



## EP2EO – NURSE SATISFACTION

**EP2EO:** Nurse satisfaction or engagement data aggregated at the organization or unit level outperform the mean, median, or other benchmark statistic of the national database used. Include participation rates, analysis, and evaluation of the data.

### NURSE SATISFACTION SURVEY OVERVIEW

**Database:** Phelps Hospital's nurses participate in the National Database of Nursing Quality Indicators (NDNQI®) RN Survey with the Practice Environment Scale and the Optional PES Magnet Module.

**Measures:** The survey categories we've selected to report include:

- Adequacy of Resources & Staffing
- Fundamentals of Quality Nursing Care
- Autonomy
- Professional Development - Access

**Benchmark:** Phelps Hospital's performance is benchmarked against the NDNQI's All Hospital Mean.

**Survey Date:** The most recent RN Satisfaction survey was conducted in June 2019.

**Nurse Participation:** Our overall RN response rate for the most recent survey was 78%. Per NDNQI, 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.

## SUMMARY

**EP2EO – Table 1 – Phelps Hospital Performance Summary Analysis**

Phelps Hospital			
Unit Type	Unit	Performance	RN Satisfaction Survey: 2019
Medical	5 North/ Medicine (5N)	3 of 4 Categories Outperform	★
Med-Surg	2 Center Ortho (2C)	2 of 4 Categories Outperform	
Med-Surg	3 North (FKA 2 North)	4 of 4 Categories Outperform	★
Step Down	5 South - Intermediate Care	1 of 4 Categories Outperform	
Critical Care	ICU (Critical Care)	1 of 4 Categories Outperform	
Labor & Delivery	Labor and Delivery L&D	3 of 4 Categories Outperform	★
Ante/Post Partum	4 South Well Baby & Post Partum	0 of 4 Categories Outperform	
Operating Room	OR	0 of 4 Categories Outperform	
Psychiatric	1 South	3 of 4 Categories Outperform	★
Psychiatric	2 South (Behavioral Health)	2 of 4 Categories Outperform	

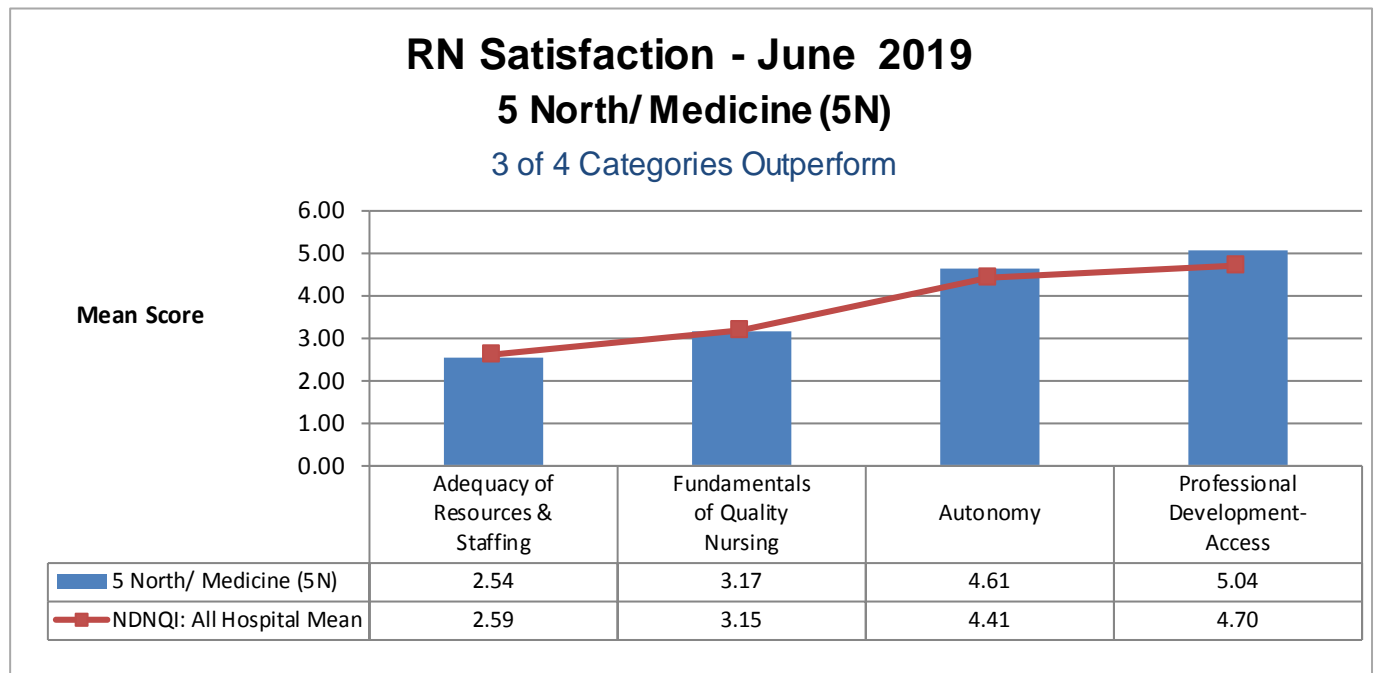
Phelps Hospital			
Unit Type	Unit	Performance	RN Satisfaction Survey: 2019
Psychiatric	4 North (Behavioral Health)	included with 2 South	N/A
Emergency Department	Emergency Dept (ER)	0 of 4 Categories Outperform	
Specialty Practice	Wound Healing Institute (Wound Clinic)	4 of 4 Categories Outperform	★
Oncology	Infusion Center (Unit)	3 of 4 Categories Outperform	★
PACU	PACU	3 of 4 Categories Outperform	★
Same Day/Ambulatory Procedure	Endoscopy	4 of 4 Categories Outperform	★
Same Day/ Ambulatory Procedure	ASU	2 of 4 Categories Outperform	
Pre-Operative	PSA	included with ASU	N/A
Centralized Function	Vascular Access Team	4 of 4 Categories Outperform	★
Centralized Function	Enterostomal Therapy	included with ICU	N/A
<b>Evaluation of Data:</b> Number of Units Outperforming the Majority of the Categories in the Most Recent RN Satisfaction Survey		<b>9 of 17</b> Units Outperform	★

**EP2EO – Table 2 – Phelps Hospital Units Not Reporting**

Units Not Reporting		
Unit Type	Unit	Reason
Pediatrics	Pediatrics (Peds)	n too low
Ambulatory	Pain Center (Pain Management)	n too low
Specialty Practice	(Interventional) Radiology	n too low
Specialty Practice	Hyperbaric	n too low
Specialty Practice	Cardiovascular (Outpatient Cardiology)	n too low
Centralized Function	VP/Director/Asst. Nursing Director	Vendor does not survey
Centralized Function	Administrative Supervisor	Vendor does not survey
Centralized Function	Nurse Practitioners	Vendor does not survey
Centralized Function	Nurse Manager	Vendor does not survey
Centralized Function	Clinical Nurse Specialist	Vendor does not survey
Centralized Function	Clinical Educator	Vendor does not survey
Centralized Function	Infection Prevention	Vendor does not survey
Centralized Function	Stroke Coordinator	Vendor does not survey
Centralized Function	Case Management	Vendor does not survey
Centralized Function	Organizational Development	Vendor does not survey
Centralized Function	Patient Experience	Vendor does not survey
Rehabilitation	Out-Patient Behavioral Health	Vendor does not survey
Centralized Function	Employee Health Services	Vendor does not survey
Centralized Function	Nurse Midwives	Vendor does not survey
Centralized Function	Accreditation	Vendor does not survey
Centralized Function	Quality	Vendor does not survey
Centralized Function	Magnet®	Vendor does not survey
Centralized Function	Office Practice	Vendor does not survey

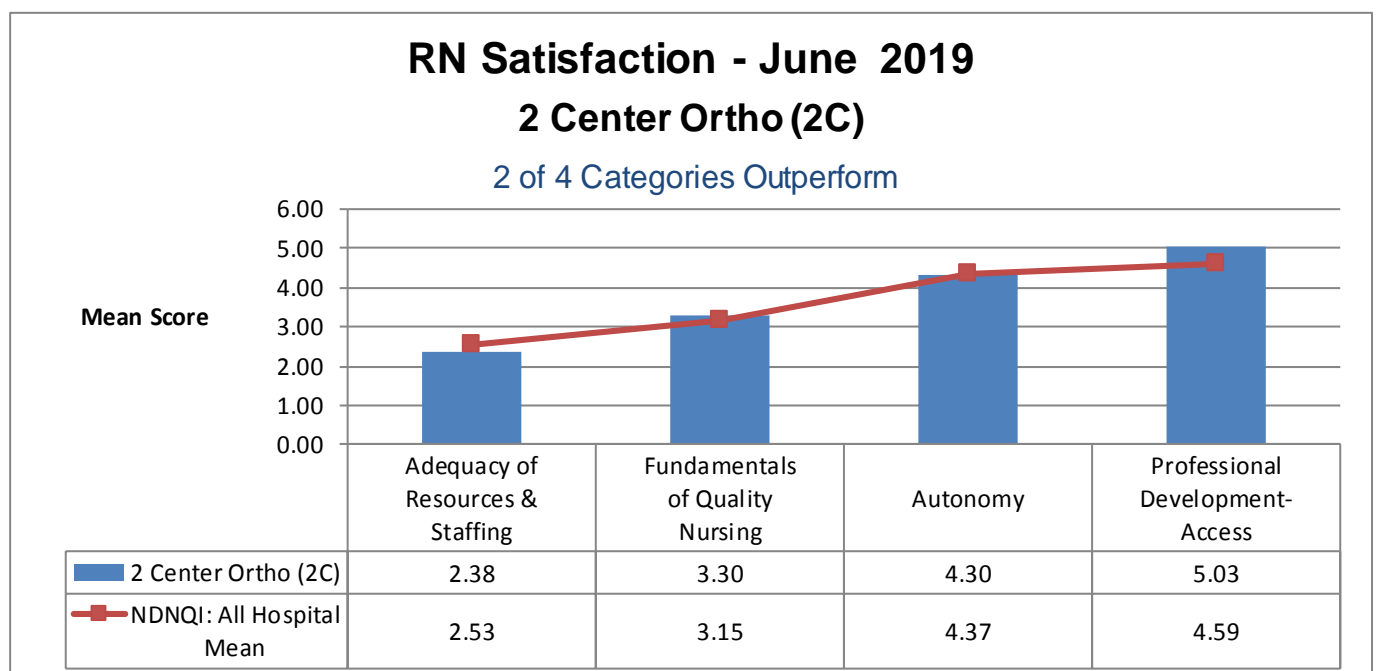
## Medical: 5 North/ Medicine (5N)

EP2EO – Graph 1 – Medical: 5 North/ Medicine (5N)



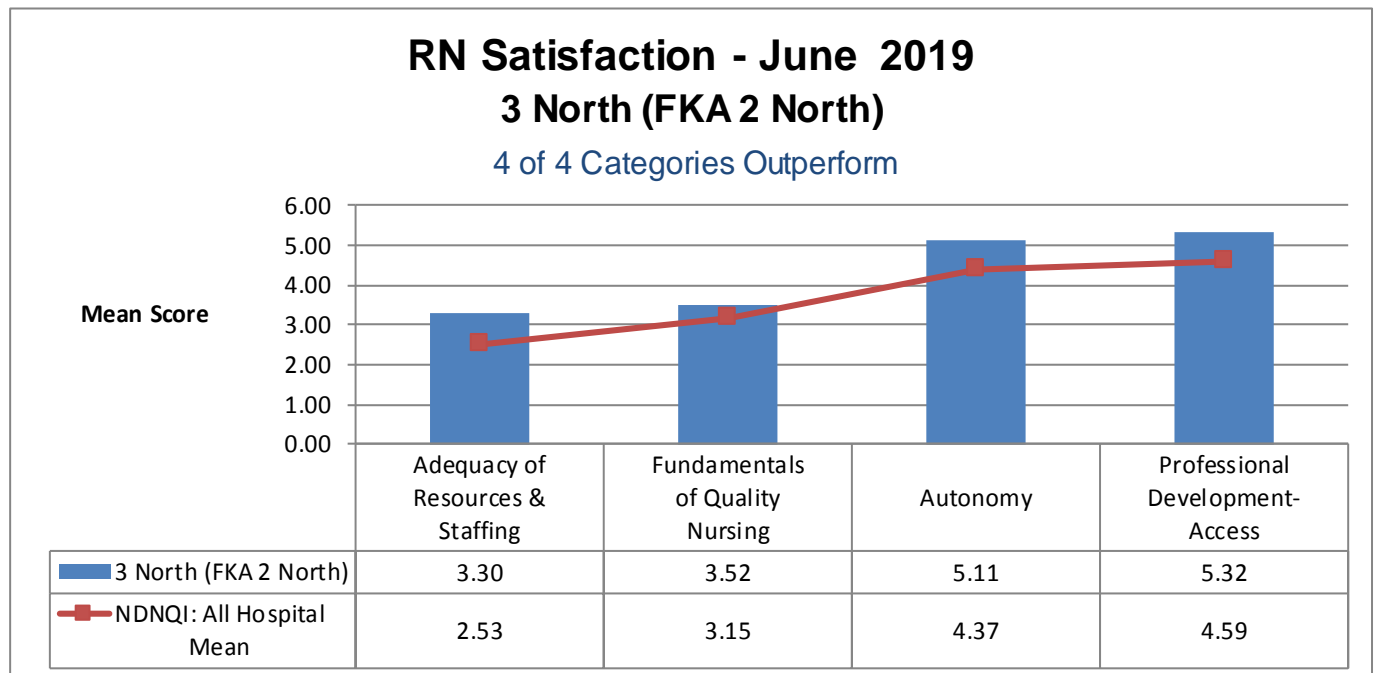
## Med-Surg: 2 Center Ortho (2C)

EP2EO – Graph 2 – Med-Surg: 2 Center Ortho (2C)



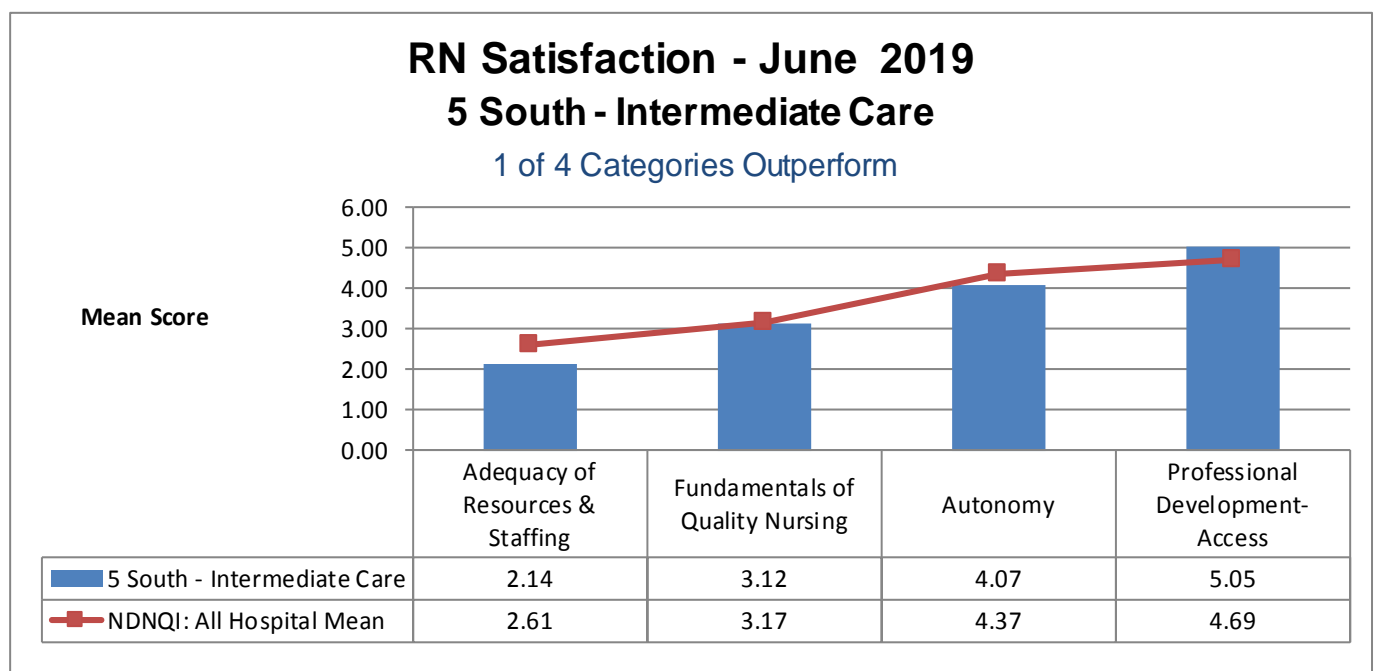
## Med-Surg: 3 North (FKA 2 North)

EP2EO – Graph 3 – Med-Surg: 3 North (FKA 2 North)



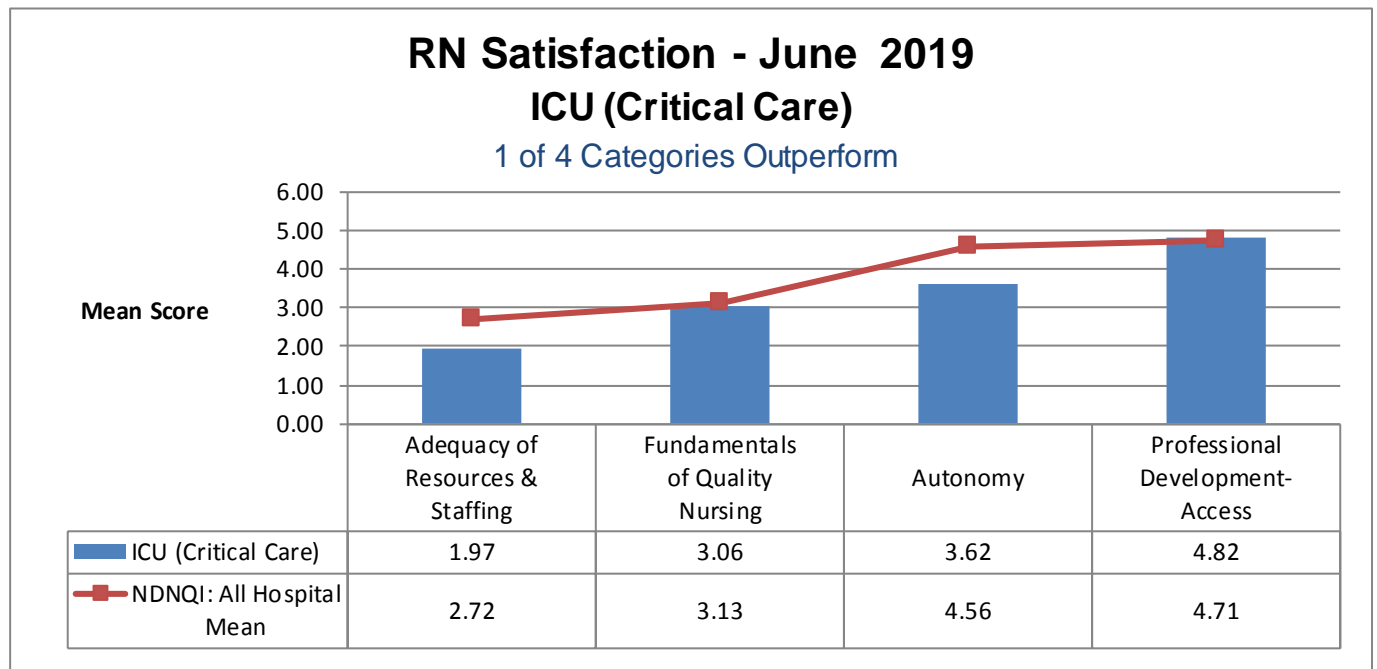
## Step Down: 5 South - Intermediate Care

EP2EO – Graph 4 – Step Down: 5 South - Intermediate Care



## Critical Care: ICU (Critical Care)

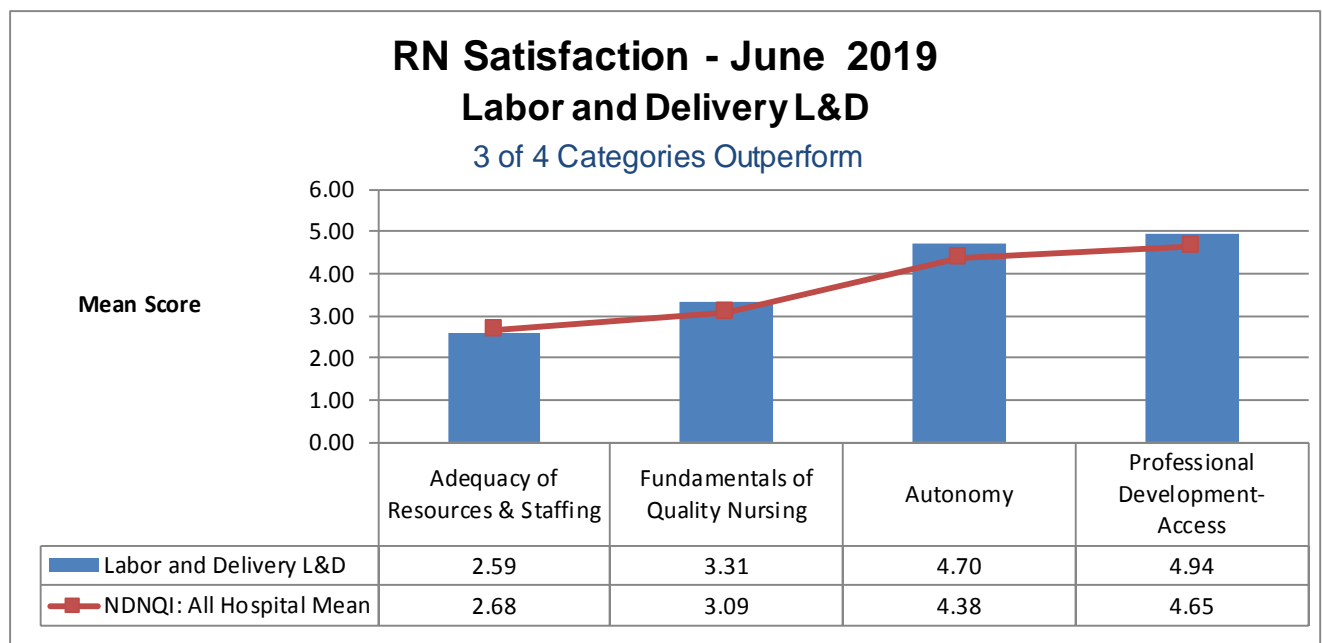
EP2EO – Graph 5 – Critical Care: ICU (Critical Care)



Includes Enterostomal Therapy

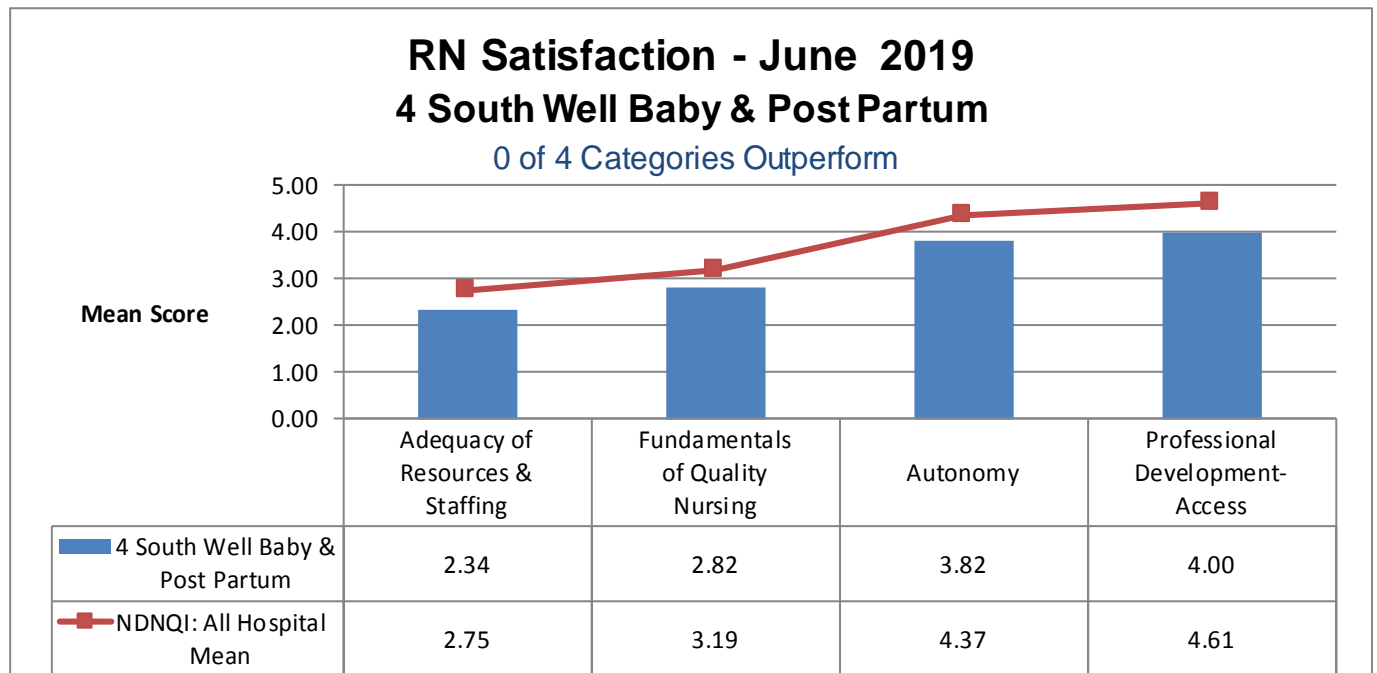
## Labor & Delivery: Labor and Delivery L&D

EP2EO – Graph 6 – Labor & Delivery: Labor and Delivery L&D



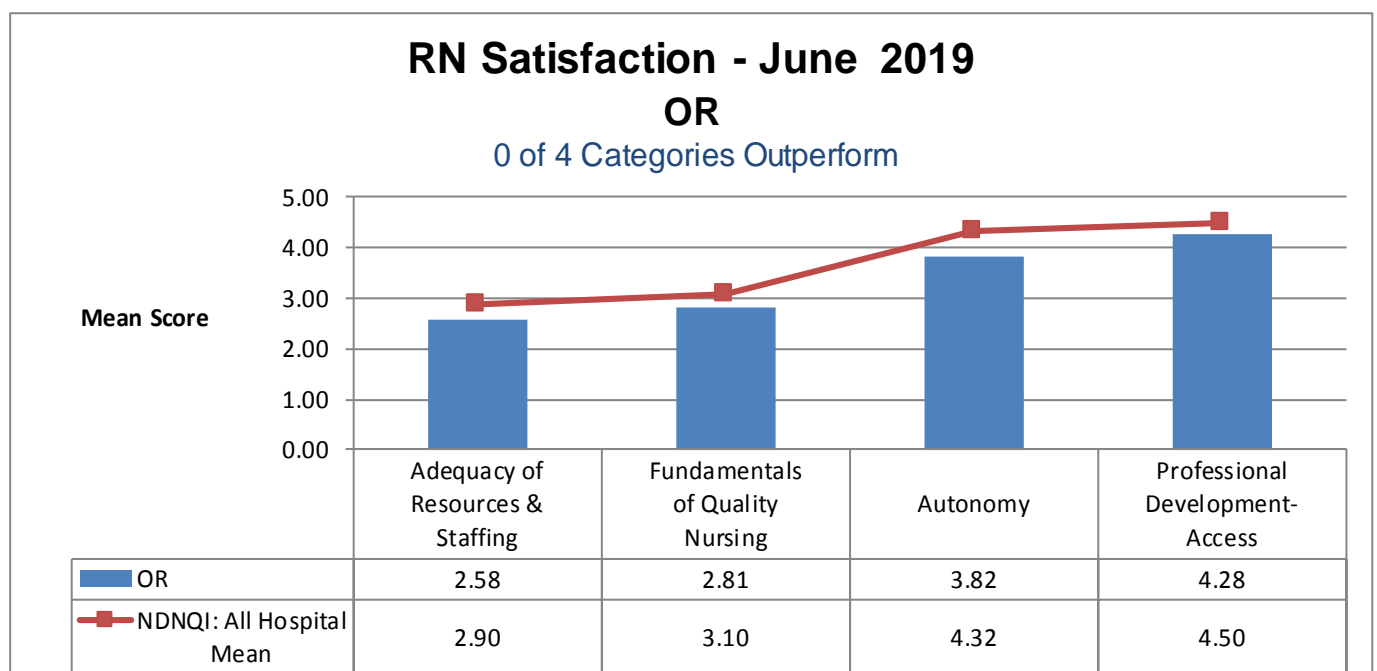
## Ante/Post Partum: 4 South Well Baby & Post Partum

EP2EO – Graph 7 – Ante/Post Partum: 4 South Well Baby & Post Partum



## Operating Room: OR

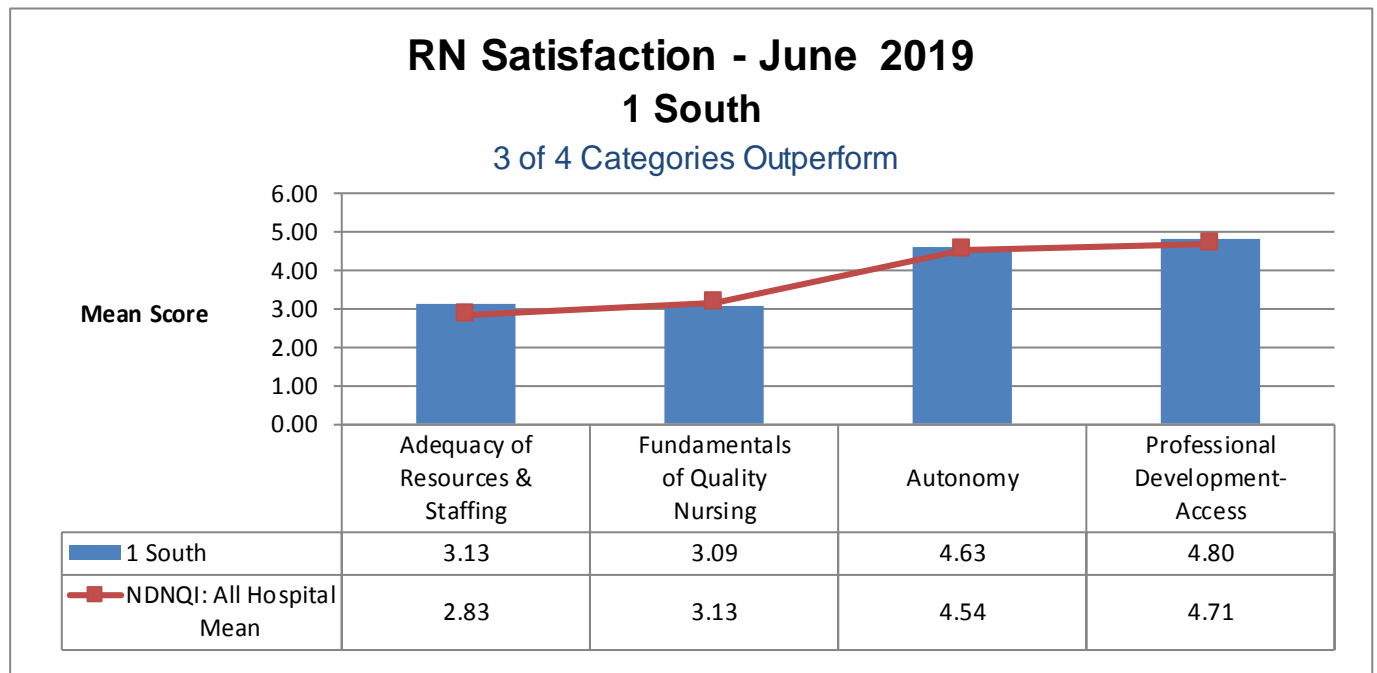
EP2EO – Graph 8 – Operating Room: OR





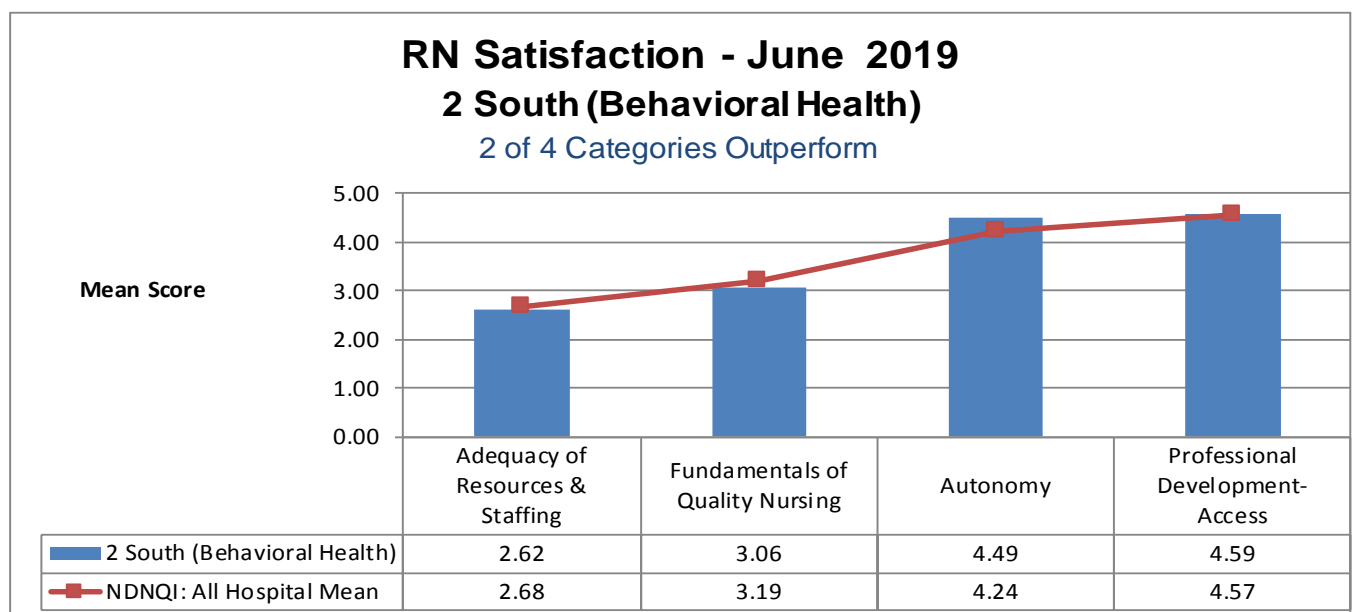
## Psychiatric: 1 South

EP2EO – Graph 9 – Psychiatric: 1 South



## Psychiatric: 2 South (Behavioral Health)

EP2EO – Graph 10 – Psychiatric: 2 South (Behavioral Health)

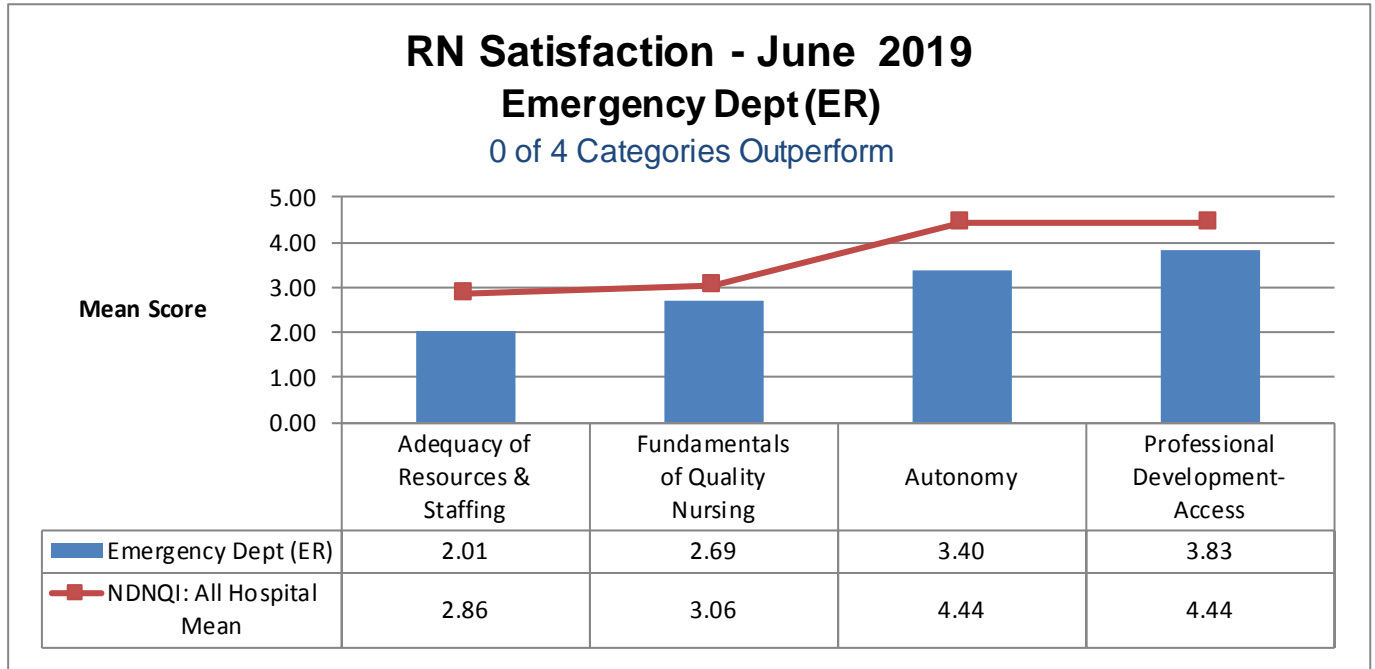


Includes 4 North

**Psychiatric: 4 North (Behavioral Health)** – included with 2 South

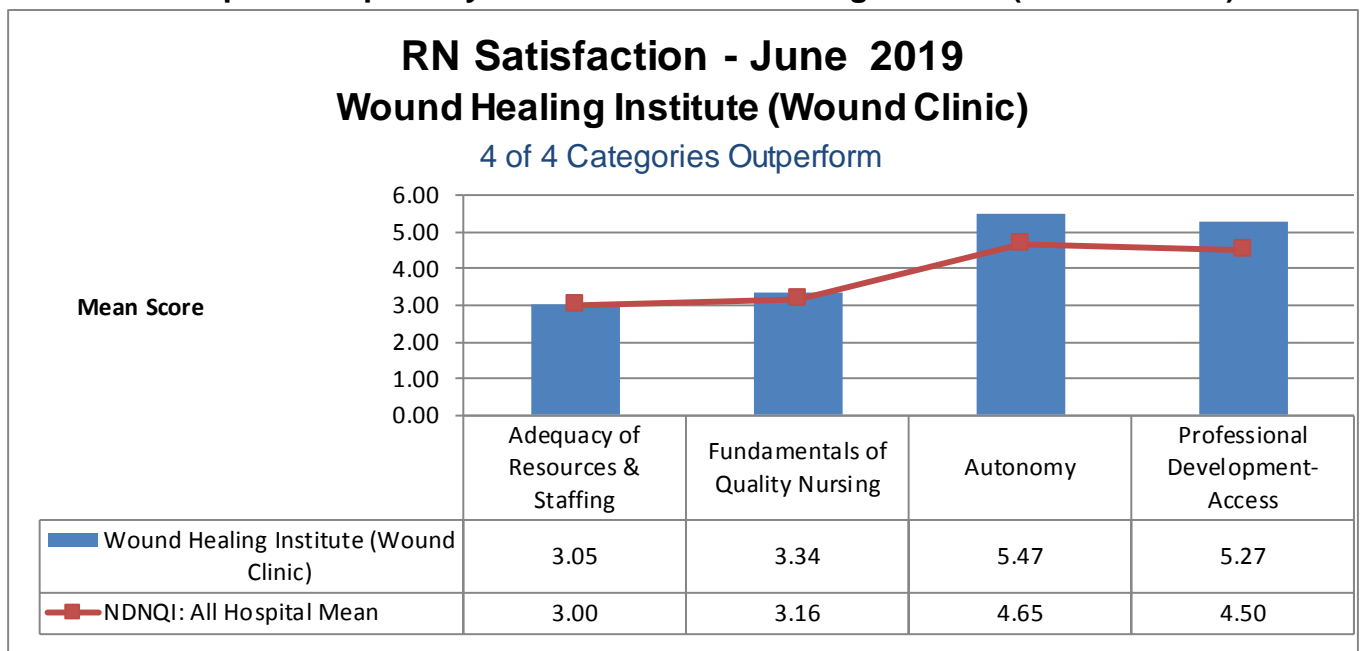
**Emergency Department: Emergency Dept (ER)**

**EP2EO – Graph 11 – Emergency Department: Emergency Dept (ER)**



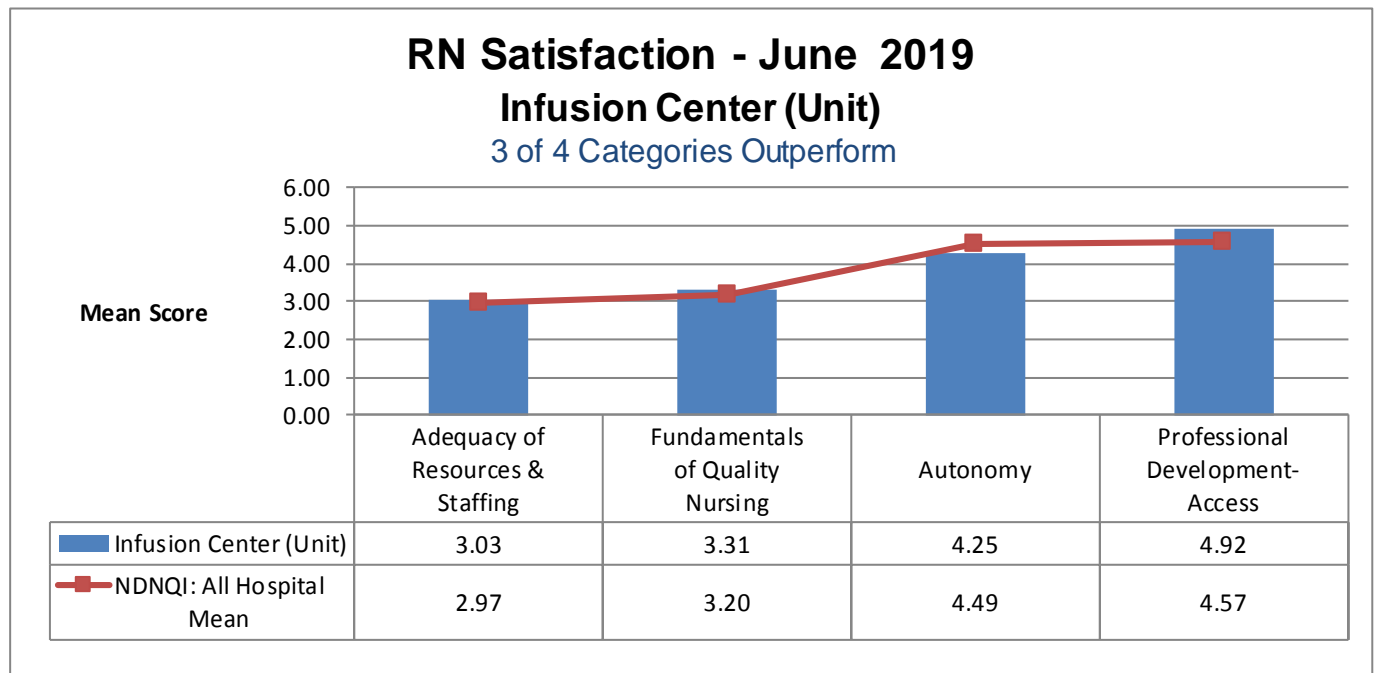
**Specialty Practice: Wound Healing Institute (Wound Clinic)**

**EP2EO – Graph 12 – Specialty Practice: Wound Healing Institute (Wound Clinic)**



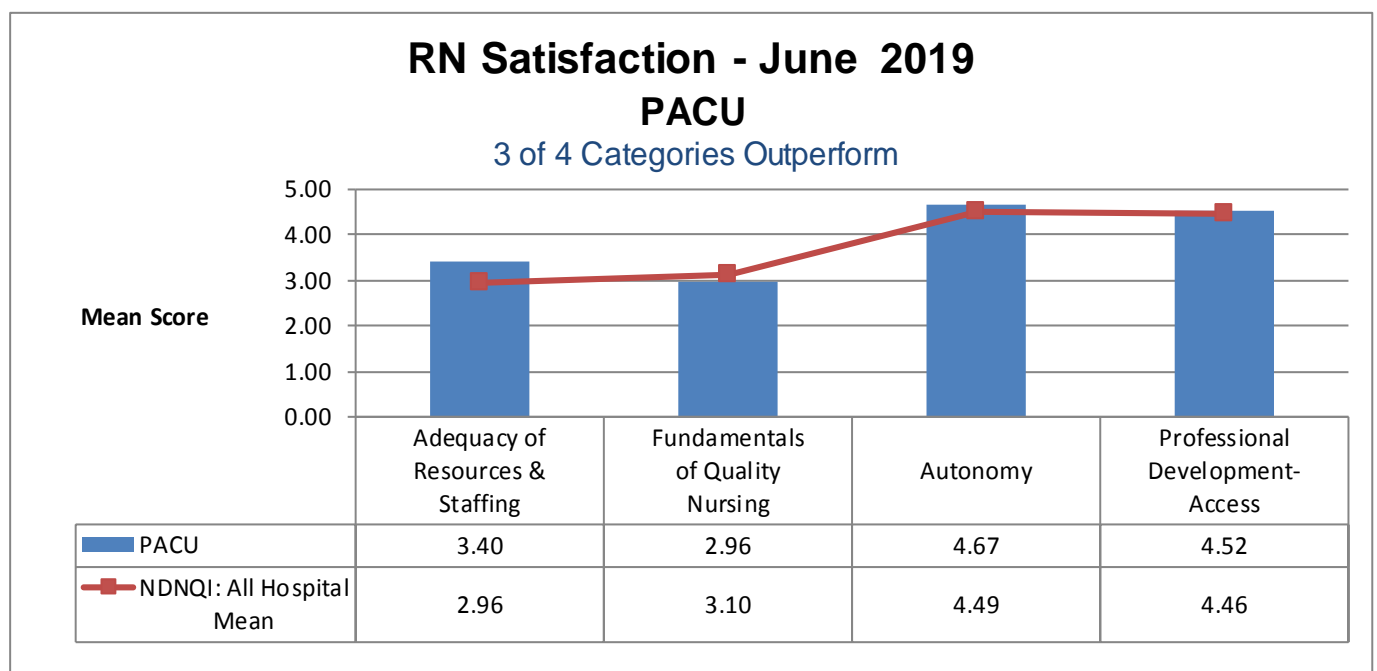
## Oncology: Infusion Center (Unit)

EP2EO – Graph 13 – Oncology: Infusion Center (Unit)



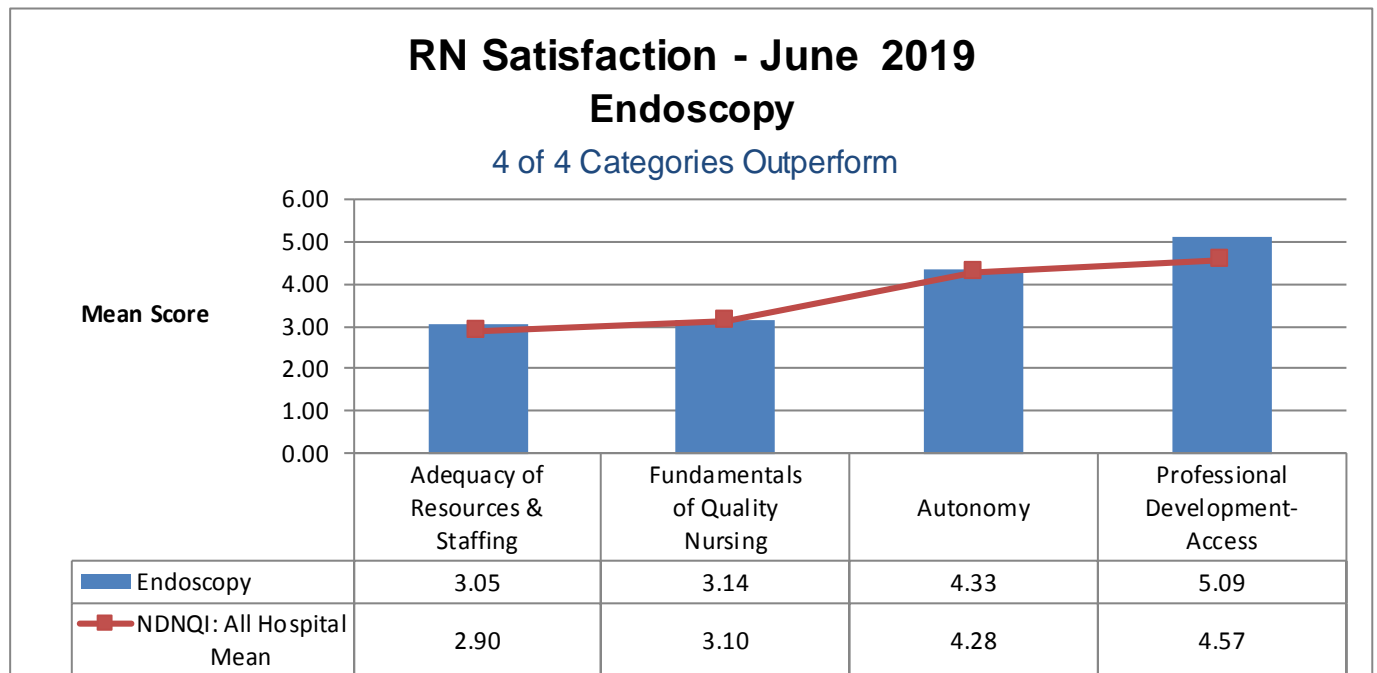
## PACU: PACU

EP2EO – Graph 14 – PACU: PACU



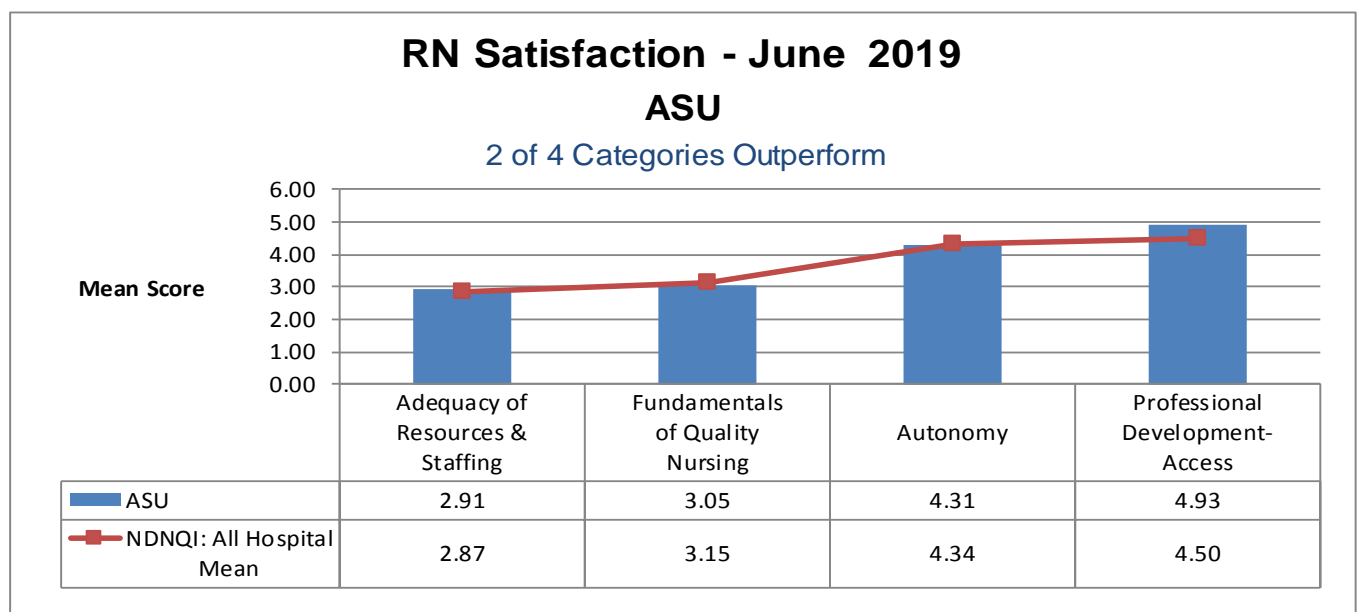
## Same Day/Ambulatory Procedure: Endoscopy

EP2EO – Graph 15 – Same Day/Ambulatory Procedure: Endoscopy



## Same Day/ Ambulatory Procedure: ASU

EP2EO – Graph 16 – Same Day/ Ambulatory Procedure: ASU

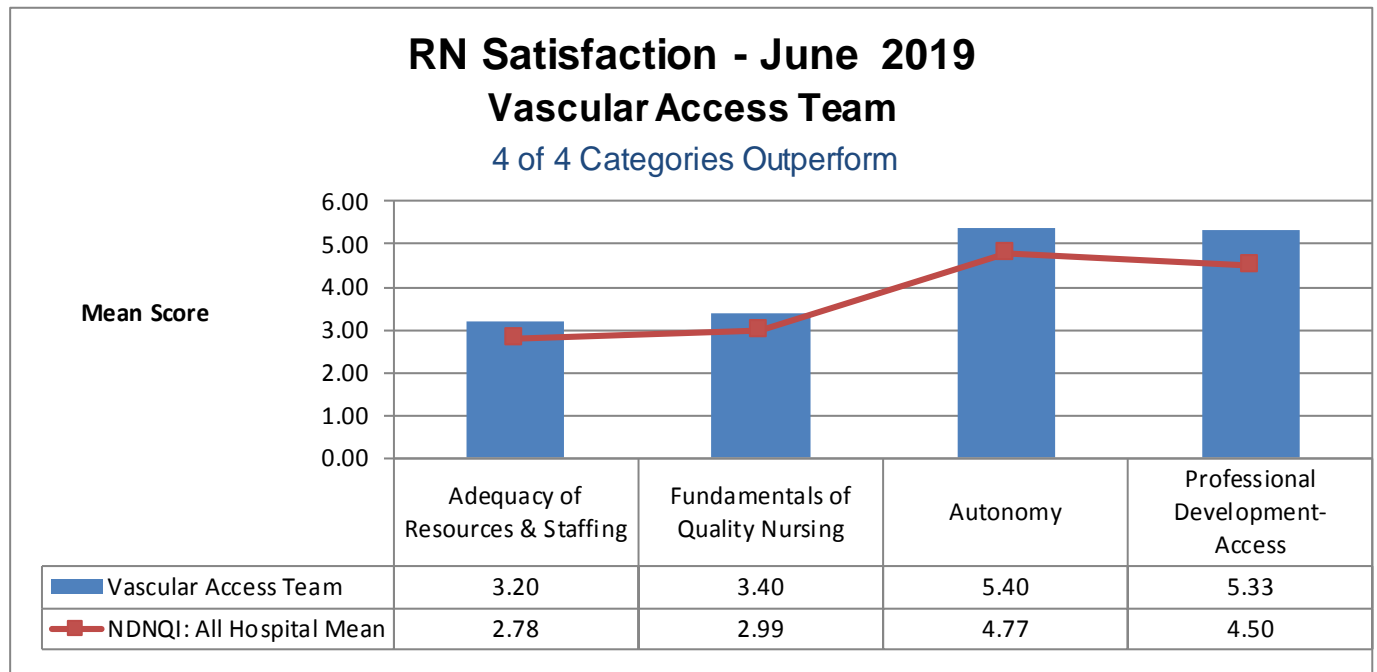


Includes PSA

**Pre-Operative: PSA** – included with ASU

**Centralized Function: Vascular Access Team**

**EP2EO – Graph 17 – Centralized Function: Vascular Access Team**



**Centralized Function: Enterostomal Therapy** – included with ICU