

# Nursing Executive Center

## 360-Degree Nurse Benchmarking Surveys

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### Post-Acute Care 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 “POST-ACUTE CARE FACILITY OR SERVICE” IN QUESTION 4:

5. Which of the following best describes the type of organization where you work?  
*(If you work at more than one organization, please select the organization with the greatest number of staff nurses. PLEASE ANSWER ALL REMAINING SURVEY QUESTIONS BASED ON THE ORGANIZATION YOU SELECT IN THIS QUESTION.)*
  - Skilled Nursing Facility
  - Long-Term Acute Care Hospital
  - Home Health Agency
  - Hospice Provider
  - Other *(Please specify.)*

#### IF SELECT “SKILLED NURSING FACILITY” OR “LONG-TERM ACUTE CARE HOSPITAL” IN QUESTION 5:

*Continue to Question 6.*

#### IF SELECT “HOME HEALTH AGENCY” OR “HOSPICE PROVIDER” IN QUESTION 5:

*Skip to Question 25.*

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### Post-Acute Care Survey: Skilled Nursing Facility or Long-Term Acute Care Hospital

6. 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

7. At this facility, 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.)

#### WORK INTENSITY

8. During a typical weekday shift at this facility, approximately how many Registered Nurses (RNs) provide patient care?

9. During a typical weekday shift at this facility, how many patients is each RN usually responsible for?

10. During a typical weekday shift at this facility, approximately how many Licensed Practical Nurses (LPNs)/Licensed Vocational Nurses (LVNs) provide patient care?

11. During a typical weekday shift at this facility, approximately what percentage of hours are filled by flexible staff?  
(For example, PRN staff, float pool staff, agency staff.)

12. At this facility, approximately what percentage of RNs typically work:

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

13. At this facility, are RNs represented by a union?

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### Post-Acute Care Survey: Skilled Nursing Facility or Long-Term Acute Care Hospital

14. During a typical weekday shift at this facility, approximately how many of the following staff are dedicated to the facility?  
*(Please count each staff member only once.)*
- a) Nurse Aides or Techs (e.g., CNAs, PCAs, PCTs)
  - b) Pharmacists
  - c) Environmental Service Staff Members
  - d) Patient Transport Technicians
  - e) Secretaries
15. During a typical weekday shift at this facility, 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.)*
16. 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

17. At this facility, approximately what percentage of staff nurses have a Bachelor of Science in Nursing (BSN) degree?
18. 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.
19. At this facility, approximately what percentage of RNs hold a national specialty certification directly related to the type of work they do?
20. At this facility, approximately what percentage of RNs have:
- a) Less than one year of nursing experience?
  - b) More than five years of nursing experience?
21. At this facility, approximately what percentage of RNs do you believe will retire within the next five years?

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### Post-Acute Care Survey: Skilled Nursing Facility or Long-Term Acute Care Hospital

#### PERFORMANCE METRICS

22. At this facility 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?

23. At this facility 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 facility to others.*)

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

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

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### Post-Acute Care Survey: Home Health Agency or Hospice Provider

25. At this organization, 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.)*

26. At this organization, are RNs represented by a union?

#### WORK INTENSITY

27. During a typical weekday for this organization, approximately how many Registered Nurses (RNs) provide patient care?

28. During a typical weekday for this organization, approximately how many Licensed Practical Nurses (LPNs)/Licensed Vocational Nurses (LVNs) provide patient care?

29. During a typical weekday for this organization, approximately how many aides provide patient care?

30. During a typical weekday for this organization, approximately how many patients are seen?

31. During a typical weekday for this organization, 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

32. At this organization, approximately what percentage of staff nurses have a Bachelor of Science in Nursing (BSN) degree?

33. 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.

34. At this organization, approximately what percentage of RNs hold a national specialty certification directly related to the type of work they do?

35. At this organization, approximately what percentage of RNs have:

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

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### Post-Acute Care Survey: Home Health Agency or Hospice Provider

36. At this organization, approximately what percentage of RNs do you believe will retire within the next five years?

#### PERFORMANCE METRICS

37. For this organization 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 organization to others.)*

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

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