**Survey of Critical Care Nurse Work Environment**

**This questionnaire should be answered only by Registered Nurses who currently work in ICU**

**Section A**

***A1. Independent of your present job how satisfied are you with being a registered nurse?***

|  |  |  |  |
| --- | --- | --- | --- |
| Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied |
|  |  |  |  |

***A2. How likely are you to advice a qualified individual to pursue a career in Nursing?***

|  |  |  |  |
| --- | --- | --- | --- |
| Definitely would | Probably would | Probably would not | Definitely would not |
|  |  |  |  |

***A3. How would you describe the quality of care for patients in your unit?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Excellent | Good | Fair | Poor | Not applicable |
|  |  |  |  |  |

***A4. Are you aware of any Healthy Work Environment Standards in ICU (i.e. skilled communication, true collaboration, effective decision making, meaningful recognition, appropriate staffing and authentic leadership)?***

|  |  |
| --- | --- |
|  | Yes |
|  | No |

***A5. Has your unit implemented any Healthy Work Environment Standards?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Not at all | Just beginning | Well on the way | Fully implemented | Do not Know |
|  |  |  |  |  |

***A6. Has your Organization implemented any Healthy Work Environment Standards?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Not at all | Just beginning | Well on the way | Fully implemented | Do not Know |
|  |  |  |  |  |

**Section B**

**Critical Elements of a Healthy Work Environment Scale©**

**To what degree do you agree or disagree with the following statements about your organization and your work unit?**

***B1. RNs are as proficient in communication skills as they are in clinical skills.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B2. All team members are provided with support for and access to education programs that develop communication and collaboration skills***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B3. RNs are relentless in pursuing and fostering true collaboration***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B4. A structured process is provided to resolve disputes among/between members of the healthcare team.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B5. A structured process is provided to resolve disputes among/between the healthcare team and patients and their families.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B6. RNs are valued and committed partners in making policy, directing and evaluating clinical care, and leading organizational operations.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B7. Structured processes are in place to ensure that the perspective of patients and their families are incorporated into decisions affecting patient care***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B8. RNs are engaged in the selection, adaptation, and evaluation of technologies that increase the effectiveness of nursing care delivery.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B9. RNs have opportunities to influence decisions that affect the quality of patient care.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B10. RN staffing ensures the effective match between patient needs and nurse competencies***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B11. There are formal processes to evaluate the effect of staffing decisions on patient and system outcomes.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B12. RNs are recognized for the value each brings to the work of the organization*.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B13. RNs recognize others for the value they bring to the work of the organization.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B14. Nurse leaders (formal and informal) fully embrace the concept of a healthy work environment.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B15. Nurse leaders (formal and informal) engage others in achieving a healthy work environment.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

***B16. Nurse leaders (formal and informal) receive support for and have access to educational programs to ensure that they develop and enhance their knowledge and abilities.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| In your organization |  |  |  |  |
| In your work unit |  |  |  |  |

**Section C**

***C1. How would you rate the quality of communication in your unit among the following?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor |
| Communication between Nurses |  |  |  |  |
| Communication between nurses and Physicians |  |  |  |  |
| Communication between Nurses and unit Nursing Managers |  |  |  |  |
| Communication between Nurses and Hospital Administration |  |  |  |  |

***C2. How would you rate the quality of collaboration in your unit among the following?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor |
| Collaboration between Nurses |  |  |  |  |
| Collaboration between nurses and Physicians |  |  |  |  |
| Collaboration between Nurses and unit Nursing Managers |  |  |  |  |
| Collaboration between Nurses and Hospital Administration |  |  |  |  |

***C3. In your unit how would you rate the respect for nurses by each of the following?***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor |
| Other Nurses |  |  |  |  |
| Physicians |  |  |  |  |
| Other Health Care colleagues |  |  |  |  |
| Unit Nursing Managers |  |  |  |  |
| Hospital Administration |  |  |  |  |

***C4. Moral distress has been defined as occurring when you know the appropriate action to take, but you are unable to act upon it and/or you act in a manner contrary to your personal and professional values, which undermines your integrity and authenticity. To what extent, in your work as a nurse do you experience moral distress?***

|  |  |  |  |
| --- | --- | --- | --- |
| Very Frequently | Frequently | Occasionally | Very Rarely |
|  |  |  |  |

***C5. With regard to staffing for your unit how often do you have the right number of registered nurses with the right knowledge and skills?***

|  |  |
| --- | --- |
|  | Less than 25% of the time |
|  | Between 25-49% of the time |
|  | 50-75% of the time |
|  | More than 75% of the time |
|  | All the time |

***C6. Please rate the skill of your unit Nursing managers in the following areas***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor |
| Communication |  |  |  |  |
| Collaboration |  |  |  |  |
| Proving Staff resources |  |  |  |  |
| Providing Supplies, Equipment, and other non-human resources |  |  |  |  |
| Effective decision making |  |  |  |  |
| Recognition of others contribution |  |  |  |  |
| Leadership |  |  |  |  |
| Ensuring the provision of high quality patient care |  |  |  |  |
| Promoting a professional practice environment |  |  |  |  |
| Overall effectiveness |  |  |  |  |

***C7. Please rate the skill of your hospital nursing administrators in the following***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Excellent | Good | Fair | Poor |
| Communication |  |  |  |  |
| Collaboration |  |  |  |  |
| Proving Staff resources |  |  |  |  |
| Providing Supplies, Equipment, and other non-human resources |  |  |  |  |
| Effective decision making |  |  |  |  |
| Recognition of others contribution |  |  |  |  |
| Leadership |  |  |  |  |
| Ensuring the provision of high quality patient care |  |  |  |  |
| Promoting a professional practice environment |  |  |  |  |
| Overall effectiveness |  |  |  |  |

***C8. Does your organization have a zero tolerance policy on verbal abuse?***

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | Don’t know |

***C9. Does your organization have a zero tolerance policy on physical abuse?***

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | Don’t know |

***C10. What are the main factors that keep you working in your current organization? Check two items from the list below.***

|  |  |  |  |
| --- | --- | --- | --- |
|  | People I work with |  | Level of staffing |
|  | Salary and benefits |  | Meaningful recognition |
|  | Patients I care for |  | Opportunities for professional development |
|  | Manager of my work unit |  | Opportunities for advancement |
|  | Reputation of the organization |  | Location |
|  | Work environment |  | Work schedule |
|  | Support for nurses |  |  |
|  | Other (please specify) | | |

***C11. In the past year, in your work as a nurse, please indicate the number of times you personally experienced each of the following?***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **From patients** | **From patients’ families** | **From another nurse** | **From a physician** | **From a nurse manager** | **From an administrator** | **From other health care personnel** |
| **Sexual harassment** |  |  |  |  |  |  |  |
| **Discrimination** |  |  |  |  |  |  |  |
| **Verbal abuse** |  |  |  |  |  |  |  |
| **Physical abuse** |  |  |  |  |  |  |  |

***C12. If you answered one or more times to any of the questions above, did you report the incident(s) to your supervisor?***

|  |  |
| --- | --- |
|  | Yes |
|  | No |

***C12a. What happened when you reported the incident(s)?***

|  |  |
| --- | --- |
|  | The problem was solved satisfactorily |
|  | The problem was somewhat resolved |
|  | There was some discussion, but nothing was done or there was no follow up |
|  | I was blamed for the incident |
|  | Other (please specify) |

***C12b. In case you did not report the incident (s), why did you decide not to report it?***

|  |  |
| --- | --- |
|  | 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) |

***C13. Recognition is most meaningful when it comes from (select only one):***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Other nurses |  | Unit nursing manager |
|  | Physicians |  | Hospital administrator |
|  | Other health care colleagues (other than nurses and physicians) |  | Patients and families |

***C14. To what degree do you agree with the statement “My organization values my health and safety”?***

|  |  |
| --- | --- |
|  | Strongly agree |
|  | Agree |
|  | Disagree |
|  | Strongly disagree |

***C15. At the end of a typical shift, to what degree do you get the following work done?***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 0-49% of work done | 50-74% of work done | 75-99% of work done | 100% of work done | Not applicable |
| Direct care (medications, procedures, monitoring etc.) |  |  |  |  |  |
| Comforting/Talking with patients |  |  |  |  |  |
| Developing or updating care plans |  |  |  |  |  |
| Prepring patients and families for discharge |  |  |  |  |  |
| Teaching patients or family |  |  |  |  |  |

***C16. To what extent are you evaluated on how well you contribute to a healthy work environment for you and your colleagues?***

|  |  |
| --- | --- |
|  | Plays a major part in my evaluation |
|  | Plays a substantial part in my evaluation |
|  | Plays a minor part in my evaluation |
|  | Plays no part in my evaluation |

***C17. On the whole, how satisfied are you with your current job?***

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Somewhat satisfied |
|  | Somewhat dissatisfied |
|  | Very dissatisfied |

***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 |

***C18a. How likely would each of the following be to influence you to reconsider your plans to leave your 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 unit management |  |  |  |  |
| Better staffing |  |  |  |  |
| More respect from administration |  |  |  |  |
| More opportunities for professiona development |  |  |  |  |
| Better leadership |  |  |  |  |
| More/better equipment and technology resources |  |  |  |  |
| More meaningful recognition for my contribution |  |  |  |  |
| Other (please specify) | | | | |

***C19. To what degree does your organization support the continuing education of nurses?***

|  |  |
| --- | --- |
|  | Provides in house CE |
|  | Provides paid time off for CE |
|  | Provides time off without pay for CE |
|  | Pays CE registration fees |
|  | No support |

***C20. Does your organization support specialty nursing certification? (Either long- or short-term courses)***

|  |  |
| --- | --- |
|  | Yes |
|  | No |

**Section D**

**DEMOGRAPHICS**

(Please answer the questions or mark with **x** the appropriate box)

***D1. Sex: Please select***

1. Male
2. Female
3. Prefer not to answer

***D2. Age:***

***D3. Please indicate what is applicable concerning your education***

a. University education Yes No

b. What is the highest degree you have received?

1. Diploma in Nursing
2. Bachelor Degree
3. Master’s degree in Nursing
4. Master’s degree in Non – Nursing
5. Doctoral Degree in Nursing in Non – Nursing

c. Did you attend a special training/education in critical/intensive care nursing?

Yes  No 

***D4. Years of total nursing experience***

***D5. Years of nursing experience in critical/intensive care unit***

***D6. Current position***

 Unit Manager

 Bed Side Nurse

 Unit Educator

 Other (please specify)

***D7. Place of current work:***

* 1. Clinical Practice
  2. Education
  3. Management

d. Other Please specify: …………

***D8. Type of ICU***

1. General (Mixed)
2. Medical –Surgical
3. Coronary
4. Cardiac Surgery
5. Neuro Surgery
6. Other

***D9. Country of residence:***

**Thank you very much for the cooperation**