



Analysis of American Nurses Association Staffing Survey



**Presented by
Cornerstone Communications Group
One Beacon Centre, Suite 300
Warwick, RI 02886
401.825.2999**

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The ANA Staffing Survey

From December 7, 2000, through January 19, 2001, a national nursing survey was posted at www.nursingworld.org. Nearly 7,300 nurses took the opportunity to express their opinions about their working conditions and the current state of health care in America.

The survey was promoted in ANA's media outlets, including *The American Nurse* and the *American Journal of Nursing*, to encourage nurses to freely and objectively express their opinions on the nursing profession. The survey was broken down into two sections: the first section of the survey featured questions relating to staffing and patient care; the second section collected the demographics of the nurses answering the survey.





Executive Summary



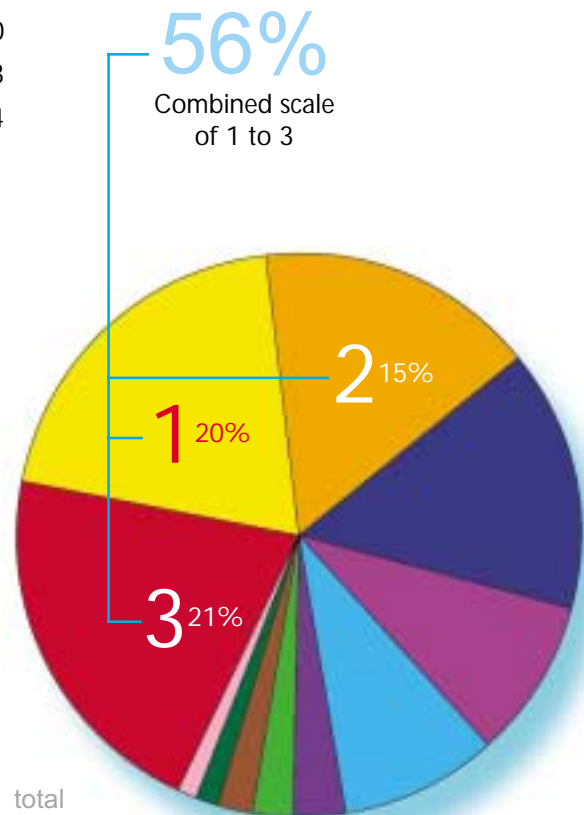
56% of nurses surveyed believe that their time available for direct patient care has decreased.

Question 1

Would you say the time you now have available for direct patient care has increased or decreased?

Scale 1-10 (1 decreased a great deal, 5 stayed the same, 10 increased a great deal)

%	Scale 1 - 10	Total Answered
21	3	1525
20	1	1493
16	Do not do direct patient care	1179
15	2	1103
9.1	5	667
9	4	628
3	10	220
2.3	8	173
2	7	134
1.3	6	96
1.1	9	83



An overwhelming number of nurses have experienced “an increased patient care load for RNs,” resulting in a dramatic decrease in the quality of patient care.

Question 2

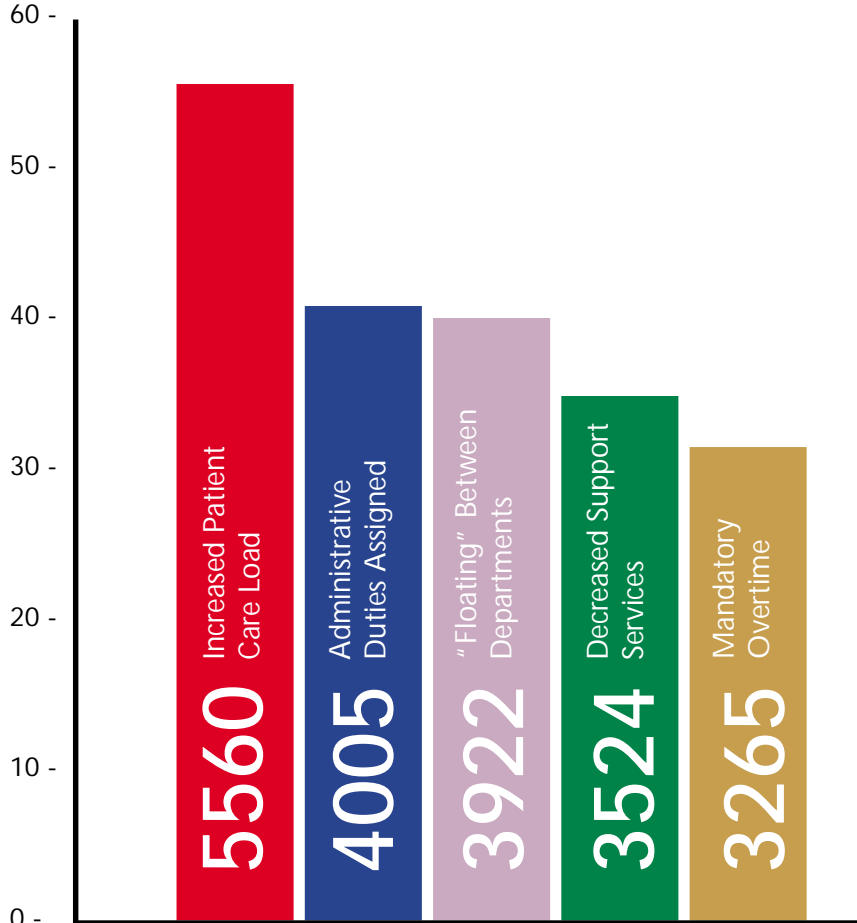
What changes in services, departments, or organized structures have you experienced in your work setting within the past two years? (check all that apply)

Total answered

5560
4005
3922
3524
3265

Responses

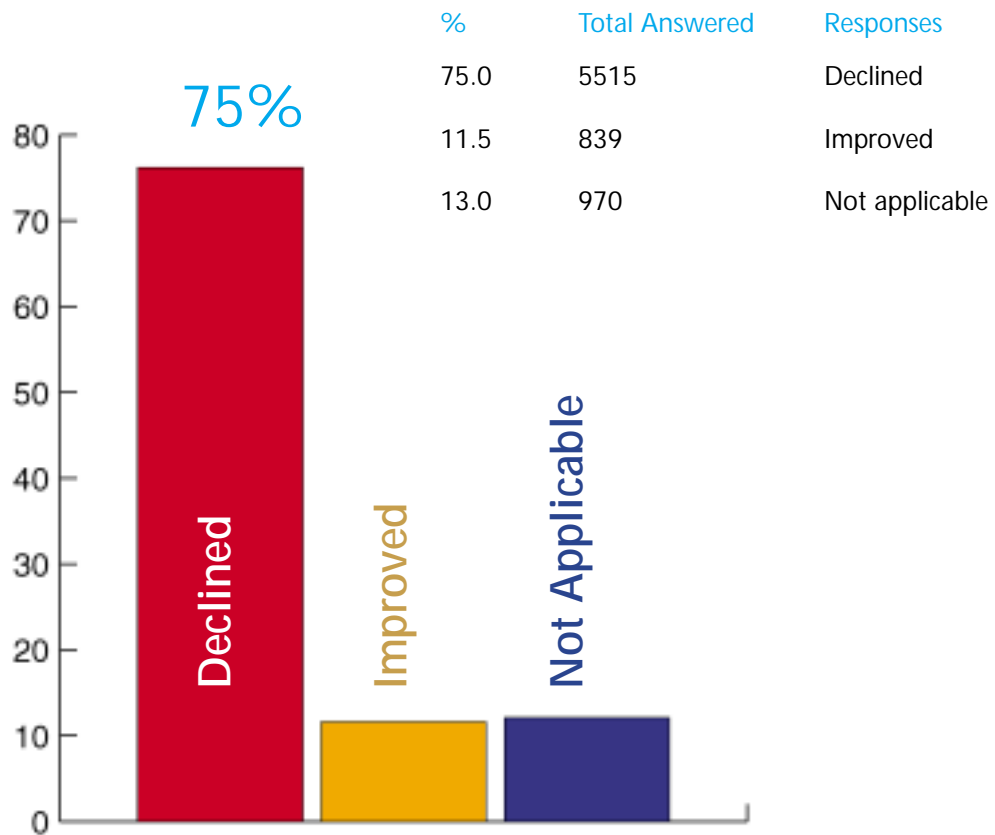
Increased patient care load for RNs
Administrative and other non-patient care activities assigned to staff RNs
Increased use of “floating” between departments
Needed support services decreased
Mandatory overtime used to cover staffing needs



Also, **75%** of nurses surveyed feel the quality of nursing care has declined in their work setting in the last two years, while 11.5% feel the quality has improved; 13% answered “not applicable.”

Question 3

In the last 2 years, do you believe the quality of nursing care has improved, declined or stayed the same in your work setting?

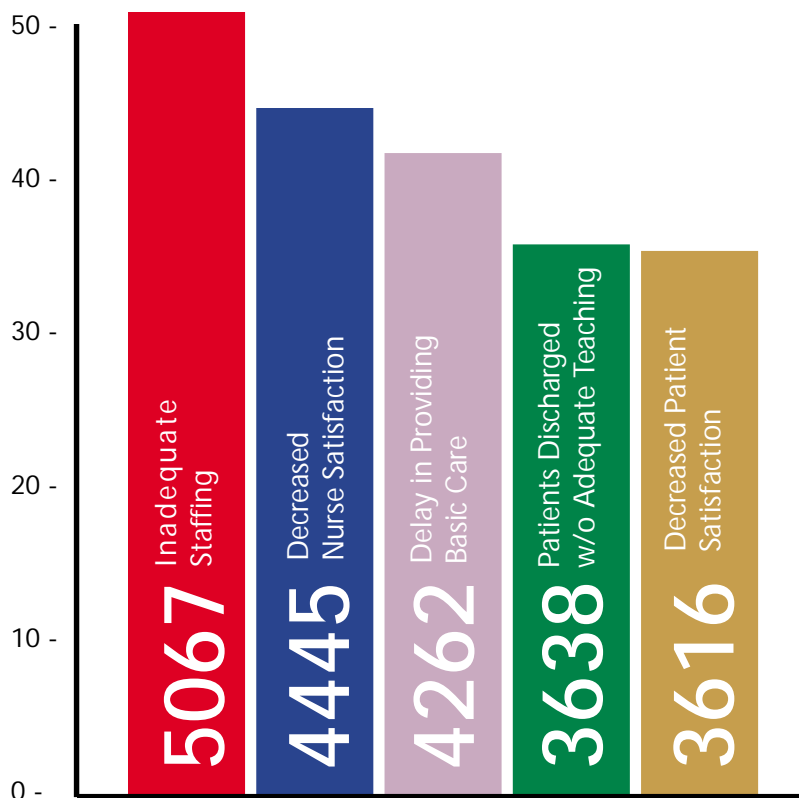


According to the nurses surveyed, care has declined because of “inadequate staffing” (5,067), “decreased nurse satisfaction” (4,445) and a “delay in providing basic care” (4,262).

Question 5

If you said quality has DECLINED, check the ways in which that has occurred. (Check all that apply.)

Total Answered	Responses
5067	Inadequate staffing
4445	Decreased nurse satisfaction
4262	Delay in providing basic care, (i.e. feeding, bathing, etc.)
3638	Patients discharged without adequate teaching
3616	Decreased patient satisfaction

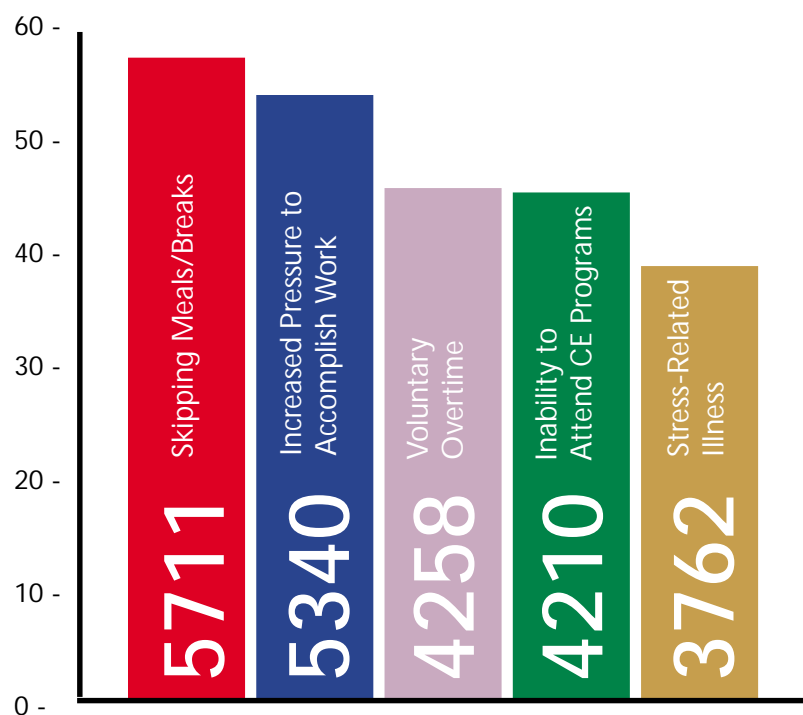


When asked about what nurses have been experiencing in their workplace, respondents indicated that nurses are “skipping meals and breaks to care for patients” (5,711); feel “an increased pressure to accomplish work” (5,340); are “forced to work voluntary overtime” (4,258); “no longer have the ability to attend in-service CE (continuing education) programs due to an increased workload” (4,210); and suffer from “increased stress-related illness” (3,762).

Question 6

Which of the following have you experienced in your work situation in the last 2 years? (Check all that apply.)

Total Answered	Responses
5711	Skipping meals and breaks to care for patients
5340	Increased pressure to accomplish work
4258	Working voluntary overtime
4210	Inability to attend in-service CE programs due to increased workload
3762	Stress-related illness



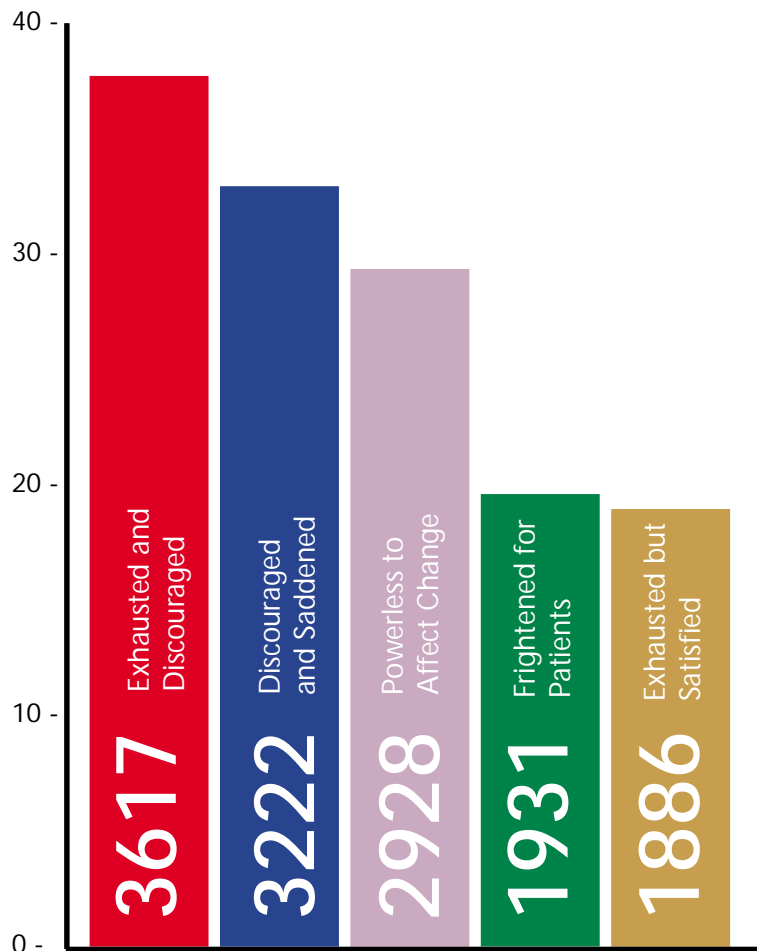
As a result, upon leaving work nurses have identified the following:

3,617 respondents identified themselves as feeling “exhausted and discouraged” when they leave work, with an additional **3,222** recognizing that they are “discouraged and saddened by what they couldn’t provide for their patients.” **2,928** explained that they feel “powerless to affect change necessary for safe, quality patient care.” **1,931** respondents further indicated that they were “frightened for (their) patients.”

Question 7

Which of the following best describes your feelings as you leave work? (Check all that apply.)

Total Answered	Responses
3,617	Exhausted and discouraged
3,222	Discouraged and saddened by what you couldn’t provide for your patients
2,928	Powerless to affect change necessary for safe, quality patient care
1,931	Frightened for patients
1,886	Exhausted but satisfied





Question 8

When the nurses were asked “How have you seen resources allocated where you work,” the following was revealed:

3,597 identified that they have seen “more marketing of hospital or facility services.” At the same time, **3511** feel that there is “decreased support and reimbursement for continuing education activities.”



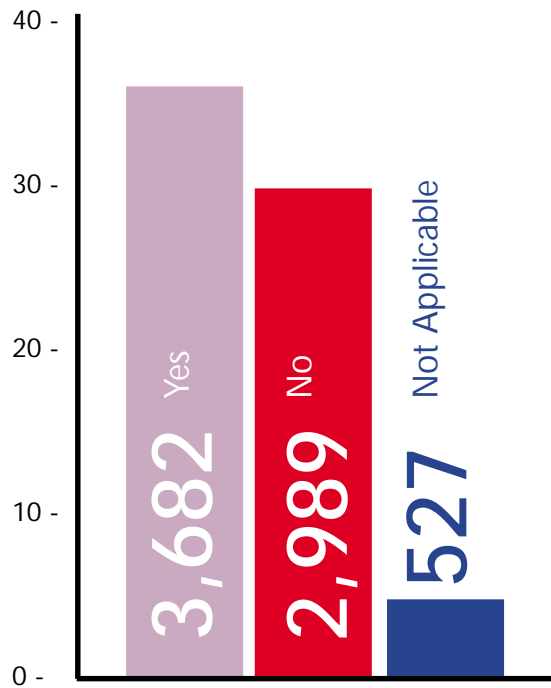


An alarming **2,989** nurses surveyed (**41.5%**) would NOT feel confident having someone close to them receive care in the facility in which they work.

Question 9

Would you feel confident having someone close to you receive care in the facility where you work?

Total Answered	Responses
3,682	Yes
2,989	No
527	Not applicable



7198 total answered



And, **54.8%** of nurses surveyed would **NOT** recommend the nursing profession as a career for their children or friends (Question 10). This percentage was deduced by taking all respondents that chose the numbers '6 - 10' ('10' being "actively discourage") and computing the percentage from the overall total. Of the 7,271 surveyed, 1656 nurses (**23%**) expressed that they would "actively discourage" someone close to them from entering the nursing profession.



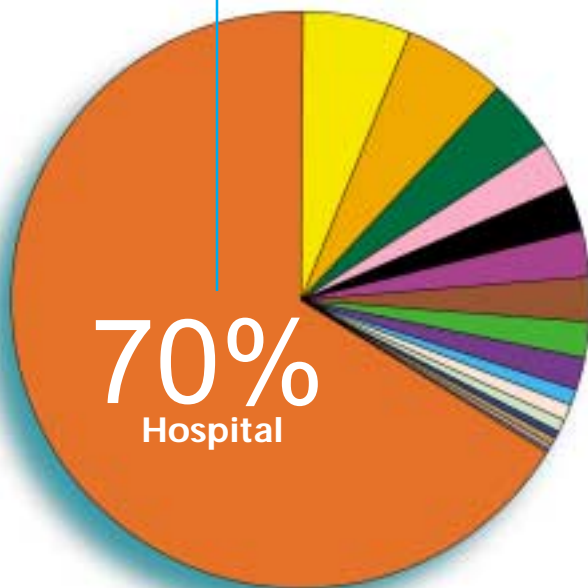
Demographics



Question 2:

Which of the following settings best describes the type of setting in which you work:

6,346 total answered

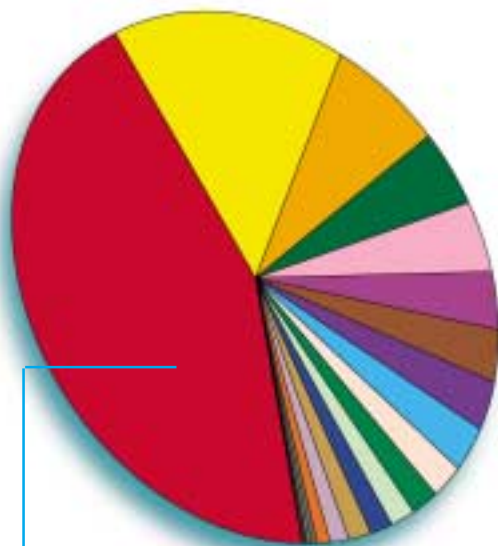


%	Type of Setting	totals
70	Hospital	4441
5.9	Long-term care facility	374
4.2	Other	266
3.5	School of Nursing	224
3.5	Ambulatory care	220
2.3	Home health agency	146
1.9	Public Health	121
2.0	Physician's office	130
1.7	Community mental health facility (including freestanding psychiatric outpatient clinics)	109
1.3	Public or private school system	84
0.9	Prison or jail	56
0.7	Private industry	47
0.6	Self employed	36
0.5	Hospice	30
0.4	Free-standing day surgery center	26
0.4	Visiting nurse service	25
0.2	Insurance company (review claims)	11

Question 3:

Which of the following titles best corresponds to the position title for your principle nursing position? Choose only one.

6337 total answered



48.1%
**Staff nurse
 in a hospital
 or acute care facility**

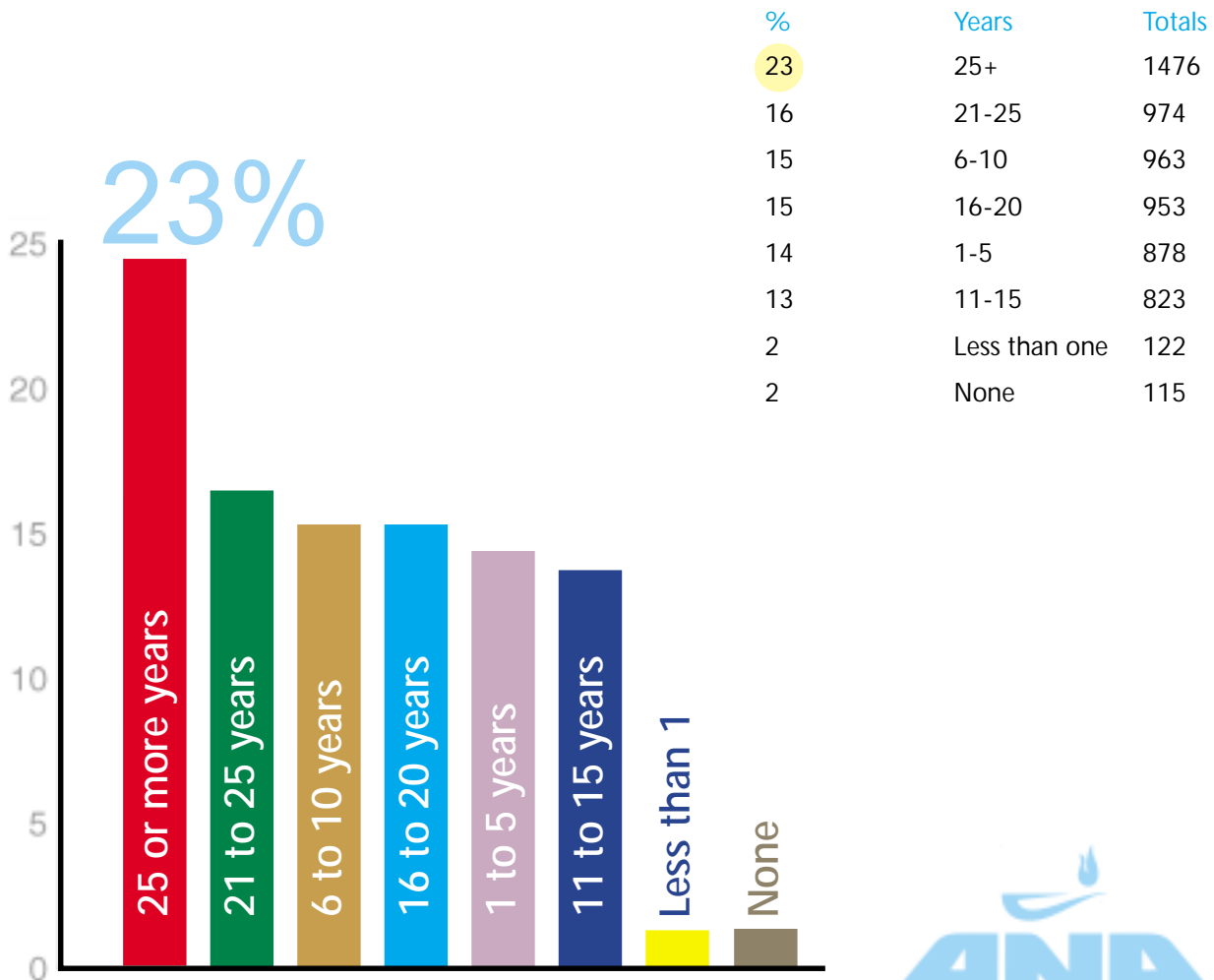
%	Type of Setting	totals
48.1	Staff nurse in a hospital or acute-care facility	3050
13.0	Other	826
6.6	Charge nurse	418
3.8	Manager in a hospital or acute-care facility	243
3.8	Clinical Educator in a hospital or acute-care facility	242
3.3	Supervisor or assistant supervisor	211
3.0	Clinical specialist in hospital or long-term care facility	189
2.9	Head nurse or assistant head nurse	181
2.7	Administrator of nursing or assistant (e.g. vice president for nursing)	174
2.7	Professor or assistant/associate professor	170
2.4	Nurse practitioner in hospital or long-term care facility	149
1.9	Staff nurse in a long-term care facility	122
1.4	LPN	91
1.4	School nurse	88
1.1	Administrator of facility/agency or assistant	71
0.6	Researcher	39
0.4	Certified nurse anesthetist (CRNA)	25
0.3	Student nurse	20
0.3	Nursing assistant	16
0.1	Private-duty nurse	7
0.1	Nurse midwife	5



Question 4:

Years working as a registered nurse?

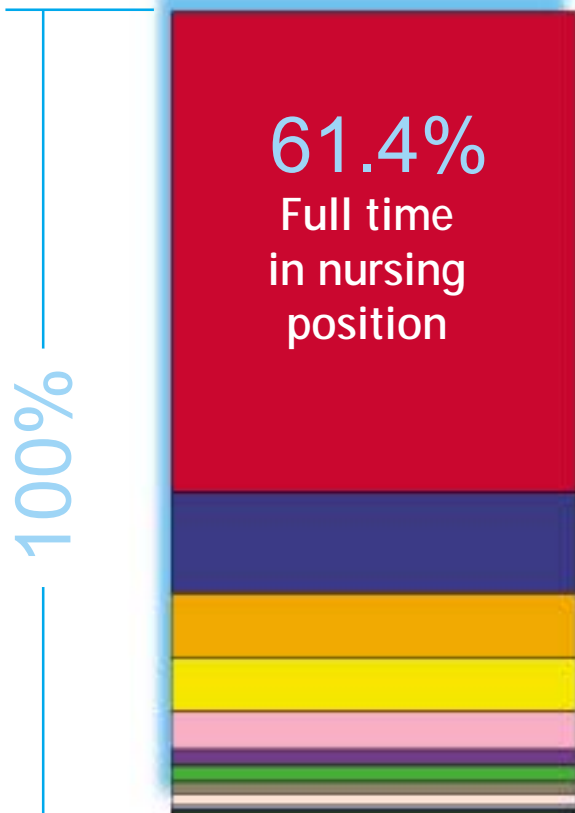
6304 total answered



Question 5:

**What is your work status?
Check all that apply.**

7847 total answered



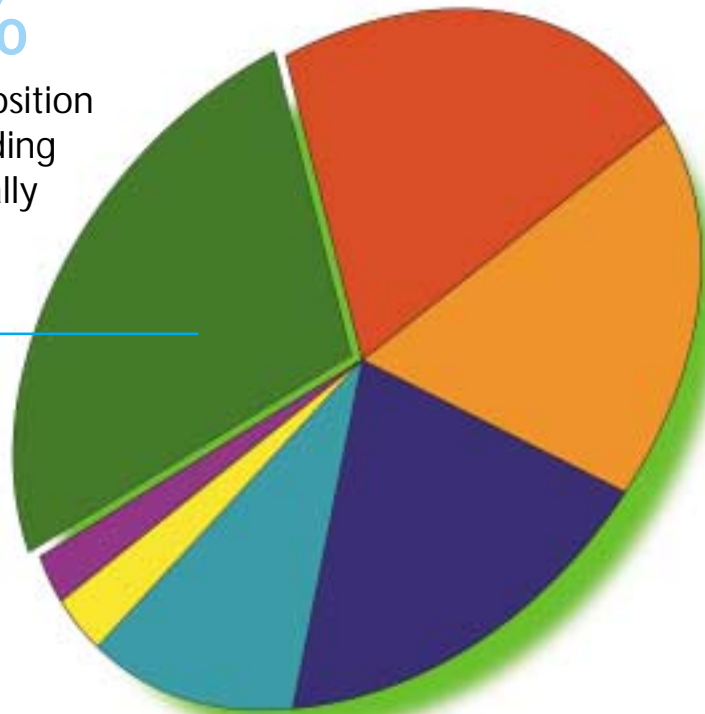
%	Status	totals
61.4	Full time in nursing position	4815
12.5	Part time in nursing position	978
6.7	Student	523
6.4	Working two nursing jobs	505
4.7	Per diem in nursing position	368
2.0	Work two jobs, one not being in nursing	154
2.0	Work part time for an agency in addition to regular job	149
1.7	Agency nurse	136
1.5	Working in another occupation	116
0.5	Retired	41
0.4	Unemployed not by choice	34
0.4	Unemployed by choice	28

Question 6:

**What are the reason(s) you are not working in a nursing position?
Check all that apply.**

672 total answered

25%
Find current position more rewarding professionally



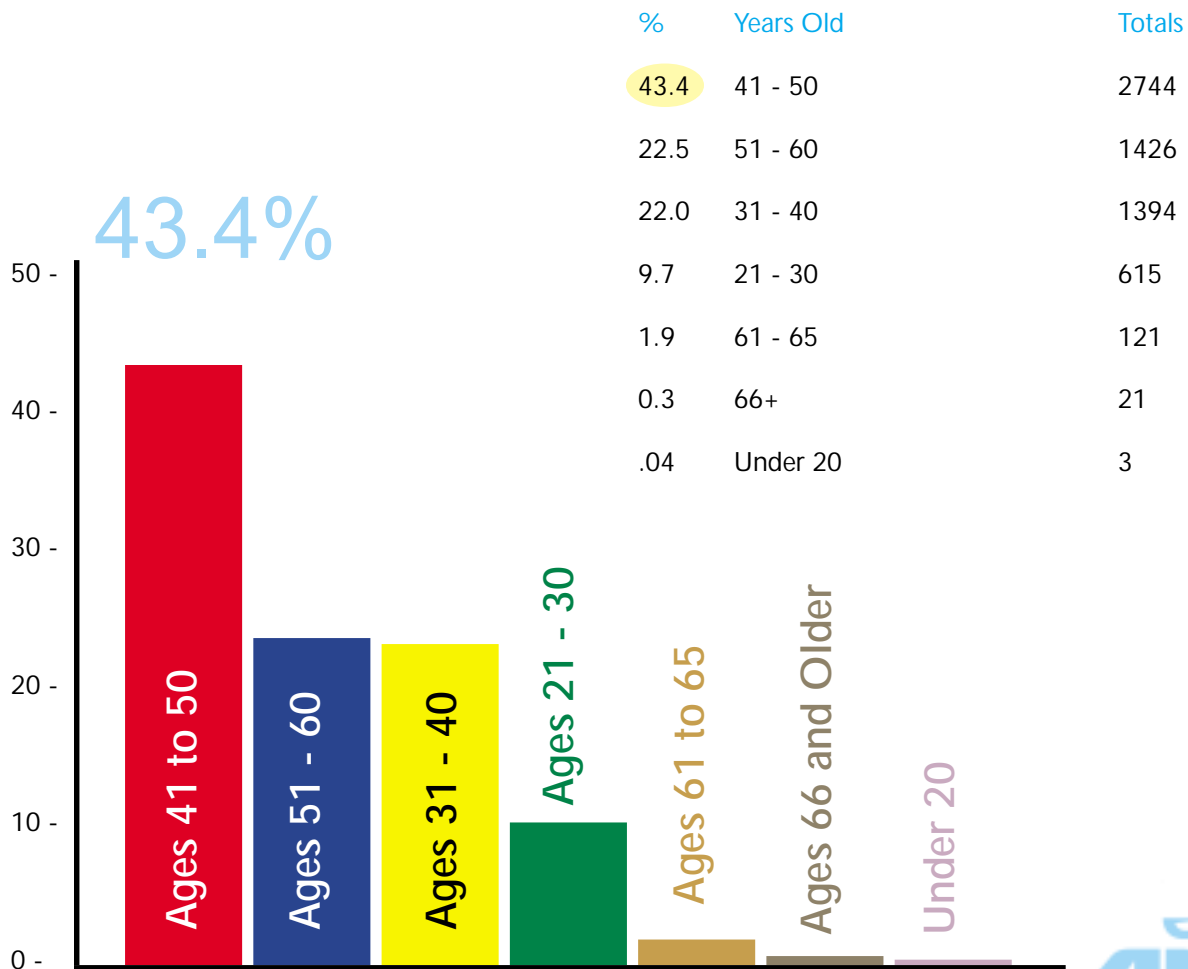
%	Status	totals
25.0	Find current position more rewarding professionally	171
20.1	Better salaries available in current type of position	135
20.1	Hours more convenient in other position	135
17.6	Concern about safety in health care environment	118
11.3	Inability to practice nursing on a professional level	76
3.3	My nursing skills are out-of-date	22
2.2	Difficult to find a nursing position	15



Question 10:

What is your age?

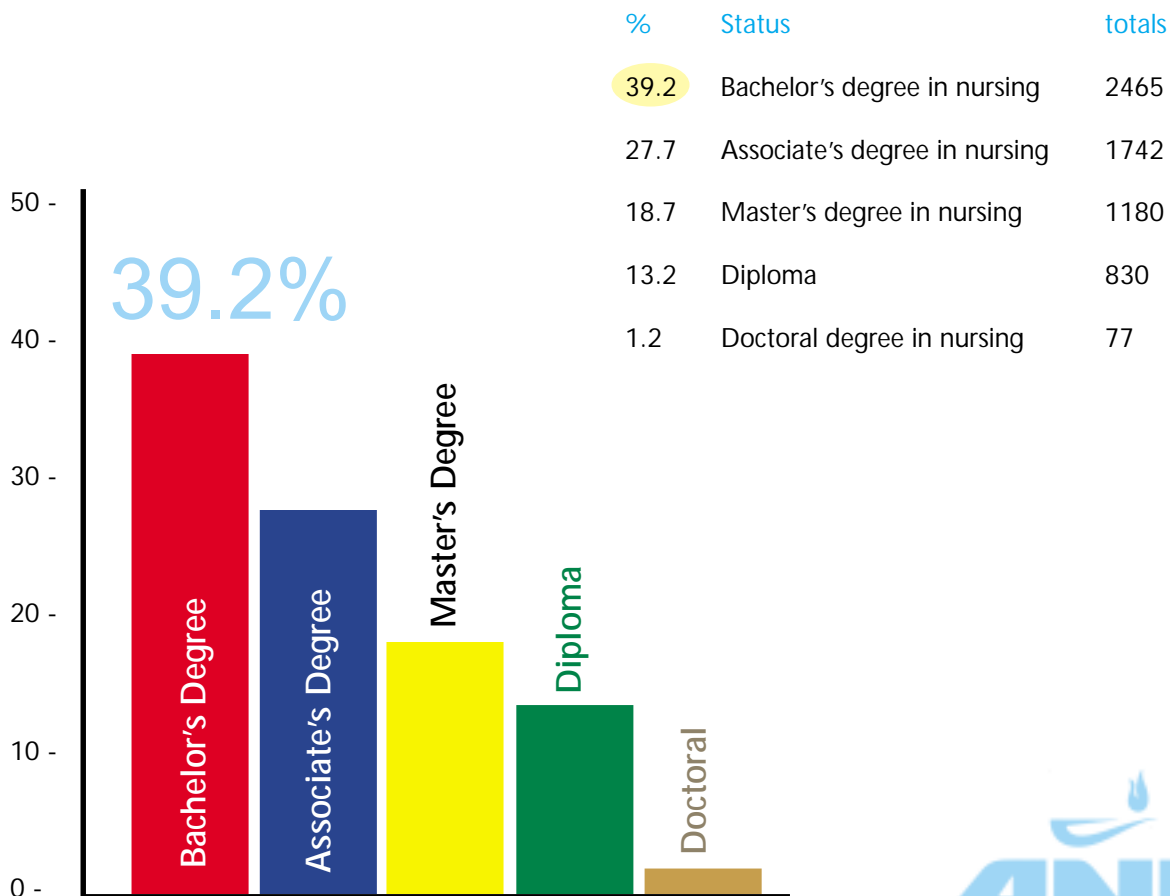
6324 total answered



Question 11:

What is your highest education level in nursing?

6294 total answered





Appendices



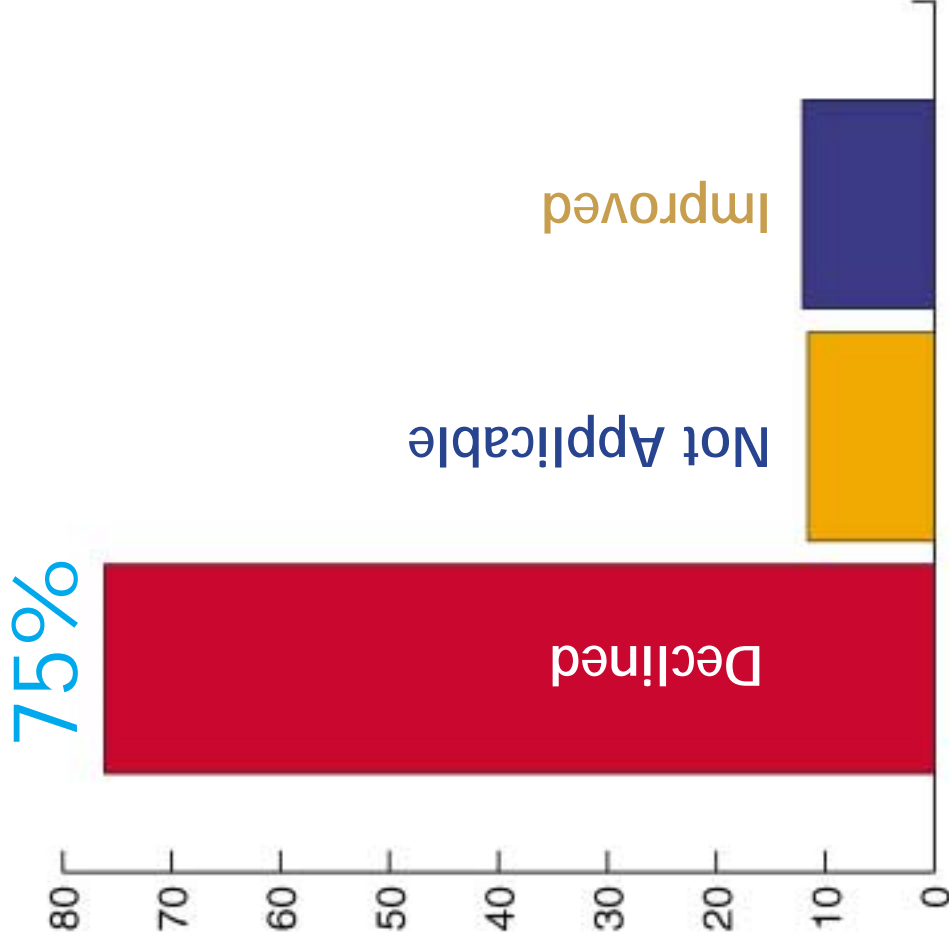
The ANA Staffing Survey

Question 3

In the last 2 years, do you believe the quality of nursing care has improved, declined or stayed the same in your work setting?

%	Total Answered	Responses
75.0	5515	Declined
13.0	970	Not applicable
11.5	839	Improved

7,324 total answered



Question 2

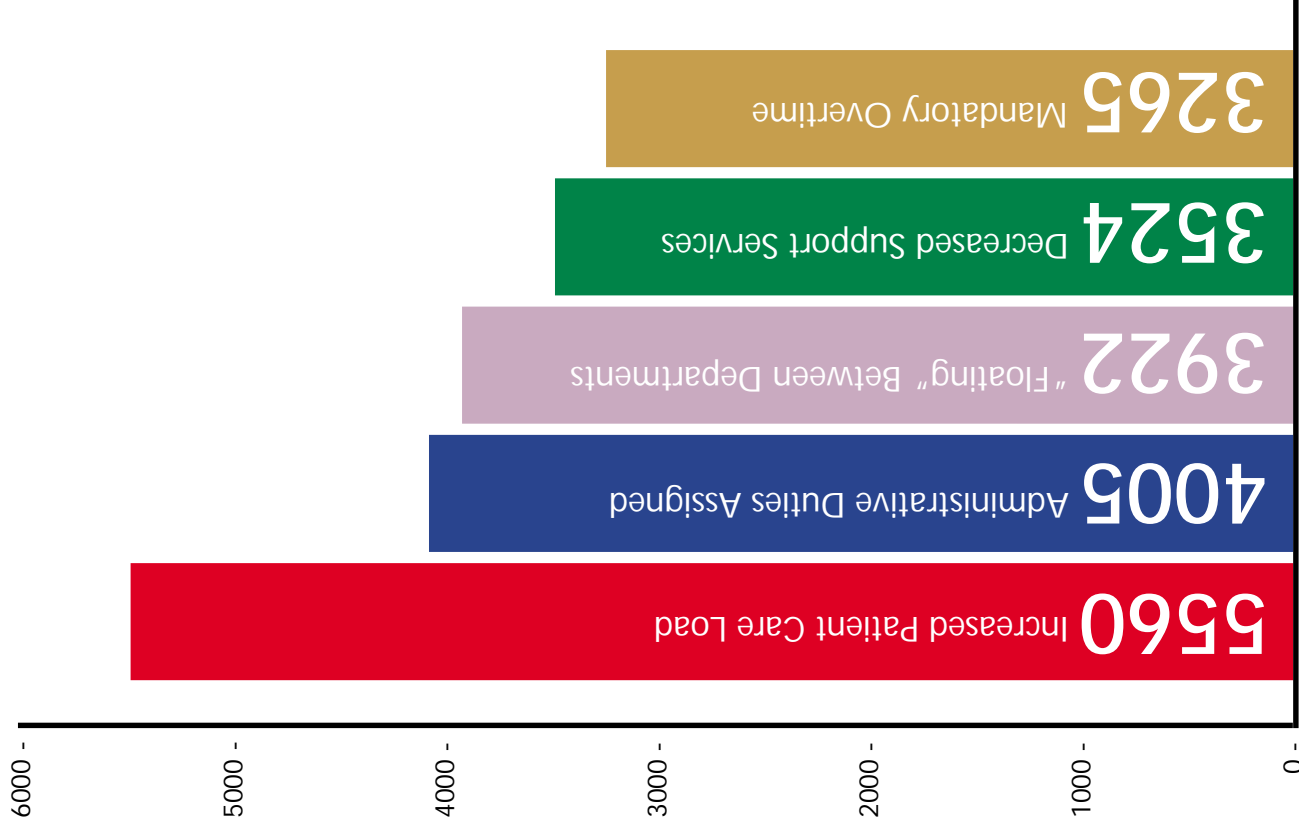
What changes in services, departments, or organized structures have you experienced in your work setting within the past two years? (check all that apply)

Total answered	Responses
5560	Increased patient care load for RNs
4005	Administrative and other non-patient care activities assigned to staff RNs
3922	Increased use of "floating" between departments
3524	Needed support services decreased
3265	Mandatory overtime used to cover staffing needs

20,276 total answered



The ANA Staffing Survey



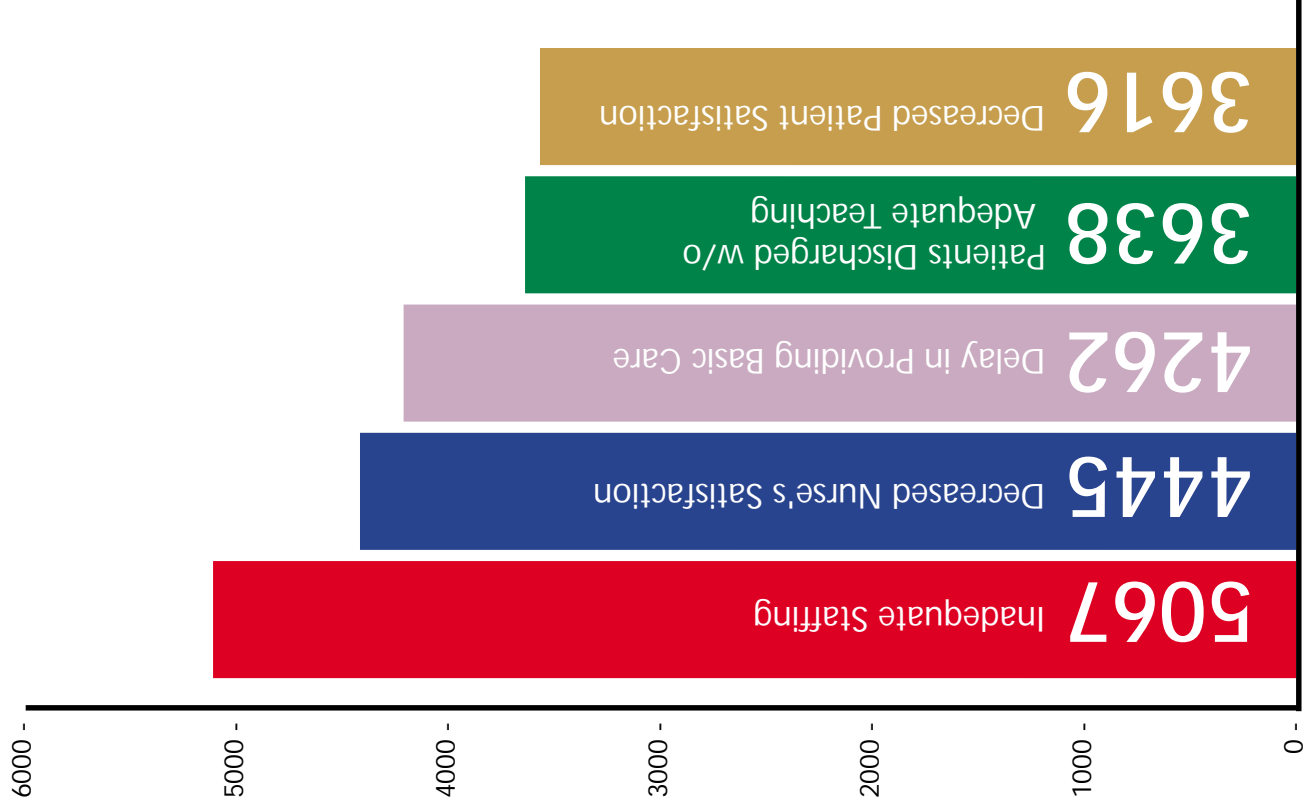
The ANA Staffing Survey

Question 5

If you said quality has DECLINED, check the ways in which that has occurred? (Check all that apply)

Total Answered	Responses
5067	Inadequate staffing
4445	Decreased nurse's satisfaction
4262	Delay in providing basic care, (eg. Feeding, bathing, etc.)
3638	Patients discharged without adequate teaching
3616	Decreased patient satisfaction

21,028
total answered



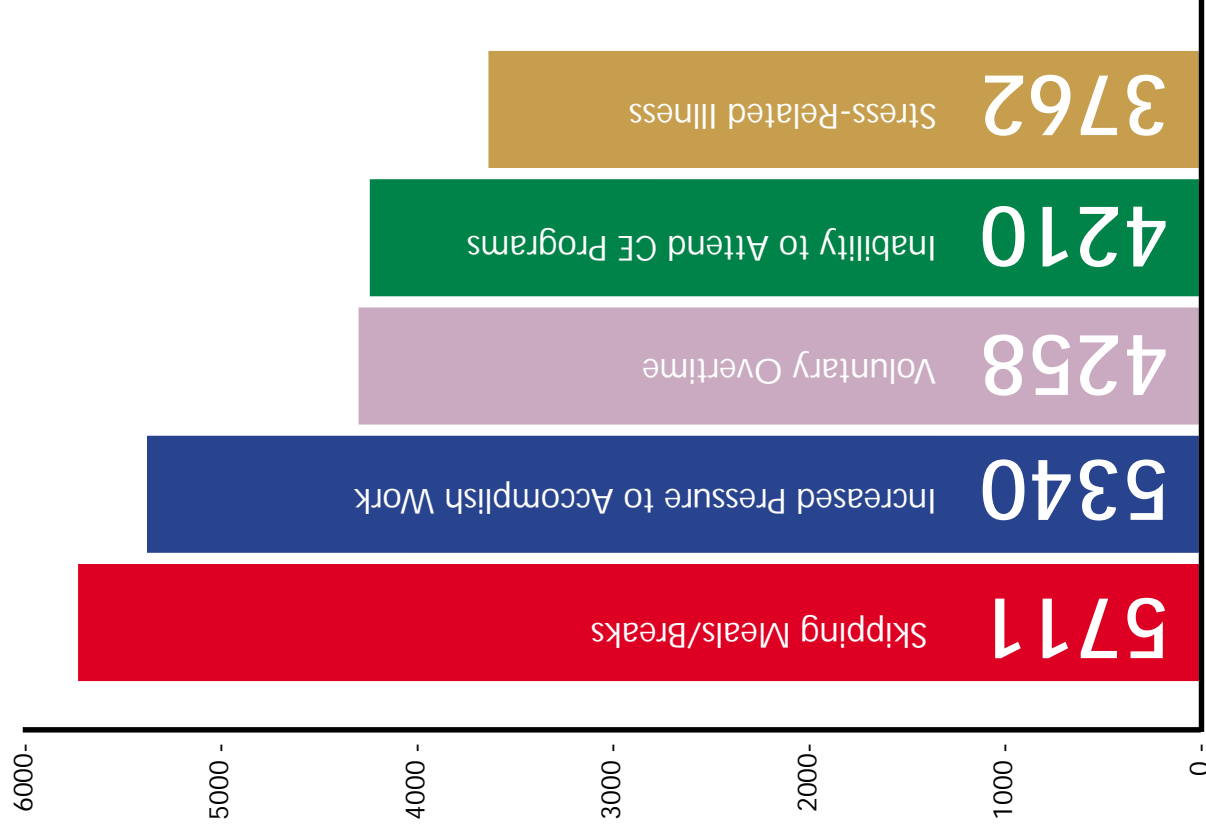
The ANA Staffing Survey

Question 6

Which of the following have you experienced in your work situation in the last 2 years?
(Check all that apply)

Total Answered	Responses
5711	Skipping meals and breaks to care for patients
5340	Increased pressure to accomplish work
4258	Working voluntary overtime
4210	Inability to attend in-service CE programs due to increased workload
3762	Stress-related illness

23,281 total answered



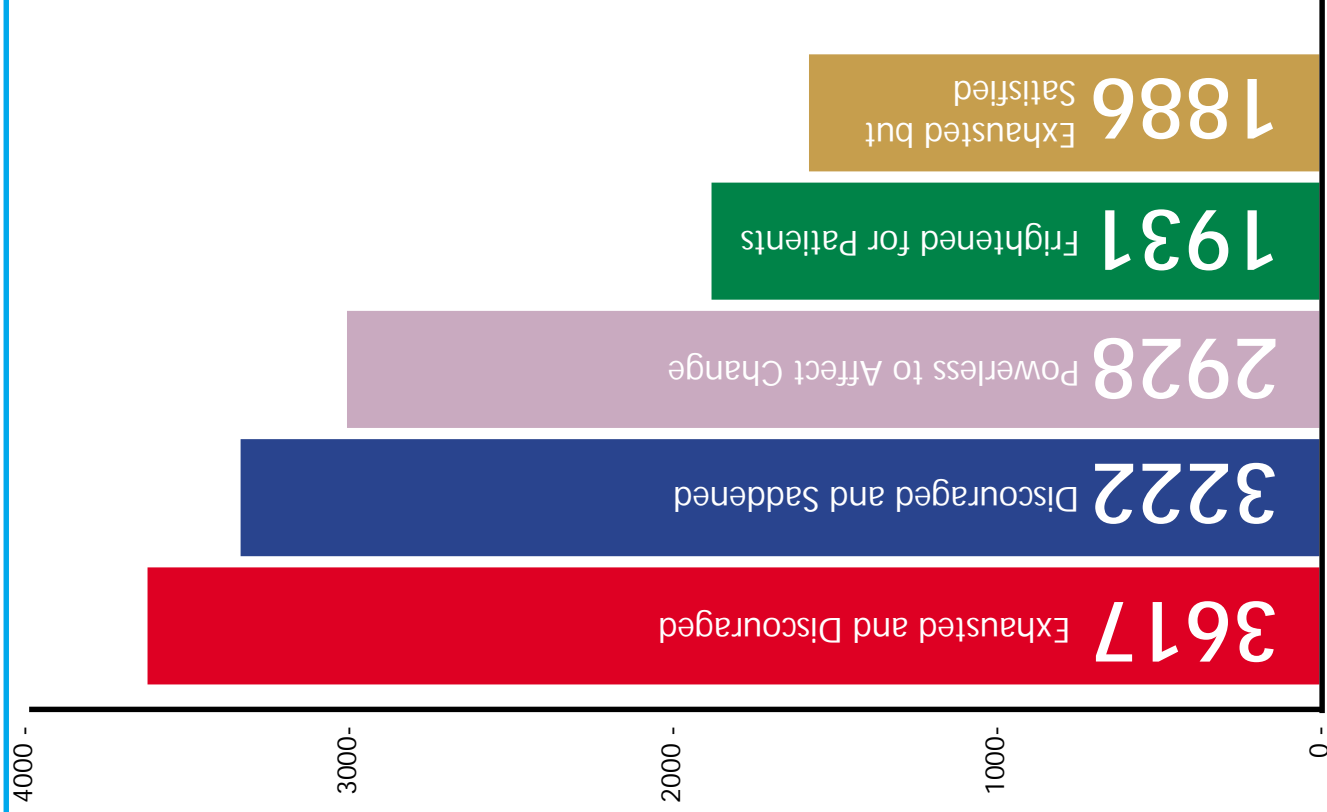
The ANA Staffing Survey

Question 7

Which of the followings best describes your feelings as you leave work? (check all that apply)

Total Answered	Responses
3,617	Exhausted and discouraged
3,222	Discouraged and saddened by what you couldn't provide for your patients
2,928	Powerless to affect change necessary for safe, quality patient care
1,931	Frightened for patients
1,886	Exhausted but satisfied

13,584 total answered



ANA Staffing Survey: Survey Results

1. Would you say the time you now have available for direct patient care has increased or decreased?
(1 decreased a great deal, 5 stayed the same, 10 increased a great deal)

Total Answered	Response
1525	3
1493	1
1179	Do not do direct patient care
1103	2
667	5
628	4
220	10
173	8
134	7
96	6
83	9

2. What changes in services, departments, or organized structures have you experienced in your work setting within the past two years? (check all that apply)

Total Answered	Response
5560	Increased patient care load for RNs
4005	Administrative and other non-patient care activities assigned to staff RNs
3922	Increased use of "floating" between departments
3524	Needed support services decreased
3265	Mandatory overtime used to cover staffing needs
3258	RN positions frozen or eliminated
3128	Agency nurses used instead of filling vacant positions
2703	Increased use of unlicensed assistive personnel (UAP)
2289	Decreased qualification requirements. (Example, no experience required; BSN not required for mgmt.)
2256	Increased use of "travel" nurses
2040	RNs being sent home due to low census of patients
2033	Support departments decreased or eliminated (such as Quality Assurance dept. or CE dept.)
1937	Management and administrative nursing positions eliminated
1087	RN positions increased
1068	Needed support services increased
933	Management and administrative nursing positions replaced with non-RNs
926	Increased recruitment of foreign nurses
868	RNs being sent home due to overstaffing
853	Increased occurrence of RNs reporting to non-RNs in direct patient care areas
335	Decreased use of UAP
166	None of the above
152	Decrease in administrative and non-patient care activities assigned to RNs
140	Decreased use of "floating" between departments
103	Decreased patient care load for RNs
82	Decreased use of "travel" nurses
50	Decreased recruitment of foreign nurses

3. In the last two years, do you believe the quality of nursing care has improved or declined or stayed the same in your work setting?

Total Answered	Response
5515	Declined
970	Not applicable
839	Improved

4. If you said quality has IMPROVED, check the ways in which that has occurred. (Check all that apply.)

Total Answered	Response
302	Increased nurse satisfaction
289	Decrease in response time to patients' requests for pain medications
287	Adequate nurse staffing
253	Decrease in medication errors
166	Decreased nosocomial infections
163	Decreased patient accidents
623	Increased patient satisfaction
59	Decreased patient deaths

5. If you said quality has DECLINED, check the ways in which that has occurred? (Check all that apply.)

Total Answered	Response
5067	Inadequate staffing
4445	Decreased nurse's satisfaction
4262	Delay in providing basic care, (eg. feeding, bathing, etc.)
3638	Patients discharged without adequate teaching
3616	Decreased patient satisfaction
2795	Increase in other errors (wrong diet, late lab testing, etc.)
2673	Failure of staff to recognize significant patient symptoms
2619	Increased medication errors (including IVs)
2561	Increase in re-admissions or re-injuries
2554	Decreased ability to relieve patients' pain in timely manner (through medication or other methods)
2140	Potentially dangerous delay in nursing response to changes in patients' conditions
1820	Failure of staff to report significant patient symptoms
1413	Failure to carry out doctors' orders
1388	Increase in patient accidents
436	Not applicable
374	Increased patient death
28	Increased

6. Which of the following have you experienced in your work situation in the last two years? (Check all that apply.)

Total Answered	Response
5711	Skipping meals and breaks to care for patients
5340	Increased pressure to accomplish work
4258	Working voluntary overtime
4210	Inability to attend in-service CE programs due to increased workload
3762	Stress related illness
3072	Staying (off the clock) to finish charting and patient care
2504	Increased use of sick time
2435	Working involuntary overtime
1958	Personal injury/illness on the job
1395	Threats or intimidation about patient abandonment if you refuse overtime
1285	Increased workplace violence from patients or their families
1151	Personal injury on the job due to short staffing
637	Increased workplace violence from co-workers

7. Which of the following best describes your feelings as you leave work? (Check all that apply.)

Total Answered	Response
3617	Exhausted and discouraged
3222	Discouraged and saddened by what you couldn't provide for your patients
2928	Powerless to affect change necessary for safe, quality patient care
1931	Frightened for your patients
1886	Exhausted but satisfied
1780	Frightened for yourself
1579	Confident that you can report problems and make recommendations to superiors without recrimination
1434	Tired but happy
1296	Confident your assessment and recommendations create changes that protect & improve patient care
465	Happy and satisfied with a job well done

8. How have you seen resources allocated where you work?

Total Answered	Response
3597	More marketing of hospital or facility services
3299	Increases in out-of-pocket expenses for employee health benefits
3511	Decreased support and reimbursement for continuing education activities
2784	More money on the facility
2767	Reduction in other benefits
2095	More money for executive staff compensation
1515	Diminished quality of sterile supplies
1388	Frozen wages for staff employees
832	More funding for RN positions
607	Reuse of disposable sterile supplies
421	More money for staff training
371	Reductions in staff salaries

9. Would you feel confident having someone close to you receive care in the facility where you work?

Total Answered	Response
3682	Yes
2989	No
527	Not applicable

10. Would you recommend the nursing profession as a career for your child? Or a friend?
(1-10 Scale 1 - highly recommend 5 - neutral; 10 actively discourage)

Total Answered	Response
1656	10
1260	5
884	8
738	3
524	7
523	4
484	9
445	6
408	1
349	2

11. How long do you plan on continuing to work in the nursing profession?

Total Answered	Response
2224	More than 15 years
1876	5 to 10 years
1417	11 to 15 years
982	Less than 5 years
663	Currently looking for a new career
101	Currently not working in nursing

12. What do you plan to be doing a year from now?

Total Answered	Response
4003	Working in my same position at the same organization
1215	Working in a different position at the same organization
1177	Working in a similar position at a different organization
589	Working somewhere else - not in a position that requires an RN license
117	Not working temporarily, plan to return to work
75	Not working, never plan to return to work

ANA Staffing Survey: Demographics

1. State or territory in which you work (please use two characters)

Information unavailable.

2. Which of the following settings best describes the type of setting in which you work:

Total Answered	Response
4441	Hospital
374	Long-term care facility
266	Other
224	School of Nursing
220	Ambulatory care
146	Home health agency
130	Physician office
121	Public Health
109	Community mental health facility (including freestanding psychiatric outpatient clinics)
84	Public or private school system
56	Prison or jail
47	Private industry
36	Self employed
30	Hospice
26	Freestanding day surgery center
25	Visiting nurse service
11	Insurance company (review claims)

3. Which of the following titles best corresponds to the position title for your principle nursing position?
(Choose only one.)

Total Answered	Response
3050	Staff nurse in a hospital or acute-care facility
826	Other
418	Charge nurse
243	Manager in a hospital or acute care facility
242	Clinical Educator in a hospital or acute-care facility
189	Clinical specialist in hospital or long-term care facility
181	Head nurse or assistant head nurse
211	Supervisor or assistant supervisor
174	Administrator of nursing or assistant (e.g. vice president for nursing)
170	Professor or assistant/associate professor
149	Nurse practitioner in hospital or long-term care facility
122	Staff nurse in a long-term care facility
91	LPN
88	School nurse
71	Administrator of facility/agency or assistant
39	Researcher
25	Certified nurse anesthetist (CRNA)
20	Student nurse
16	Nursing Assistant
7	Private-duty nurse
5	Nurse midwife

4. Years working as a registered nurse:

Total Answered	Response
1476	25+
974	21-25
963	6-10
953	16-20
878	1-5
823	11-15
122	Less than 1
115	None

5. What is your work status? (check all that apply.)

Total Answered	Response
4815	Full time in nursing position
978	Part time in nursing position
523	Student
505	Working two nursing jobs
368	Per diem in nursing position
154	Work two jobs, one not being in nursing
149	Work part time for an agency in addition to regular job
136	Agency nurse
116	Working in another occupation (Go to question 6)
41	Retired
34	Unemployed, not by choice
28	Unemployed, by choice

6. Reason(s) you are not working in a nursing position? (Check all that apply.)

Total Answered	Response
171	Find current position more rewarding professionally
135	Hours more convenient in other position
135	Better salaries available in current type of position
118	Concern about safety in health care environment
76	Inability to practice nursing on a professional level
22	My nursing skills are out-of-date
15	Difficult to find a nursing position

7. Are you a State Nurses Association (SNA) or Federal Nurses Association (FedNA) member?

Total Answered	Response
3712	No
2541	Yes

8. If so, which SNA or FedNA? (Data not included.)

9. Gender

Total Answered	Response
5641	Female
560	Male
64	Do not wish to answer

10. Your age:

Total Answered	Response
2744	41-50
1426	51-60
1394	31-40
615	21-30 years old
121	61-65
21	66+
3	Under 20 years old

11. Your highest educational level in nursing:

Total Answered	Response
2465	Bachelor's degree in nursing
1742	Associate's degree in nursing
1180	Master's degree in nursing
830	Diploma
77	Doctoral degree in nursing

12. What is your racial/ethnic background? Choose only one.

Total Answered	Response
5757	White, not of Hispanic origin
244	Black, not of Hispanic origin
125	Asian or Pacific Islander
111	Hispanic
33	American Indian or Alaskan

13. Are you certified in a specialty area of practice?

Total Answered	Response
3272	No
3017	Yes

14. If you are, do you currently practice in the area in which you are certified?

Total Answered	Response
2535	Yes
946	No

15. Are you a nurse from another country, practicing in the US on a visa?

Total Answered	Response
5903	No
62	Yes