### Introduction

Welcome to the 2018 Critical Care Nurse Work Environment Survey!

The American Association of Critical-Care Nurses is conducting the fourth wave of this survey to better understand the environments in which nurses work and what influences their decisions to stay in a particular position or move on.

AACN's Standards for Establishing and Sustaining Healthy Work Environments are the basis for much of this survey. The standards are based on six essential factors that represent evidence-based and relationship-centered principles of professional performance. Those factors are: Skilled Communication, True Collaboration, Effective Decision Making, Appropriate Staffing, Meaningful Recognition and Authentic Leadership.

There are a few things to keep in mind as you complete the survey: Some questions will ask you to rate both "your organization" and "your work unit." When you respond to questions about "your organization," please think of your organization as a whole (i.e., the entire hospital). When responding to questions about "your work unit," think of your specific work unit and/or department (for example, Surgical ICU East).

If you work at more than one job, please answer the survey questions thinking of your primary employer. Please complete the whole survey. It should only take 10-15 minutes and your answers are very important.

Finally, please share the survey link <a href="https://www.surveymonkey.com/r/2018HWESurvey">https://www.surveymonkey.com/r/2018HWESurvey</a> with your colleagues and encourage them to participate in the study.

As a special thank you for contributing your perspective and experience to AACN's Healthy Work Environments initiative by answering this survey, enter your name in a drawing for one of five complimentary registrations to an AACN National Teaching Institute & Critical Care Exposition. To qualify for the drawing, just provide us with your email address at the end of the survey. Thank you for responding by February 19, 2018.

Section A					
A1. Are you currently	working as a regis	stered nurse?			
Yes					
○ No					
A2. Independent of yo	our present job, ho	ow satisfied are y	ou with being a rec	gistered nurse?	
Very satisfied	Somewh	nat satisfied	Somewhat dissatisf	ïed Vei	y dissatisfied
		e			
A3. How likely are you	•			_	
Definitely would	Proba	bly would	Probably would no	ot Defir	nitely would not
A4. How would you de	escribe the quality	of care for patie	ents in your organiz	ation and in you	work unit?
ŕ	Excellent	Good	Fair	Poor	Not applicable
In your organization					
In your work unit					
A5. In the past year, h	ow has the quality	y of patient care	changed in your or	ganization and i	າ your work
unit?					
	No change	Much better	Somewhat better	Somewhat worse	Much worse
In your organization			$\bigcirc$		
In your work unit					
A6. Are you currently	a member of the A	American Associ	ation of Critical-Car	e Nures?	
Yes					
○ No					
A7. Are you aware of	the AACN Healthy	/ Work Environm	nent Standards?		
Yes					
○ No					

A8.	Has <u>your unit</u> implemented the AACN Healthy Work Environment Standards?	_
	Not at all	
	Just beginning	
	Well on the way	
	Fully implemented	
A9.	Has <u>your organization</u> implemented the AACN Healthy Work Environment Standards?	
	Not at all	
	Just beginning	
	Well on the way	
$\bigcirc$	Fully implemented	

### Section B: Critical Elements of a Healthy Work Environment Scale©

		inco or a riodinity t			
	vhat degree do you ag work unit?	ree or disagree wit	h the following stat	ements about your	organization and
В	1. RNs are as proficien	t in communication :	skills as they are in cl	linical skills.	
		Strongly agree	Agree	Disagree	Strongly disagree
	In your organization				
	In your work unit	$\bigcirc$			
	All team members arommunication and colla		port for and access to	o education programs	s that develop
		Strongly agree	Agree	Disagree	Strongly disagree
	In your organization				
	In your work unit				
В	3. RNs are relentless ir	pursuing and foste	ring true collaboration	n.	
		Strongly agree	Agree	Disagree	Strongly disagree
	In your organization				
	In your work unit				
В	4. A structured process	is provided to resol	ve disputes among/b	etween members of t	he healthcare team.
		Strongly agree	Agree	Disagree	Strongly disagree
	In your organization				
	In your work unit				
	5. A structured process nd their families.	is provided to resol	ve disputes among/b	etween the healthcar	e team and patients
		Strongly agree	Agree	Disagree	Strongly disagree
	In your organization				
	In your work unit				

	Strongly agree	Agree	Disagree	Strongly disagree
In your organization				
In your work unit				
	ses are in place to ensusions affecting patient o		tive of patients and t	heir families are
	Strongly agree	Agree	Disagree	Strongly disagree
In your organization				
In your work unit				
38. RNs are engaged effectiveness of nursin	in the selection, adapta	ation, and evaluation	n of technologies that	t increase the
	Strongly agree	Agree	Disagree	Strongly disagree
In your organization				
In your work unit				
39. RNs have opportu	nities to influence decis	sions that affect the	quality of patient car	e.
	Strongly agree	Agree	Disagree	Strongly disagree
In your organization				
In your work unit				
310. RN staffing ensu	res the effective match	between patient ne	eds and nurse comp	etencies.
	Strongly agree	Agree	Disagree	Strongly disagree
In your organization				
In your work unit				
311. There are formal outcomes.	processes to evaluate	the effect of staffing	decisions on patien	t and system
	Strongly agree	Agree	Disagree	Strongly disagree
In your organization				
year ergariizaderi				

	Strongly agree	Agree	Disagree	Strongly disagre
In your organization				
In your work unit				$\bigcirc$
B13. RNs recognize o	thers for the value they	bring to the work of	f the organization.	
	Strongly agree	Agree	Disagree	Strongly disagre
In your organization				
In your work unit				
B14. Nurse leaders (fo	ormal and informal) fully	embrace the conce	ept of a healthy work	environment.
	Strongly agree	Agree	Disagree	Strongly disagre
In your organization				
In your work unit				
In your organization	Strongly agree	Agree	Disagree	
In your work unit B16. Nurse leaders (fo	ormal and informal) receion and enhance their k	eive support for and	have access to educ	Strongly disagre
In your work unit B16. Nurse leaders (fo	ormal and informal) rece	eive support for and	have access to educ	0
In your work unit B16. Nurse leaders (fo	ormal and informal) rece lop and enhance their k	eive support for and nowledge and abilit	have access to educies.	cational programs t

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ection C				
C1. How would you rate t	the quality of comm	unication in your orga	anization among the f	ollowing?
	Excellent	Good	Fair	Poor
Communication between RNs				
Communication between RNs and physicians			$\bigcirc$	
Communication between RN staff and frontline nurse managers				
Communication between RNs and administration	$\bigcirc$		$\bigcirc$	
C2. How would you rate t	the quality of collab	oration in vour organi	zation among the follo	owing?
CZ. Flow Would you rate t	Excellent	Good	Fair	Poor
Collaboration between RNs				
Collaboration between RNs and physicians		$\bigcirc$	$\bigcirc$	$\bigcirc$
Collaboration between RN staff and frontline nurse managers			$\bigcirc$	$\bigcirc$
Collaboration between RNs and administration				
C3. In your organization,	how would you rate	e the respect for RNs	by each of the follow	ing?
	Excellent	Good	Fair	Poor
Other RNs				
Physicians				
Other health care				
colleagues			0	
colleagues Frontline nurse managers	0	0		
	0			

Very Frequently Frequently	equently Occasiona	Ily Very Rarely		
C5. With regard to staffi nowledge and skills?	ng for your unit, how	often do you have th	ne right number of RN	staff with the righ
Less than 25% of the tim	ne			
Between 25-49% of the	time			
50-75% of the time				
More than 75% of the tin	ne			
All the time				
C6. Please rate the skill	of your frontline nur	se manager in the fol	lowing areas:	
0	Excellent	Good	Fair	Poor
Communication  Collaboration				
Providing staff				
resources				
Providing supplies, equipment, and other non-human resources				
Effective decision- making			$\circ$	
making				
Recognition of others' contributions				
Recognition of others'	0			
Recognition of others' contributions				
Recognition of others' contributions  Leadership  Ensuring the provision of high quality patient				

	Excellent	Good	Fair	Poor
Communication				
Collaboration			$\bigcirc$	
Providing staff resources	$\circ$			
Providing supplies, equipment, and other non-human resources		$\bigcirc$		
Effective decision- making	$\circ$			
Recognition of others' contributions	$\bigcirc$		$\bigcirc$	
Leadership				
Ensuring the provision of high quality health care	$\bigcirc$	$\bigcirc$	$\bigcirc$	
Promoting a professional practice environment	0	0		$\circ$
Overall effectivenes	$\bigcirc$		$\bigcirc$	
C8. Does your organizat	ion have a zero tole	erance policy on verb	al abuse of staff?	
Yes  No  Don't know  C9. Does your organizat  Yes				
Yes  No  Don't know  C9. Does your organizate  Yes  No				
Yes  No  Don't know  C9. Does your organizate  Yes  No				
Yes  No  Don't know  C9. Does your organizate  Yes  No				

People I work with			L	evel of staffing			
Salary and benefits			N	Meaningful reco	gnition		
Patients I care for				Opportunities fo	r professional o	development	
Manager of my work	c unit			Opportunities fo	r advancement	:	
Reputation of the or	ganization		L	ocation			
Work environment			V	Vork schedule			
Support for RNs							
Other (please speci	fy)						
C11. In the past yea experienced each of	-	-			-		
experienced each of	the following?	From	ισσι α τουμυτικ	se iioiii eaci	i oi iiie uiop	down boxes	From c
	From patients	patients' families/SOs	From another RN	From a physician	From a nurse manager	From an administrator	health perso
Sexual Harassment	<b>\$</b>	<b>\$</b>	<b>\$</b>	•	<b>\$</b>	<b>\$</b>	
Discrimination	<b>\$</b>	•	•	<b>\$</b>	<b>\$</b>	•	
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	
Verbal Abuse							
Verbal Abuse Physical Abuse	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	•	<b>\$</b>	
Physical Abuse							nt(s) to
							nt(s) to
Physical Abuse  C12. If you answered							nt(s) to
Physical Abuse  C12. If you answered your supervisor?							nt(s) to
Physical Abuse  C12. If you answered your supervisor?  Yes							nt(s) to
Physical Abuse  C12. If you answered your supervisor?  Yes							nt(s) to
Physical Abuse  C12. If you answered your supervisor?  Yes							nt(s) to
Physical Abuse  C12. If you answered your supervisor?  Yes							nt(s) to
Physical Abuse  C12. If you answered your supervisor?  Yes							nt(s) to

# 2018 AACN National Survey of Critical-Care Nurse Work Environments C12a. What happened when you reported the incident(s)? The problem was resolved satisfactorily. There was some discussion, but nothing was done or there was no follow up. I was blamed for the incident. Other (please specify)

# 2018 AACN National Survey of Critical-Care Nurse Work Environments C12b. Why did you decide not to report the incident(s)? Didn't think it was a major issue I was too busy Fear of retribution No easy process for reporting Didn't think anything would be done about it Other (please specify)

Other RNs			Frontline manager	s	
Physicians			Administrators/Exe	ecutives	
Other healthcare coll	eagues (other than RN	s and physicians)	Patients and famili	es	
C14. To what degree	do you agree with	the statement "M	ly organization va	alues my health ar	nd safety"?
Strongly agree					
Agree					
Disagree					
Strongly disagree					
					_
C15. At the end of a t	•			-	e?
	0 – 49% of the work done	50 – 74% of the work done	75 – 99% of the work done	100% of the work done	Not Applicab
Direct care (medications, procedures, monitoring,	$\bigcirc$	$\bigcirc$	$\circ$	$\circ$	
etc.)  Comforting/talking with patients					
Developing or updating care plans					
Preparing patients and families for discharge					
Teaching patients or family					
C16. To what extent a	-	on how well you o	contribute to a he	althy work enviror	ment for you
and your colleagues?	•				
Plays a major part in	my evaluation				
	part in my evaluation				
Plays a substantive p					

C17. O	n the whole, how satisfied are you with your current job?
O Very	y satisfied
O Son	newhat satisfied
O Son	newhat dissatisfied
Very	y dissatisfied

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C18. Do you plan to leave your present nursing position?	
Yes, within the next 12 months	
Yes, within the next 3 years	
No plans to leave within the next 3 years	

# 2018 AACN National Survey of Critical-Care Nurse Work Environments C18a. What do you plan to do after leaving your present nursing position? Retire Take a different position in clinical/patient care nursing Take a different position in non-clinical/patient care nursing Return to school to pursue additional nursing education Pursue a job in another profession Take time out for family or other personal reasons Other (please specify)

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2018 AACN	National	Survev of	: Critical-C	are Nurse	Work F	nvironments

C18b. How likely would each of the following be to influence you to reconsider your plans to leave you	٦r
present position?	

	Very Likely	Somewhat Likely	Not Very Likely	Not Likely at All
More flexible scheduling				
Higher salary and benefits				
More autonomy				
More opportunities to influence decisions about patient care				
More respect from frontline management				
Better staffing				
More respect from administration				
More opportunities for professional development				
Better leadership				
More/better equipment and technology resources	$\bigcirc$			
More meaningful recognition for my contribution	0		0	

C19. To what degree is verbal abuse of staff tolerated in your organization?
Not at all Rarely Occasionally Frequently
C20. To what degree is physical abuse of staff tolerated in your organization?
Not at all Rarely Occasionally Frequently
C21. To what degree does your organization support the continuing education of RNs?
Check all that apply.
Provides inhouse CE
Provides paid time off for CE
Provides time off without pay for CE
Pays CE registration fees
Pays for travel for CE programs
Pays for association membership which entitles me to free CE
Pays for association membership which entitles me to free CE  No support
No support
No support  C22. To what degree does your organization support specialty nursing certification?
No support  C22. To what degree does your organization support specialty nursing certification?  Check all that apply.
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee  Pays/reimburses for recertification fee
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee  Pays/reimburses for recertification fee  Pays registration fees for courses to prepare/study for the exam
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee  Pays/reimburses for recertification fee  Pays registration fees for courses to prepare/study for the exam  Offers paid time off for courses to prepare/study for the exam
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee  Pays/reimburses for recertification fee  Pays registration fees for courses to prepare/study for the exam  Offers paid time off for courses to prepare/study for the exam  Offers unpaid time off for courses to prepare/study for the exam
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee  Pays/reimburses for recertification fee  Pays registration fees for courses to prepare/study for the exam  Offers paid time off for courses to prepare/study for the exam  Gives bonus for initial certification
C22. To what degree does your organization support specialty nursing certification?  Check all that apply.  Pays/reimburses initial exam fee  Pays/reimburses for recertification fee  Pays registration fees for courses to prepare/study for the exam  Offers paid time off for courses to prepare/study for the exam  Offers unpaid time off for courses to prepare/study for the exam  Gives bonus for initial certification  Gives bonus for recertification

applying  previously, but does not nour unit earned the AA  ying  iously, but does not now ho	ACN Beacon Award fo	or Critical Care Excellence
previously, but does not nour unit earned the AA	ACN Beacon Award fo	or Critical Care Excellence
our unit earned the AA ying iously, but does not now h	ACN Beacon Award fo	or Critical Care Excellence
our unit earned the AA ying iously, but does not now h	ACN Beacon Award fo	or Critical Care Excellence
ying riously, but does not now h	ave it.	or Critical Care Excellence
ying riously, but does not now h	ave it.	or Critical Care Excellence
ying riously, but does not now h	ave it.	or Critical Care Excellence
iously, but does not now h		
iously, but does not now h		
om nursing?	16 to 20 years	
om nursing?	16 to 20 years	
om nursing?	16 to 20 years	
	Over 20 years	
	Over 20 years	
	Don't know	
llowing be to influence  Somewhat Li	•	or postpone your retiremen

### Section D

D1. What is your year of birth?	
•	
D2. With which gender do you most identify?	
Female	
Male	
Non-binary	
Prefer not to answer	
Prefer to self describe. Please write in your description:	
D3. In which state/territory do you reside?	
State/Territory: select state	
D4. Do you consider yourself?	
White (non-Hispanic)	Asian or Pacific Islander
Native American or Alaskan Native	Hispanic or Latino
Black or African American	Some other race
Of mixed racial background	Decline to answer
D5. As of December 31, 2017, how many years' exp Please enter a numeric whole number.	erience do you have working as an RN?
D6. What is the highest degree you have received?	
Associate degree	Master's degree - Nursing
Diploma in nursing	Master's degree - Non-nursing
Baccalaureate degree - Nursing	Doctoral degree - Nursing
Baccalaureate degree -Non-Nursing	Doctoral degree - Non-nursing

D7.	Are RNs in your organization represented by a union?
	Yes
	No
D8.	Do you currently hold any specialty or subspecialty certifications in nursing (i.e., CCRN, CEN)?
	Yes
	No

9. W	/hich one of the following best describes your current work setting?
Ac	cute care hospital (adult, pediatric, maternity, other)
) Sp	pecialty hospital (psychiatric, rehabilitation, other)
) Te	elehealth
) Sı	ubacute/Long-term care
Н	ome/Community care
) Te	emporary staffing agency
) Ar	mbulatory (physician office, surgery, urgent care center)
) So	chool health/Student health service
) Nu	ursing school
) No	on clinical (e.g., insurance company, consulting)
) Se	elf employed
) Ot	ther (please specify)
10. [ ) Ye	Do you work in a patient care area in a hospital?
) No	5

D10	a. Which of these descriptions below best fits your work unit?
	General medical and/or surgical care (adult or pediatric)
	Operating Room
	Intensive care unit (Med/Surg/Pediatric/Neonatal/Respiratory/Coronary Care/Etc.)
	Labor & Delivery/OB
	Progressive care (intermediate care, step-down unit, telemetry unit, etc.)
	Recovery/PACU
	Emergency Department/Trauma Center
	Psychiatry
	Tele-ICU
	Dialysis
	Clinic/Outpatient
	Subacute/Long term care
	Other (please specify)
D11	Which one of the following best describes your current nursing position?  RN - Direct patient care  Frontline or unit level manager  Nurse practitioner - Acute Care NP or Family NP
	Director/Executive/Administrator
	Clinical nurse specialist
	Clinical Educator/Staff development
	Other advanced practice role
_	•
	Academic faculty

for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Full-time  D13. Do you work at more than one nursing job (for different employers)?  Yes  No  No  D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hours for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift	D12. Do you work:	
D13. Do you work at more than one nursing job (for different employers)?  Yes  No  No  D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hour for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D13. Do you work at more than one nursing job (for different employers)?  Yes  No  D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hours for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Part-time	
Yes  No  No  D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hour for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Yes  No  D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hours for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Full-time	
D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hour for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hours for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D13. Do you work at more than one n	ursing job (for different employers)?
D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hour for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D14. In a typical week in the past year, how many total hours did you work as a paid nurse (include hours for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Yes	
for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	for all nursing jobs)?  Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	No	
Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Please enter a numeric whole number.  D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D14. In a typical week in the past year	r, how many total hours did you work as a paid nurse (include hours
D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D15. What is your primary work shift?  Days, 8 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	for all nursing jobs)?	_
Days, 8 hour shift  Days, 12 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Days, 8 hour shift  Days, 12 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Please enter a numeric whole number	<u>r.</u>
Days, 8 hour shift  Days, 12 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Days, 8 hour shift  Days, 12 hour shift  Nights, 8 hour shift  Nights, 12 hour shift		
Days, 8 hour shift  Days, 12 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	Days, 8 hour shift  Days, 12 hour shift  Nights, 8 hour shift  Nights, 12 hour shift	D15. What is your primary work shift?	
Days, 12 hour shift Nights, 12 hour shift	Days, 12 hour shift  Nights, 12 hour shift		
Ctrief		Evenings	Other

Section E		
E1. Please describe a work environment issue in your unit/organization that causes/caused you concern. Also, please indicate if the issue was resolved and how.		
E2. Please describe a work environment best practice in your unit/organization that others could use to improve their work environment.		

Thank you for taking the time to respond to our survey.  Do you want to be entered into the drawing for a complimentary registration to a future AACN National Teaching Institute & Critical Care Exposition?	
Yes	
f yes, please prov	ride your name and e-mail address below.
Name:	
Email Address:	