

RN Survey Coordinator Role



Overview of 2011 RN Survey

- Participating Hospitals = 893
- Participating Units = 18,745
- Participating RNs = 326,750
- Average response rate = 72%

Survey Coordinator Duties/ Responsibilities

- Primary Point of Contact for Survey
- Unit Management
- Plan your hospital's survey
- Adhere to the RN Survey Protocol
- Ensure that participation is voluntary & confidential
- Ensure accurate data collection of number of eligible RNs
- Disseminate and Interpret RN Survey Reports

General Overview of RN Survey

- **Unit level survey** – not an individual satisfaction survey
 - Each survey assesses for different aspects of the unit
 - The RN is acting as unit reporter
- Open to **RNs** who meet **eligibility criteria**
- Considered **research** with the RNs as the human subjects
 - Confidential and anonymous

Accessing Survey Coordinator Webpage

- Main Menu > Survey Coordinator Webpage
- Main Menu**

Session is Wednesday, February 15, 2012 at 11:59 PM central time.

Site Coordinator Webpage

For authorizing additional data entry persons at your facility and updating your hospital demographics.

Survey Coordinator Webpage

Register, prepare and manage your RN Survey.

This hospital participated in the August 2011 RN Survey. Thank you.

Unit Management

View all of your units and add new units.

XML Upload

Tabs/Information Found on Survey Coordinator Webpage

Registration/Schedule

Protocol/Survey Materials

Survey Management

➤ Registration/Schedule

- From this tab
 - Register for the survey
 - Download timeline

➤ Protocols/Survey Materials

- Survey Preparation Resources
- Web Survey Recruitment Materials
- RN Survey Instrument Options
- Institutional Review Board Support Materials

Tabs/Information Found on Survey Coordinator Webpage cont.

➤ Survey Management

- Yellow box
 - Survey code
 - Preparation deadline
 - Data collection period
 - Survey Instrument
 - Pilot and Survey web addresses

➤ Web Preparation Steps = 5 steps

➤ Survey Response Rates Table

NDNQI Test Hospital

RN Survey Code:	46TD5X5
Preparation Deadline:	7/8/2011
Data Collection Period:	8/1/2011 at 00:01 Central Daylight Time through 8/21/2011 at 23:59 Central Daylight Time
Survey Instrument:	RN Survey with Practice Environment Scales
Pilot Survey Web Address:	http://www.nursingquality.org/pilot
Survey Web Address:	http://www.nursingquality.org/survey

[Submit new units for enrollment approval](#) (if needed)
(survey registration/unit enrollment deadline: 6/3/2011)

Web Preparation Steps*

- | | | |
|--|-------------------|---|
| i Step 1: Select participating units: | To do by 7/8/2011 | ✓ |
| i Step 2: Enter number of eligible RNs: | To do by 7/8/2011 | ✓ |
| i Step 3: Select survey instrument: | To do by 7/8/2011 | ✓ |
| i Step 4: Pilot test each unit: | To do by 7/8/2011 | ✓ |
| Pilot Response Rates Table | | |
| i Step 5: Complete Research Ethics Agreement: | To do by 7/8/2011 | ✓ |

[Survey Response Rates Table](#)

Getting Started

➤ Preliminary Steps

- Read Data Collection Protocol, Timeline and Survey
- Confirm your computer support resources
- Investigate/comply with IRB requirements
- Develop your recruitment plan



Getting Started cont.

[Registration/Schedule](#)

[Protocol/Survey Materials](#)

[Survey Management](#)

Survey Preparation Resources

[2012 Web Data Collection Protocol](#)

2012 Timeline will be available Jan 2, 2012

[2012 Survey Planning Guidelines](#)

[2012 Research Ethics Guidelines](#)

[2012 Number of Eligible RNs Guidelines](#)

[2012 Survey IT Guidelines](#)

Web Survey Recruitment Materials

[Example invitation Letter from your hospital](#)

[2012 Invitation letter from NDNQI](#)

[2012 First RN Reminder](#)

[2012 Last RN Reminder](#)

[2012 Recruitment Poster1](#)

[2012 Recruitment Poster2](#)

[2012 Recruitment Poster \(1 large\)*](#)

[2012 Recruitment Poster \(2 large\)*](#)

*NOTE: This must be printed from your internal or external print shop as it is too large for a standard computer printer.

RN Survey Instrument Options

[2012 NDNQI® RN Survey with Job Satisfaction Scales](#)

[2012 NDNQI® RN Survey with Job Satisfaction Scales—Short Form](#)

[2012 NDNQI® RN Survey with the Practice Environment Scale](#)

The Practice Environment Scale is endorsed by the National Quality Forum

For instrument development descriptions, see Taunton, R.L., et al. (2004). The NDNQI®-Adapted Index of Work Satisfaction, *Journal of Nursing Measurement*, 12, 101-122. Lake, E.T. (2002). Development of the Practice Environment Scale of the Nursing Work Index, *Research in Nursing and Health*, 25, 176-188.

Institutional Review Board Support Materials

IT Guidelines

- Browsers
- HTTP Port
- Internet restrictions
- Inactivity timeout settings
- Printers
- Link to the survey
 - Actual survey only
- Help Desk



IRB Approval

- The NDNQI RN Survey Data Collection Protocol is reviewed annually for human subject protection by KUMC IRB
- You will need to comply with your local IRB requirements. The survey coordinator is the principal investigator for your hospital.

IRB Approval cont.

Registration/Schedule

Protocol/Survey Materials

Survey Management

Survey Preparation Resources

[2012 Web Data Collection Protocol](#) 

2012 Timeline will be available Jan 2, 2012

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RN Survey Instrument Options

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[2012 NDNQI® RN Survey with Job Satisfaction Scales—Short Form](#) 

[2012 NDNQI® RN Survey with the Practice Environment Scale](#) 

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Institutional Review Board Support Materials

Recruitment

- Obtain administrative support
- Recruit a unit champion
- Establish incentives
 - Individual-level
 - Unit-level
- Develop publicity plan





Survey Registration

- **Submit your Registration Application**
 - By Site or Survey Coordinator
 - April, May, June, August, September, October
 - First come, first served basis
- **Submit new units for approval**
 - Coordinate with Site Coordinator
 - Confirm to NDNQI guidelines for naming and enrolling units
 - Ensure staff will recognize the name of the unit

Registering for the Survey

Main Menu

REMINDER - Updated Guideline Manual v9.2 posted under Documents.

The deadline for 1st Quarter 2011 data submission is Sunday, May 15, 2011 at 11:59 PM central time.

Quarterly Data Entry

Authorization is required to proceed with data entry.

Site Coordinator Webpage

For authorizing additional data entry persons at your facility and updating your hospital demographics.



Reports and Documents

Newsletters, Guidelines, Data Collection Spreadsheet. Quarterly, National Summary, and RN Survey Reports. Data Summary and Data Error Reports.

Survey Coordinator Webpage

Register, prepare and manage your RN Survey.

This hospital is NOT REGISTERED for the 2011 RN Survey

Learning Center

Tutorials, and Interpreting and Using Your Reports.

Unit Management

View all of your units and add new units.

Teleconference Webpage

Register, unregister, and download handouts.

XML Upload


Registering for the Survey cont.

Registration/Schedule

Protocol/Survey Materials

Survey Management

Register for your 2011 data collection month:

 Data Collection Month	Registration & Unit Enrollment Deadline	Data Collection Begins	Data Collection Ends	Slots Remaining	
April	2/4/2011	4/4/2011	4/24/2011	Past Deadline	Timeline
May	3/4/2011	5/2/2011	5/22/2011	Past Deadline	Timeline
June	4/8/2011	6/6/2011	6/26/2011	58	Timeline
August	6/3/2011	8/1/2011	8/21/2011	84	Timeline
September	7/15/2011	9/12/2011	10/2/2011	0	Timeline
October	8/5/2011	10/3/2011	10/23/2011	0	Timeline

This hospital is NOT REGISTERED for the 2011 RN Survey.

Select an open survey month:

June August

Submit Registration

The NDNQI® RN Survey is offered as an annual, web-based survey to NDNQI® member facilities at no additional cost.

Registering for the Survey cont.

Registration/Schedule

Protocol/Survey Materials

Survey Management

Register for your 2011 data collection month:

Data Collection Month	Registration & Unit Enrollment Deadline	Data Collection Begins	Data Collection Ends	Slots Remaining	
April	2/4/2011	4/4/2011	4/24/2011	Past Deadline	Timeline
May	3/4/2011	5/2/2011	5/22/2011	Past Deadline	Timeline
June	4/8/2011	6/6/2011	6/26/2011	58	Timeline
August	6/3/2011	8/1/2011	8/21/2011	84	Timeline
September	7/15/2011	9/12/2011	10/2/2011	0	Timeline
October	8/5/2011	10/3/2011	10/23/2011	0	Timeline

This hospital is registered for the August 2011 RN Survey.

Change Survey Month

The NDNQI® RN Survey is offered as an annual, web-based survey to NDNQI® member facilities at no additional cost.

Advance registration is on a **LIMITED, FIRST-COME, FIRST-SERVED BASIS**. Each year, hospitals that delay registration are unable to participate because no slots remain or registration deadlines are past.

Registering for the Survey cont.

Main Menu



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Tutorials, and Interpreting and Using Your Reports.

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Teleconference Webpage

Register, unregister, and download handouts.

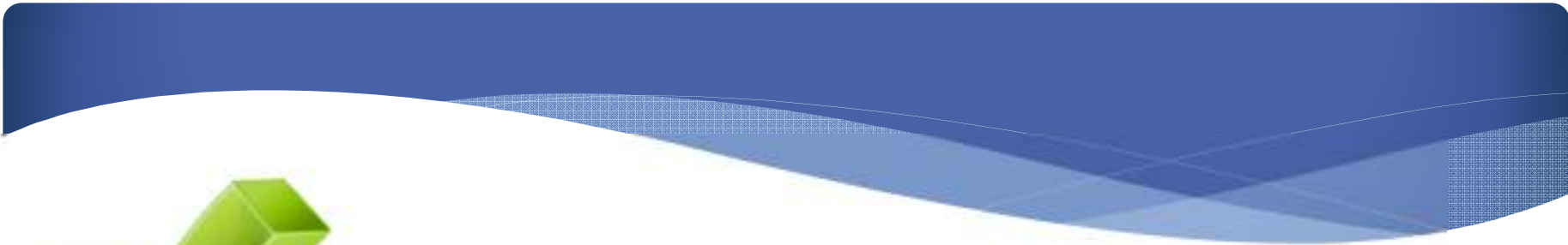
XML Upload

Survey Information

Note: If you miss the preparation deadline your hospital will automatically be removed from the survey.

NDNQI Test Hospital

RN Survey Code:	46T05X5
Preparation Deadline:	7/8/2011
Data Collection Period:	8/1/2011 at 00:01 Central Daylight Time through 8/21/2011 at 23:59 Central Daylight Time
Survey Instrument:	
Pilot Survey Web Address:	http://www.nursingquality.org/pilot
Survey Web Address:	http://www.nursingquality.org/survey



After You Have Registered for the Survey

- Select units participating in the survey
- Enter number of eligible RNs
- Select the survey instrument
- Pilot test survey on each unit
- Complete the research ethics agreement

Web Preparation

[Submit new units for enrollment approval](#) (if needed)
(survey registration/unit enrollment deadline: 6/3/2011)

Web Preparation Steps*

i Step 1: Select participating units:	To do by 7/8/2011	Incomplete
i Step 2: Enter number of eligible RNs:	To do by 7/8/2011	Incomplete
i Step 3: Select survey instrument:	To do by 7/8/2011	Incomplete
i Step 4: Pilot test each unit: Pilot Response Rates Table	To do by 7/8/2011	Incomplete
i Step 5: Complete Research Ethics Agreement:	To do by 7/8/2011	Incomplete

Survey Response Rates Table

***Web preparation steps** must be completed by your preparation deadline **7/8/2011** or your hospital will be excluded from this data collection period and you will not be able to access this page unless you re-register for a later month.

Selecting Units

Step 1: Select Participating Units

Here are all the units in your hospital as they appear in the NDNQI® database (units in NDNQI® Quarterly Reports and in previous NDNQI® RN Surveys).

You must, by the your preparation deadline (7/8/2011), select which units will participate in the RN Survey by checking the box on the left of the unit name.

If units need to be added to this list, you must enroll them by your unit enrollment deadline (6/3/2011) on the [Unit Management](#) webpage. Find unit enrollment instructions in the Unit Management Section and [Appendix D](#) of the [NDNQI® Guidelines](#).

You will not be able to select or unselect units after your preparation deadline (7/8/2011). See [Survey Data Collection Protocol](#) for details.

(After you have made or changed your selections, don't forget to click one of the "Save" buttons.)

Save

Participate in Survey	Unit Name
<input checked="" type="checkbox"/>	100101 - Med/Surg 3E
<input checked="" type="checkbox"/>	100102 - Adult ICU
<input checked="" type="checkbox"/>	100106 - Pediatric Unit 4E
<input checked="" type="checkbox"/>	200101 - Surgical Services
<input checked="" type="checkbox"/>	200106 - Obstetrical Services
<input checked="" type="checkbox"/>	200110 - Cath Lab

Unit Enrollment

- Same process as discussed in Site Coordinator role presentation.
- Other considerations
 - Unit names
 - Work groups, Interventional Units & Ambulatory Care Units

Unit Enrollment Common Problems

- Combining and enrolling two quarterly reporting units for the survey
- Combining several units regardless of commonality in order to get a unit level report
 - Must have 5 or more responses and 50% or more response rate
 - Combined units must have some common work structure
- Enrolling the same unit twice with different names

Unit Enrollment Common Problems

cont.

<input type="checkbox"/>		51813	ICU	Adult - Inpatient	▼	Critical Care-Adult	▼
<input checked="" type="checkbox"/>		11882	L&D	Adult - Inpatient	▼	Obstetrics	▼
<input checked="" type="checkbox"/>		44377	Med Surg	Adult - Inpatient	▼	Med-Surg Comb.-Adult	▼
<input type="checkbox"/>		51805	Med Surg 2 West	Adult - Inpatient	▼	Med-Surg Comb.-Adult	▼
<input checked="" type="checkbox"/>		11888	Med/Psych Unit	Psychiatric	▼	Adult Psychiatric	▼
<input checked="" type="checkbox"/>	A	4540	Medical/Surgical ICU	Adult - Inpatient	▼	Critical Care-Adult	▼

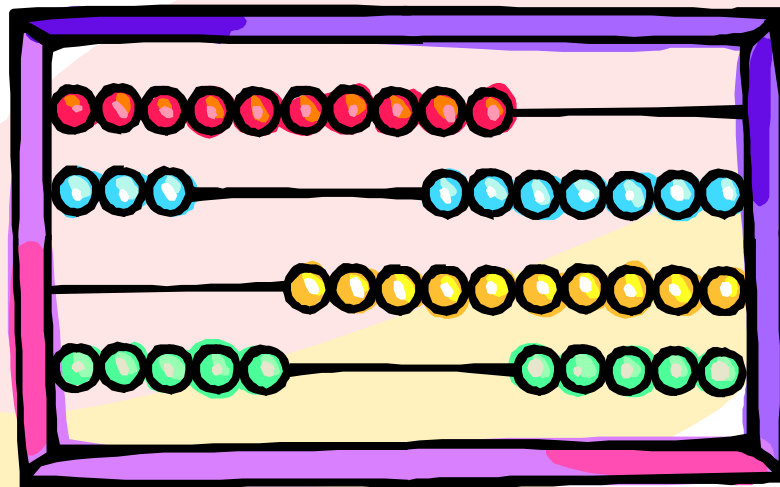
Unit Enrollment Common Problems

cont.

- Selecting unit even though nurses won't take the survey in that unit
- Enrolling units with only one or two RNs
- Forgetting to add new units in the database

Guidelines for Number of Eligible RNs

The validity of NDNQI RN Survey response rate data is dependent on your careful adherence to the **RN Survey Eligibility Criteria**



RN Survey Eligibility Criteria

➤ RN Survey Eligibility Criteria

Include:

- RN or Advanced Practice RN (APRN)
- Direct patient care provider
 - 50% or greater direct patient care responsibilities, **regardless of job title**
 - Full-time, part-time, PRN, or per-diem RN employed by hospital
- Employed on unit a minimum of 3 months by the first day of your survey

RN Survey Eligibility Criteria

Exclude:

- RNs in management, supervisory, or nurse education roles with less than 50% of job responsibilities in direct patient care
- Agency, traveler, or contract RNs
- New hires or internal transfers employed on current unit or workgroup less than 3 months
- RNs on leave of absence (LOA)

Eligible RNs

Step 2: Enter Number of Eligible RNs

You must, by your preparation deadline (7/8/2011), enter the number of eligible RNs on each unit. This is the number of RNs on each unit's 6/1/2011 payroll who meet the RN Survey eligibility criteria.

RN Survey Eligibility Criteria:

Eligible RNs are full or part-time, regardless of job title, who spend at least 50% of their time in direct patient care, and have been employed a minimum of 3 months on the unit (unit-based PRN or per-diem nurses employed by the hospital are eligible; agency or contract nurses are not eligible.)

You will be able to edit this number until the last day of your data collection period (8/21/2011).

! All units must have staffing numbers entered before your preparation deadline (7/8/2011).

*** Units with fewer than 5 RNs will not receive unit-level reports.**

Eligibility counts can be corrected thru the last day of the survey!!!!

Number Eligible RNs	Unit Name
<input type="text" value="30"/>	100101 - Med/Surg 3E
<input type="text" value="25"/>	100102 - Adult ICU
<input type="text" value="15"/>	100106 - Pediatric Unit 4E
<input type="text" value="10"/>	200101 - Surgical Services
<input type="text" value="12"/>	200106 - Obstetrical Services
<input type="text" value="4"/> *	200110 - Cath Lab

Save

Error Report

Dear Survey/Site Coordinator,

You have received this auto-generated email to alert you to a likely error in the data you entered for the RN Survey. You have entered 5 or less for the number of eligible RNs for unit(s) in one or more of the following RN Survey unit type categories: adult critical care, step-down, medical, surgical, medical-surgical, rehabilitation, pediatrics, neonate, ER, or obstetrics, a number that does not seem likely. A list of your units is attached.

As with any indicator data you submit, this data must be collected in accordance with NDNQI standards (Eligibility Criteria). Review step-by-step instructions in the Protocol and in the NEW Data Collection Guidelines for Number of Eligible RNs, available on the Protocol/Survey material Tab of the RN Survey web page.

Please make corrections as soon as possible, survey response rates depend on the accuracy of this data. Contact a hospital liaison (913-588-1691) if you have any questions.

NDNQI Staff



Selecting Survey Instrument

Step 3. Select RN Survey Instrument Option

Your hospital survey history:

Year	RN Survey Version
2011	RN Survey with Job Satisfaction Scales
2010	RN Survey with Practice Environment Scales
2009	RN Survey with Job Satisfaction Scales
2008	RN Survey with Practice Environment Scales
2007	RN Survey with Job Satisfaction Scales - Short Form
2006	RN Survey with Job Satisfaction Scales

Select which instrument option RNs at your hospital will complete. Before you can begin pilot testing, you must select one of the three instruments listed below. You will pilot test using the instrument you have selected. Your selection becomes final on your preparation deadline (7/8/2011).

- RN Survey with Job Satisfaction Scales**
- RN Survey with Job Satisfaction Scales—Short Form**
- RN Survey with the Practice Environment Scale**

The Practice Environment Scale is endorsed by the National Quality Forum

Save your selection and return to Survey management

For further information regarding selecting an instrument option, see the [RN Survey Data Collection Protocol](#).

Download instruments:

[2011 NDNQI® RN Survey with Job Satisfaction Scales](#)

[2011 NDNQI® RN Survey with Job Satisfaction Scales—Short Form](#)

[2011 NDNQI® RN Survey with the Practice Environment Scale](#)

RN Survey Instrument Options

- RN Survey with Job Satisfaction Scales
- RN Survey with Job Satisfaction Scales – Short Form
- RN Survey with the Practice Environment Scale



RN Survey with Job Satisfaction Scales

- Contents
 - NDNQI-Adapted Index of Work Satisfaction
 - NDNQI-Adapted Nursing Work Index
- Number of questions
 - 134
- Estimated time to take survey
 - 30 - 40 minutes
- 244 hospitals took this survey in 2011 –
response rate = 82%

RN Survey with Job Satisfaction Scales cont.

- NDNQI-Adapted Index of Work Satisfaction
 - Measures extent to which RNs like important job characteristics:
 - Task
 - Nurse-Nurse Interactions
 - Nurse-Physician Interactions
 - Decision-Making
 - Autonomy
 - Professional Status
 - Pay
- Stem – Nurses with whom I work would say that ...

RN Survey with Job Satisfaction Scales cont.

- NDNQI-Adapted Nursing Work Index Subscales
 - Measures extent to which selected job characteristics are present in the RN's job:
 - Nurse Management
 - Nursing Administration
 - Professional Development
- Stem – Nurses with whom I work would say that ...

RN Survey with Job Satisfaction Scales-SF

- Contents
 - Task
 - Decision-making
- Number of questions
 - 75
- Estimated time to take survey
 - 10 minutes
- 82 hospitals took this survey in 2011 – response rate = 80%

RN Survey with Practice Environment Scales

- Contents
 - 5 subscales & mean score
- Number of questions
 - 90
- Estimated time to take survey
 - 20 - 25 minutes
- 541 hospitals took this survey in 2011 –
response rate = 83%

RN Survey with Practice Environment Scales cont.

- Measures extent to which job characteristics are present in the RN's job:
 - Nurse Participation in Hospital Affairs
 - Nursing Foundations for Quality of Care
 - Nurse Manager Ability, Leadership, & Support of Nurses
 - Staffing and Resource Adequacy
 - Collegial Nurse-Physician Relations
- Stem
 - Please indicate the extent to which you agree that the item is PRESENT IN YOUR CURRENT JOB.

Three Scales in Common

➤ Job Enjoyment Scale*

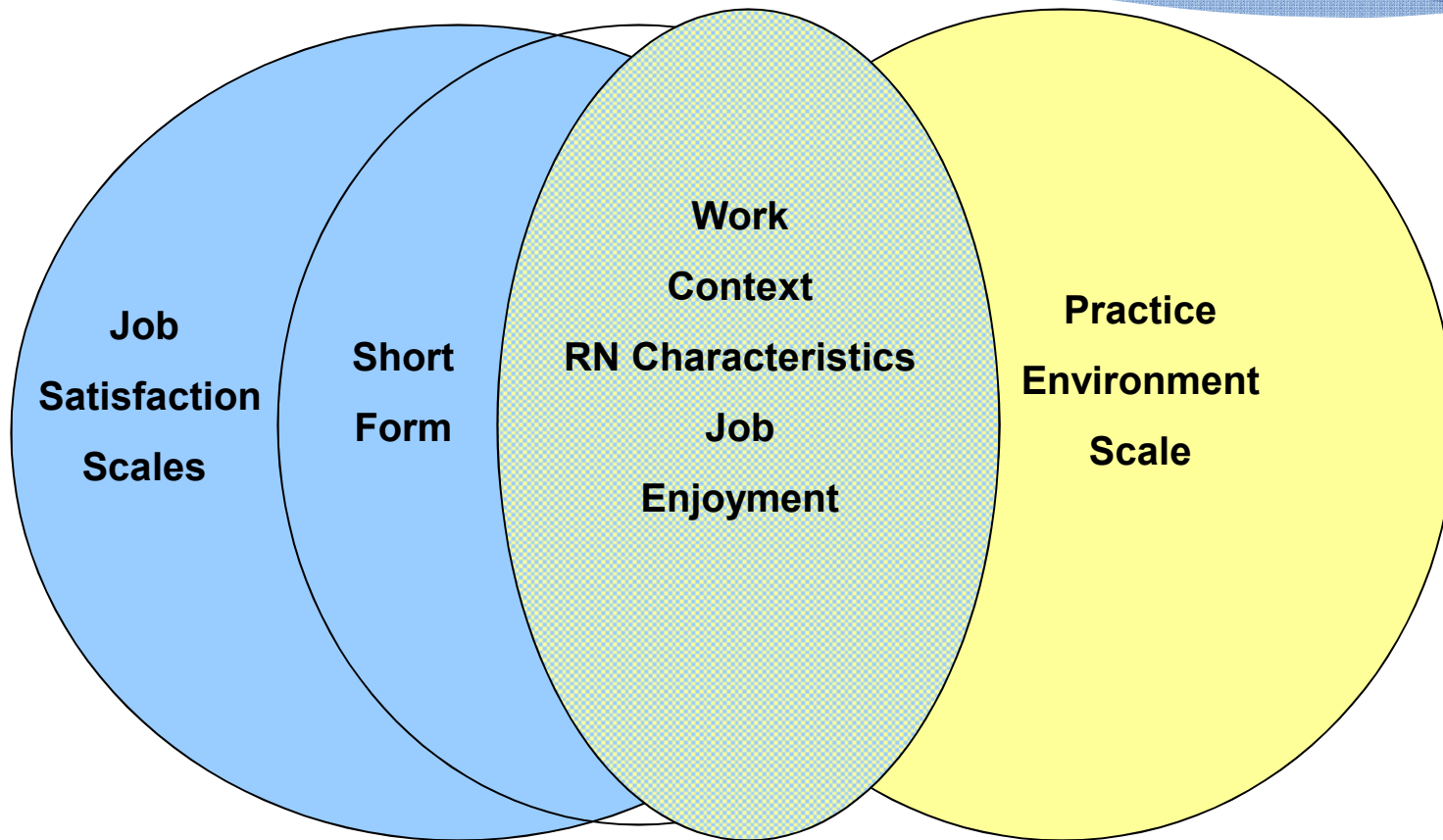
- Measure of the degree to which people like their work

➤ Work Context on Nursing Unit

- 8 areas
- Job plans of unit RNs*
- Perceived quality of care*

➤ Characteristics of Unit RNs

- Gender
- Race
- Age
- Role
- Tenure
- Nursing Education
- Nursing Certification



RN Survey

Registration/Schedule

Protocol/Survey Materials

Survey Management

Survey Preparation Resources

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Institutional Review Board Support Materials

Piloting/Taking the Survey

- Two web addresses
 - Pilot: <http://www.nursingquality.org/pilot>
 - Survey: <http://www.nursingquality.org/survey>
- Can link the survey on your intranet
 - Don't include the survey code
 - Don't link to the pilot
- How you do the pilot is the same process that the nurses do to take the survey

Pilot Testing

Pilot Test Guidelines

- **Eligible for the actual survey?**
Do not take the pilot test if you personally are eligible for the actual survey.
- **Which computers need to be pilot tested?**
A pilot survey of the RN Satisfaction Survey must be conducted on the actual computer or computers on which the nurses will be taking the survey. Do not conduct the Pilot Survey from the RN Survey Coordinator's computer.
- **Submission must be confirmed.**
After submitting the pilot test, the Survey Coordinator must confirm that the pilot test is reflected in the Pilot Response Rate Table on the Survey Coordinator Webpage.
- **Time-out issues**
Be aware that inactivity time-out issues will not be revealed by responding to one survey item.
- **Answer ALL questions if...**
All survey items should be completed by the person identified at your hospital for RN participants to address questions or comments regarding the survey.
- **Answer 1 question if...**
It is sufficient to respond to only one question and click the "Submit" button at the end to test connectivity between your hospital and NDNQI®. Hospitals have been surprised to discover connectivity problems on individual units due to different computer policies, setups, and Internet access. These can vary greatly among departments, units, or even adjacent computers.
- **NO LINKS/ICONS to the PILOT SURVEY**
Do not create a link or icon to the pilot survey. You are only permitted to create a link or icon to the actual survey.

Step 1: Enter your hospital's RN Survey Code.

(Note: This is not your individual employee ID Number.)

Welcome to the survey. Please enter your hospital's RN Survey Code in the box below and click the continue button.

Pilot Testing cont.

Step 2: Select your unit.

You have chosen **NDNQI Test Hospital**. If this is correct please choose your unit below and click the "Continue" button. If not, please use your browser's back button to go back and enter the correct RN Survey Code.

Select your unit from the list below.

If you are not assigned to a specific unit, select your work team or group (e.g., float pool or IV team) from this list. Consider this team to be your "unit" as you respond to the survey.

If you are not certain which unit or work team to select, ask your nurse manager or supervisor.

100101 - Med/Surg 3E
100102 - Adult ICU
100106 - Pediatric Unit 4E
200101 - Surgical Services
200106 - Obstetrical Services
200110 - Cath Lab

Continue>>

[What about confidentiality?](#)

Pilot Testing cont.

Step 3. Confirm your selections.

You have chosen:

Hospital: **NDNQI Test Hospital**
Unit: **100101 - Med/Surg 3E**

Go Back

Confirm

If these selections are correct, please click the "Confirm" button.
If they are not correct, use the "Go Back" button to go back and make any necessary changes.
[What about confidentiality?](#)

Pilot Testing cont.

Step 4. Go to the Survey.

You have chosen:

Hospital: **NDNQI Test Hospital**
Unit: **100101 - Med/Surg 3E**

Go To Survey

Your selections have been confirmed.

Please click the 'Go To Survey' button to enter the survey.

[What about confidentiality?](#)

Pilot Testing cont.

Pilot Test has been successfully completed.

Date: 3/23/2011
Unit: 100101 - Med/Surg 3E
Hospital: NDNQI Test Hospital

The survey coordinator must confirm completion of this pilot test in the Pilot Response Rate table on the Survey Coordinator Webpage.

If you would like to print Certificate of Completion, please click on the "Get a Certificate of Completion" button below.

[Get a Completion Certificate](#)

[Done](#)

Certificate of Completion

- Certificate must be printed after completion of survey
- Should not be collected by any nursing staff
- Should never have a name printed on it
- Should not be given to nurse manager

Thank you!

Print

OK

This Certificate of Completion is available should your hospital request "proof of participation" to be used in a drawing or exchanged for a reward for participating. The survey is totally anonymous, and the completion code is not linked to your identity in any way. After you have printed this page or copied the completion code, please exit the survey site by clicking on the "OK" button above.

Certificate of Completion of the RN Pilot Survey

Completion Date: 3/23/2011
Completion Code: 2068020143

Retain the top part for your records, then detach and submit the section below.
Do not add your name to this certificate.

Tear apart here.

Certificate of Completion of the RN Pilot Survey

Completion Date: 3/23/2011
Completion Code: 2068020143

Do not add your name to this certificate.

This certificate is to be used for participant incentives only, such as drawings.
It **CAN NOT** be used to list or track participants in any way.

For example, nurses cannot be **REQUIRED** to submit this certificate to a supervisor.

Pilot Testing cont.

Pilot Response Rates as of 3/23/2011, 10:18:35 AM

Pilot Testing Status	Unit Name	Responses
✓	100101 - Med/Surg 3E	1
✓	100102 - Adult ICU	1
✓	100106 - Pediatric Unit 4E	1
✓	200101 - Surgical Services	1
✓	200106 - Obstetrical Services	1
?	200110 - Cath Lab	0
Total Responses:		5

- ✓ Indicates that units have successfully completed at least one pilot test of the survey
- ? Incomplete

Pilot Testing cont.

Pilot Response Rates as of 3/23/2011, 10:20:43 AM

Pilot Testing Status	Unit Name	Responses
✓	100101 - Med/Surg 3E	1
✓	100102 - Adult ICU	1
✓	100106 - Pediatric Unit 4E	1
✓	200101 - Surgical Services	1
✓	200106 - Obstetrical Services	1
✓	200110 - Cath Lab	1
Total Responses:		6

✓ Indicates that units have successfully completed at least one pilot test of the survey

⊛ Incomplete

Research Ethics Agreement

NDNQI® RN Survey Research Ethics Agreement		
I am responsible for <u>downloading and distributing</u> the Survey Invitation Letter from NDNQI® ---attached to a separate invitation letter from my hospital ---to all eligible RNs in my facility during the week prior to the first day of data collection in my facility.	<input type="radio"/> Agree	<input type="radio"/> Disagree
I am responsible for <u>communicating</u> to all levels of my hospital's nursing administration and management and for <u>ensuring</u> that:		
Participation in the NDNQI® RN Survey is voluntary for eligible RNs in my hospital, and that jobs of eligible RNs in my hospital are not affected by participation or nonparticipation.	<input type="radio"/> Agree	<input type="radio"/> Disagree
Participation and nonparticipation in the NDNQI RN Survey is confidential in my hospital, that RNs are not monitored or watched while completing the survey, and that names of RNs who respond or do not respond to the survey are not listed or tracked in any way.	<input type="radio"/> Agree	<input type="radio"/> Disagree

If the Certificate of Participation is used in my hospital it is only used as part of an individual-level incentive program, that it is not used to list or track participants in any way, that RNs will not be instructed to sign this certificate.	<input type="radio"/> Agree	<input type="radio"/> Disagree
I understand that violation of the human subject rights of RN participants by my facility may result in the termination of my facility's right to participate in the NDNQI® RN Survey or termination of the NDNQI® RN Survey.	<input type="radio"/> Agree	<input type="radio"/> Disagree
<input type="button" value="Submit & Return to Survey Management"/>		
<input type="button" value="Cancel & Return to Survey Management"/>		

Research Ethics

➤ NDNQI Procedures

- RN Survey Protocol
- NDNQI's letter to RNs
- Anonymous responses
- Data reports



➤ Procedures at Your Hospital

- Adhere to the NDNQI RN Survey Protocol
- Distribute NDNQI's letter of invitation to all eligible RNs
- Ensure participation is voluntary & confidential
- Certificate

Celebrate

NDNQI Test Hospital

RN Survey Code: **46TD5X5**
Preparation Deadline: **7/8/2011**
Data Collection Period: 8/1/2011 at 00:01 Central Daylight Time through 8/21/2011 at 23:59 Central Daylight Time
Survey Instrument: RN Survey with Job Satisfaction Scales
Pilot Survey Web Address: <http://www.nursingquality.org/pilot>
Survey Web Address: <http://www.nursingquality.org/survey>

[Submit new units for enrollment approval](#) (if needed)
(survey registration/unit enrollment deadline: 6/3/2011)

Web Preparation Steps*

- | | | |
|--|-------------------|---|
| i Step 1: Select participating units: | To do by 7/8/2011 | ✓ |
| i Step 2: Enter number of eligible RNs: | To do by 7/8/2011 | ✓ |
| i Step 3: Select survey instrument: | To do by 7/8/2011 | ✓ |
| i Step 4: Pilot test each unit: | To do by 7/8/2011 | ✓ |
| Pilot Response Rates Table | | |
| i Step 5: Complete Research Ethics Agreement: | To do by 7/8/2011 | ✓ |

Publicize Survey

[Registration/Schedule](#)

[Protocol/Survey Materials](#)

[Survey Management](#)

Survey Preparation Resources

[2012 Web Data Collection Protocol](#)

2012 Timeline will be available Jan 2, 2012

[2012 Survey Planning Guidelines](#)

[2012 Research Ethics Guidelines](#)

[2012 Number of Eligible RNs Guidelines](#)

[2012 Survey IT Guidelines](#)

Web Survey Recruitment Materials

[Example invitation Letter from your hospital](#)

[2012 Invitation letter from NDNQI](#)

[2012 First RN Reminder](#)

[2012 Last RN Reminder](#)

[2012 Recruitment Poster1](#)

[2012 Recruitment Poster2](#)

[2012 Recruitment Poster \(1 large\)*](#)

[2012 Recruitment Poster \(2 large\)*](#)

*NOTE: This must be printed from your internal or external print shop as it is too large for a standard computer printer.

RN Survey Instrument Options

[2012 NDNQI® RN Survey with Job Satisfaction Scales](#)

[2012 NDNQI® RN Survey with Job Satisfaction Scales—Short Form](#)

[2012 NDNQI® RN Survey with the Practice Environment Scale](#)

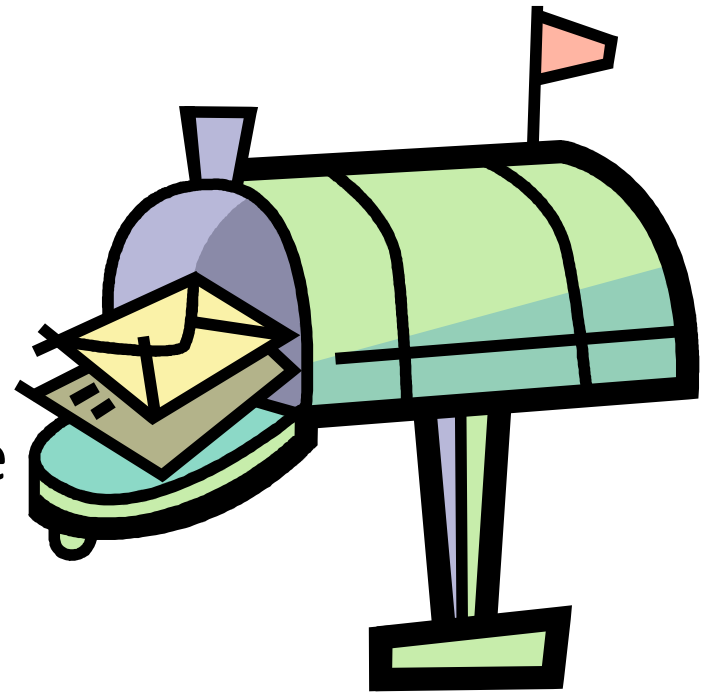
The Practice Environment Scale is endorsed by the National Quality Forum

For instrument development descriptions, see Taunton, R.L., et al. (2004). The NDNQI®-Adapted Index of Work Satisfaction, *Journal of Nursing Measurement*, 12, 101-122. Lake, E.T. (2002). Development of the Practice Environment Scale of the Nursing Work Index, *Research in Nursing and Health*, 25, 176-188.

Institutional Review Board Support Materials

Publicize Survey cont.

- NDNQI Invitation Letter
 - Letter can't be changed
- Hospital Invitation Letter
 - Letter needs to be customized
- Must sent both letters at the same time



Publicize Survey cont.

➤ Recruitment poster

➤ 2 sizes

- 8 X 10
- 16 X 20

➤ 2 options

Our Hospital is a proud member of
The National Database of Nursing Quality Indicators®



Publicize Survey cont.

➤ Reminders

➤ Has the survey code on these reminders

➤ Reminders for each week

NURSE SURVEY - Deadline is October 25!



Thanks to everyone who has contributed data to the Nurse Survey! If you have not participated as yet, please take a few minutes to fill out the questionnaire on-line at: www.nursingquality.org/survey.

At the survey web site, you will need to enter our hospital RN Survey Code: **<Insert RN Survey Code>**

Your response is very important. A high response rate on the survey will improve the reliability of the data for your unit and our hospital. Your nursing leadership will receive a report comparing satisfaction among nurses in your hospital with others across the country.

Please encourage all nurses on your unit to participate in the survey.

We appreciate your help.



Publicize Survey cont.

- Use various communication strategies to publicize the survey



Publicize Survey cont.

- Unit-level and individual-level participation rewards
- Unit champions
- Monitor & use unit response rates to target recruitment efforts

Coaching for the Survey

- Coaching is appropriate for the following:
 - Inform staff what is meant by
 - Nurse manager
 - Administration
 - CNO
 - Inform staff to not answer question if it doesn't pertain to their practice
 - Inform staff what unit to select
- Coaching isn't appropriate if providing questions from the survey
 - Answers should be spontaneous

Response Rates

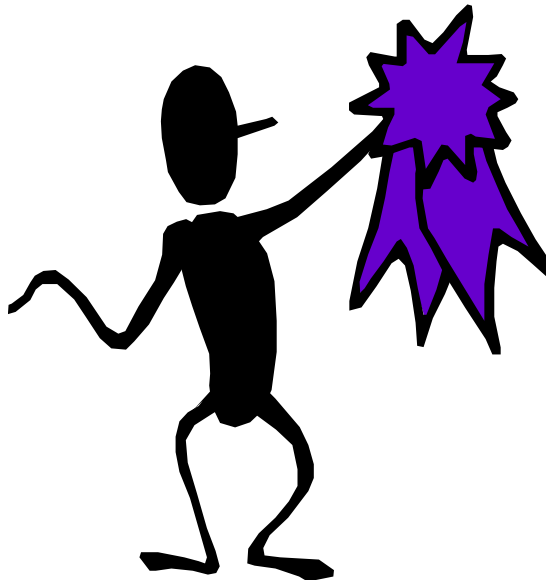
Your Hospital

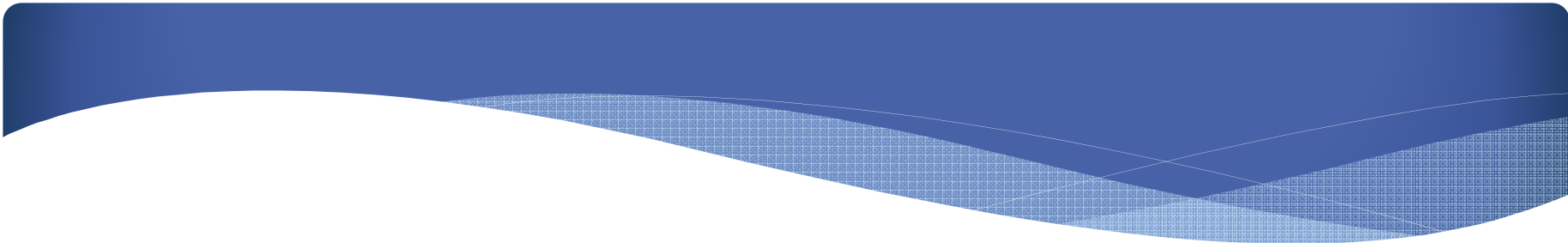
Survey Response Rates as of 8/17/2011 1:25:24 PM

Total Units	Total Eligible RNs	Total Survey Responses	Average Unit Response Rate
6	48	37	87 %
Unit	Eligible RNs	Survey Responses	Unit Response Rate
100101 - Med/Surg 3E	16	12	75 %
100102 - Adult ICU	7	7	100 %
100106 - Pediatric Unit 4E	6	6	100 %
200101 - Surgical Services	7	2	29 %
200106 - Obstetrical Services	10	7	70 %
200110 - Cath Lab	2	3	150 %

Distribute Participation Rewards

Identify and distribute individual and unit participation rewards





Download Reports/Guides

- Survey Coordinator receives email notification once reports have been posted
- Rolling comparison data until October 2012 report is published
- Main Menu>Reports and Documents> RN Survey and Dashboards> download report
- RN Survey and Scoring Guide © select Step 5
- Appendix D in the Data Collection Guideline Manual



Question & Answers



Contact Us

ndnqi@kumc.edu

913-588-1691

