

# Nursing Executive Center

## 360-Degree Nurse Benchmarking Surveys

---

### Acute Care Hospital Unit Survey

#### NURSE LEADER ROLE AND MAIN WORK SITE

1. Which of the following most accurately describes your role?
  - Nurse Manager (oversees a group of frontline nurses)
  - Assistant Nurse Manager/Supervisor
  - Nurse Director (oversees multiple managers)
  - Other (*Please specify.*)
2. In which state do you primarily work?
3. Which of the following best describes the organization where you work?
  - Organization Within a Larger System (e.g., one hospital in a multi-hospital health system, one hospital with several outpatient clinics spread across the region, a physician practice affiliated with a health system)
  - Freestanding Organization (e.g., freestanding hospital, independent physician practice)
4. Which of the following best describes the specific location where you work?  
(*If you work in multiple locations, please select the location where you oversee the greatest number of staff nurses.*)
  - Acute Care Hospital Unit (e.g., Med/Surg, ICU, Emergency Department)
  - Outpatient Ancillary Department (e.g., Outpatient Rehab, Lab, Imaging)
  - Physician Office/Clinic (e.g., Primary Care Office, Specialty Physician Practice)
  - Other Outpatient Site (e.g., Heart Failure Clinic, Dialysis Center, Cancer Center, Ambulatory Surgical Center)
  - Post-Acute Care Facility or Service (e.g., Skilled Nursing Facility, Long-Term Acute Care Hospital, Home Health, Hospice)

#### SITE CHARACTERISTICS

5. Which of the following best describes the type of unit you manage?  
(*If you manage more than one unit, please select the unit which has the greatest number of staff nurses.*)  
**PLEASE ANSWER ALL REMAINING SURVEY QUESTIONS BASED ON THE UNIT YOU SELECT.)**

<ul style="list-style-type: none"><li>○ Cardiac (Non-Surgical, Non-ICU)</li><li>○ Critical Care</li><li>○ Emergency Department</li><li>○ Interventional Procedure (e.g., Cath Lab, EP Lab)</li><li>○ Medical</li><li>○ Medical/Surgical</li><li>○ Neurology/Neurosurgery</li><li>○ Nursery or NICU</li><li>○ Oncology</li><li>○ OB/GYN or Labor and Delivery</li></ul>	<ul style="list-style-type: none"><li>○ Observation/Short-Stay</li><li>○ Operating Room</li><li>○ PACU</li><li>○ Pediatrics</li><li>○ Psychiatric/Behavioral Health</li><li>○ Step-Down</li><li>○ Surgical</li><li>○ Telemetry</li><li>○ Other (<i>Please specify.</i>)</li></ul>
--	---

# Nursing Executive Center

## 360-Degree Nurse Benchmarking Surveys

---

### Acute Care Hospital Unit Survey

6. Which of the following best describes your hospital?
  - Teaching Hospital (including Academic Medical Center)
  - Community Hospital (Non-teaching)
  - Specialty Hospital (including Rehab, Psych)
  - Other (*Please specify.*)
7. Is your organization Magnet-designated?
8. How many staffed beds does your organization have?  
(*Please report the number of staffed beds, not licensed beds.*)
  - Less than 100 beds
  - 100-200 beds
  - 201-300 beds
  - 301-400 beds
  - 401-500 beds
  - 501-600 beds
  - 601-700 beds
  - 701-800 beds
  - More than 800 beds

### WORK INTENSITY

IF YOU MANAGE MULTIPLE UNITS, PLEASE ANSWER THE FOLLOWING QUESTIONS BASED ON THE UNIT WITH THE GREATEST NUMBER OF STAFF NURSES.

9. During a typical weekday shift on this unit, approximately how many Registered Nurses (RNs) provide patient care?
10. During a typical weekday shift on this unit, how many patients is each RN usually responsible for?
11. During a typical weekday shift on this unit, approximately how many Licensed Practical Nurses (LPNs)/Licensed Vocational Nurses (LVNs) provide patient care?
12. On a typical weekday shift on this unit, what is the starting census?  
(*How many patients are present at the beginning of the shift?*)
13. During a typical weekday shift on this unit, how many patients are:
  - a) Admitted or transferred into the unit?
  - b) Discharged or transferred out of the unit?
14. During a typical weekday shift on this unit, approximately what percentage of hours are filled by flexible staff?  
(*For example, PRN staff, float pool staff, agency staff.*)

# Nursing Executive Center

## 360-Degree Nurse Benchmarking Surveys

---

### Acute Care Hospital Unit Survey

15. On this unit, approximately what percentage of RNs typically work:

- a) 8-hour shifts?
- b) 10-hour shifts?
- c) 12-hour shifts?

16. On this unit, are RNs represented by a union?

#### LEVEL OF SUPPORT

17. During a typical weekday shift on this unit, approximately how many of the following staff are dedicated to the unit?  
(Please count each staff member only once.)

- a) Unit-Based Nurse Aides or Techs (e.g., CNAs, PCAs, PCTs)
- b) Unit-Based Pharmacists
- c) Unit-Based Environmental Service Staff Members
- d) Unit-Based Patient Transport Technicians
- e) Unit-Based Secretaries

18. During a typical weekday shift on this unit, approximately what percentage of time do RNs spend on work that could be accomplished by another care team member with less training?  
(For example, emptying trash, fixing equipment, cleaning up spills, etc.)

19. As a nurse leader, approximately how many hours do you spend each week addressing service issues identified during patient rounds?  
(For example, ensuring maintenance staff fix broken equipment or nurses address unmet pain needs.)

#### NURSE EDUCATION AND EXPERIENCE

20. On this unit, approximately what percentage of staff nurses have a Bachelor of Science in Nursing (BSN) degree?

21. If new RN hires do not currently have a BSN degree, does your organization require them to earn one within five years?

- ☐ No
- ☐ Yes
- ☐ My organization only hires RNs who already have a BSN.

22. On this unit, approximately what percentage of RNs hold a national specialty certification directly related to the type of work they do?

23. On this unit, approximately what percentage of RNs have:

- a) Less than one year of nursing experience?
- b) More than five years of nursing experience?

24. On this unit, approximately what percentage of RNs do you believe will retire within the next five years?

# Nursing Executive Center

## 360-Degree Nurse Benchmarking Surveys

---

### Acute Care Hospital Unit Survey

#### PERFORMANCE METRICS

25. On this unit in the calendar year of 2012:

- a) How many patients have occupied a bed? (*number of patient days*)
- b) How many patient falls have occurred?
- c) How many pressure ulcers have occurred?

26. For this unit in the calendar year of 2012, what was the average “willingness to recommend” patient satisfaction score? (*This is the percentage of patients who would recommend the hospital to others.*)

27. What is the source of the patient satisfaction data you reported in the previous question?

- ☐ Press Ganey
- ☐ Gallup
- ☐ HCAHPS
- ☐ PRC
- ☐ NRC Picker
- ☐ In-house survey
- ☐ I did not answer the previous question.
- ☐ Other (*Please specify.*)