unnecessary delays.	4.45	3.76
Responds to others quickly.	4.41	3.81
Lets others know when and if there will be a delay.	4.18	3.69
Frees up our time so we can do our jobs.	4.37	3.77
Communicates to keep nursing staff informed/aware.	4.32	3.92
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.44	3.92
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.32	3.78
Interacts with others in a positive (polite, courteous, friendly) manner.	4.89	4.49
Takes initiative to meet others' needs without having to be asked.	4.23	3.6

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## Facilities

On a scale of  
1-6  
1=very low  
6=very high

Sorted by importance (as determined by UVA survey participants)	UVA Score	National Score
Follows tasks through to completion.	4.93	4.84
Performs duties correctly.	4.88	4.87
Performs in a dependable/reliable manner.	4.96	4.83
Contributes to providing a safe environment.	5.07	5.05
Is available (not hard to "track down") when needed.	4.74	4.53
Displays knowledge of how to perform the job accurately.	5.04	5.01
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.78	4.77
Consistently has an adequate number of staff to do the job we need.	4.75	4.45
Responds to others quickly.	4.76	4.59
Communicates to keep nursing staff informed/aware.	4.77	4.64
Lets others know when and if there will be a delay.	4.6	4.51
Avoids unnecessary delays.	4.66	4.57
Takes personal accountability when tasks are not completed.	4.6	4.49
Displays an overall willingness to help.	4.95	4.86
Frees up our time so we can do our jobs.	4.73	4.64
Interacts with others in a positive (polite, courteous, friendly) manner.	5.13	4.98
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.7	4.63
Takes initiative to meet others' needs without having to be asked.	4.47	4.39

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## Food Services/Dietary

On a scale of  
1-6  
1=very low  
6=very high

Sorted by importance (as determined by UVA survey participants)	UVA Score	National Score
Follows tasks through to completion.	4.23	4.26
Performs in a dependable/reliable manner.	4.3	4.19
Displays knowledge of how to perform the job accurately.	4.58	4.33
Frees up our time so we can do our jobs.	3.9	3.77
Performs duties correctly.	4.36	4.3
Interacts with others in a positive (polite, courteous, friendly) manner.	4.52	4.47
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.27	4.05
Consistently has an adequate number of staff to do the job we need.	3.83	3.89
Displays an overall willingness to help.	4.3	4.2
Is available (not hard to "track down") when needed.	3.78	3.83
Responds to others quickly.	4.07	3.85
Communicates to keep nursing staff informed/aware.	4.06	3.98
Takes personal accountability when tasks are not completed.	3.84	3.75
Avoids unnecessary delays.	4.29	3.93
Contributes to providing a safe environment.	4.66	4.51
Lets others know when and if there will be a delay.	4.16	3.7
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.05	3.9
Takes initiative to meet others' needs without having to be asked.	3.94	3.74


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## Linen

On a scale of  
1-6  
1=very low  
6=very high

Sorted by importance (as determined by UVA survey participants)	UVA Score	National Score
Provides us with important resource to do the job.	4.43	4.46
Performs in a dependable/reliable manner.	4.56	4.46
Follows tasks through to completion.	4.74	4.61
Performs duties correctly.	4.62	4.57
Consistently has an adequate number of staff to do the job we need.	4.23	4.09
Is available (not hard to "track down") when needed.	4.12	4.01
Displays knowledge of how to perform the job accurately.	4.54	4.63
Lets others know when and if there will be a delay.	4.01	3.79
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.23	4.25
Takes personal accountability when tasks are not completed.	4.21	4.04
Avoids unnecessary delays.	4.35	4.17
Responds to others quickly.	4.27	4.12
Frees up our time so we can do our jobs.	4.22	4.19
Displays an overall willingness to help.	4.54	4.5
Contributes to providing a safe environment.	4.72	4.63
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.18	4.12
Interacts with others in a positive (polite, courteous, friendly) manner.	4.63	4.71
Communicates to keep nursing staff informed/aware.	4.16	4.03
Takes initiative to meet others' needs without having to be asked.	4.11	4.01




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# Patient Transport

**Sorted by importance (as determined by UVA survey participants)**

	UVA Score	National Score
Performs duties correctly.	4.78	4.75
Follows tasks through to completion.	4.78	4.8
Performs in a dependable/reliable manner.	4.43	4.56
Displays knowledge of how to perform the job accurately.	4.71	4.73
Contributes to providing a safe environment.	4.77	4.82
Interacts with others in a positive (polite, courteous, friendly) manner.	4.84	4.72
Consistently has an adequate number of staff to do the job we need.	3.14	3.57
Is available (not hard to "track down") when needed.	3.55	3.85
Frees up our time so we can do our jobs.	3.95	4.08
Displays an overall willingness to help.	4.56	4.51
Communicates to keep nursing staff informed/aware.	4.26	4.41
Lets others know when and if there will be a delay.	3.75	3.99
Avoids unnecessary delays.	3.93	4.12
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.17	4.39
Responds to others quickly.	3.94	4.13
Takes personal accountability when tasks are not completed.	3.95	4.04
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.17	4.3
Takes initiative to meet others' needs without having to be asked.	4.16	4.1

On a scale of 1-6  
1=very low  
6=very high




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# Security

**Sorted by importance (as determined by UVA survey participants)**

	UVA Score	National Score
Contributes to providing a safe environment.	4.75	4.96
Is available (not hard to "track down") when needed.	4.59	4.8
Performs in a dependable/reliable manner.	4.69	4.9
Responds to others quickly.	4.72	4.81
Displays knowledge of how to perform the job accurately.	4.8	4.94
Follows tasks through to completion.	4.82	4.96
Performs duties correctly.	4.72	4.87
Displays an overall willingness to help.	4.66	4.88
Communicates to keep nursing staff informed/aware.	4.54	4.68
Avoids unnecessary delays.	4.51	4.68
Consistently has an adequate number of staff to do the job we need.	4.29	4.56
Takes personal accountability when tasks are not completed.	4.38	4.6
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.55	4.82
Lets others know when and if there will be a delay.	4.38	4.59
Interacts with others in a positive (polite, courteous, friendly) manner.	4.92	4.96
Frees up our time so we can do our jobs.	4.28	4.61
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	4.44	4.7
Takes initiative to meet others' needs without having to be asked.	4.27	4.49

On a scale of 1-6  
1=very low  
6=very high



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# Supplies

On a scale of  
1-6  
1=very low  
6=very high

Sorted by importance (as determined by UVA survey participants)	UVA Score	National Score
Provides us with important resource to do the job.	4.12	4.46
Performs duties correctly.	4.21	4.5
Follows tasks through to completion.	4.32	4.48
Performs in a dependable/reliable manner.	4.16	4.39
Consistently has an adequate number of staff to do the job we need.	3.71	3.97
Avoids unnecessary delays.	3.88	4.01
Lets others know when and if there will be a delay.	3.73	3.93
Displays knowledge of how to perform the job accurately.	4.36	4.52
Responds to others quickly.	3.95	4.15
Displays an overall willingness to help.	4.49	4.52
Is available (not hard to "track down") when needed.	3.85	4.07
Frees up our time so we can do our jobs.	3.75	4.01
Communicates to keep nursing staff informed/aware.	3.94	4.09
Collaborates with others to produce outcomes that are in the best interests of the patients.	4.04	4.24
Contributes to providing a safe environment.	4.4	4.66
Takes personal accountability when tasks are not completed.	3.64	3.89
Avoids criticizing/arguing with others.	4.79	4.75
Takes initiative to meet others' needs without having to be asked.	3.83	3.98
Demonstrates an understanding of how they fit in with the "big picture" (providing quality patient care).	3.93	4.13
Interacts with others in a positive (polite, courteous, friendly) manner.	4.75	4.73