

# Nursing Executive Center

## 360-Degree Nurse Benchmarking Surveys

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### Physician Practice and Ambulatory Center 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)

#### IF SELECT “PHYSICIAN OFFICE/CLINIC” IN QUESTION 4:

- 5a. Which of the following best describes the type of clinic where you work?  
(*If you work at more than one site, please select the site with the greatest number of staff nurses. PLEASE ANSWER ALL REMAINING SURVEY QUESTIONS BASED ON THE SITE YOU SELECT IN THIS QUESTION.*)
  - Primary Care Practice
  - Specialty Practice
  - Multispecialty Practice
  - Other (*Please specify.*)
- 5b. Is your site designated as a “medical home” by one or more accrediting bodies or health plans?  
(*For example, NCQA—National Committee for Quality Assurance, The Joint Commission.*)

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#### IF SELECT "OTHER OUTPATIENT SITE" IN QUESTION 4:

5. Which of the following best describes the type of site where you work?  
*(If you work at more than one site, please select the site with the greatest number of staff nurses. PLEASE ANSWER ALL REMAINING SURVEY QUESTIONS BASED ON THE SITE YOU SELECT IN THIS QUESTION.)*
- |  |  |
|--|--|
| <input type="radio"/> Ambulatory Surgical Center | <input type="radio"/> Infusion Center                |
| <input type="radio"/> Anticoagulation Clinic     | <input type="radio"/> Radiation Therapy              |
| <input type="radio"/> Cancer Center              | <input type="radio"/> Retail Clinic                  |
| <input type="radio"/> Dialysis Center            | <input type="radio"/> Urgent Care Center             |
| <input type="radio"/> Heart Failure Clinic       | <input type="radio"/> Other <i>(Please specify.)</i> |

#### SITE CHARACTERISTICS

6. How many days per week is this site open to see patients?
7. How many days per week does this site see patients after 6 p.m.?
8. During a typical weekday at this site, approximately how many of the following staff are present?
- a) Physicians (MDs, DOs, NDs)  
*(Please include all physicians who provide patient care at the site during a typical weekday, regardless of their employment arrangement.)*
  - b) Nurse Practitioners (NPs)
  - c) Physician Assistants (PAs)
  - d) Registered Nurses (RNs)
  - e) Licensed Practical Nurses (LPNs)/Licensed Vocational Nurses (LVNs)
  - f) Assistants (e.g., CNAs, PCAs, PCTs, MAs, NAs.)
  - g) Other
9. At this site, are RNs represented by a union?
10. At this site, who do RNs report to?  
*(Please select all that apply.)*
- ☐ Nurse Leader (Manager or Director)
  - ☐ Medical Director/Practice Manager
  - ☐ Service Line Director
  - ☐ I don't know.
  - ☐ Other *(Please specify.)*

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#### WORK INTENSITY

11. During a typical weekday at this site, approximately how many patients are seen?
12. During a typical weekday at this site, 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.)

#### NURSE EDUCATION AND EXPERIENCE

13. At this site, approximately what percentage of Registered Nurses (RNs) have a Bachelor of Science in Nursing (BSN) degree?
14. 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.
15. At this site, approximately what percentage of RNs hold a national specialty certification directly related to the type of work they do?
16. At this site, approximately what percentage of RNs have:
  - a) Less than one year of nursing experience?
  - b) More than five years of nursing experience?
17. At this site, approximately what percentage of RNs do you anticipate retiring within the next five years?

#### PERFORMANCE METRICS

18. At this site 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 site to others.)
19. What is the source of the patient satisfaction data you reported in the previous question?
  - ☐ Press Ganey
  - ☐ Gallup
  - ☐ CAHPS
  - ☐ PRC
  - ☐ NRC Picker
  - ☐ In-house survey
  - ☐ I did not answer the previous question.
  - ☐ Other (Please specify.)