

## 2024 Pathway to Excellence® Survey Frequently Asked Questions (FAQ)

### What is the purpose of the Pathway to Excellence® Survey?

The Pathway Survey is an integral part of the appraisal process for organizations applying for American Nurses Credentialing Center (ANCC) Pathway to Excellence® designation. The survey invites nurses and non-nurse midwives at all levels throughout the applicant organization to share their perceptions of the workplace environment. Responses from the Pathway Survey provide validation to information submitted in the application materials to the Pathway Program Office.

### What kinds of questions about the workplace environment does the Pathway Survey ask?

The survey asks questions about the presence of essential elements of a positive work environment as defined by 2024 Pathway to Excellence criteria. The Pathway Survey covers the following topics:

- Nurses influence nursing practice through shared decision-making
- Process for nurses to address ethical concerns
- Interprofessional discussions about selecting new or upgraded technology
- Nurses have input into the hiring process of new staff
- Nurse managers include nurses in cost management discussions
- Nurse managers accommodate nurses to participate in shared decision-making activities
- Nurses are involved in shared decision-making during organizational change
- CNO is accessible to nurses
- Nurse managers are accessible to nurses
- Nurses are involved in addressing patient-related safety events
- Culture free from workplace violence
- Nurses are safeguarded from verbal or physical abuse from patients and visitors
- Nurses have input on daily staffing decisions related to patient conditions, volume, or availability of qualified staff
- Nurses consistently take scheduled breaks
- Nurses are supported to provide safe care if assigned outside their primary area
- Staff can safely report discriminatory behaviors
- Education provided on the application of evidence-based practice
- Interprofessional collaboration to improve quality outcomes
- Nurses feel a sense of belonging
- Nurses are aware of mental health services
- Nurses have input well-being initiatives
- Nurses have opportunities to create work schedules that support their well-being
- Culture of staff recognition
- Nurses can safely report medical errors
- Support well-being of staff who experience adverse work-related situations
- Nurse input into selection of educational offerings
- Support for nurses to participate in professional development activities
- Education on respectful communication among employees

## **How many minutes will it take to finish the survey?**

It typically takes 15 minutes to finish the survey.

## **Where can I take the survey?**

You may take the survey using a digital device that has Internet access.

## **Why does the survey ask for the last four digits of my nursing license number as a tracking number? (Midwives and nurses outside the United States, may be instructed to use a different type of 4 digit number).**

With online survey administrations, sometimes a respondent can accidentally submit two sets of survey answers. For quality assurance, it is important to eliminate accidental duplicate responses. The four-digit number provides the Pathway Office with a method for identifying and eliminating duplicate survey submissions without being able to connect them to an individual.

## **If I don't want to provide the last four digits of my license, can I put in a random number?**

No. There is an increased potential for people to enter the same number.

## **How is my confidentiality protected if I participate in the survey?**

The answers you provide in the Pathway Survey are completely confidential. Your survey responses are submitted to Pathway to Excellence through a secure website, and only authorized Pathway staff will have access to those responses. A combined score is shared with the organization, **no one at your organization has access to your individual responses.**

## **How are the results reported to my organization?**

Your responses will be combined with the responses of all the other respondents in your organization to produce a summary report. The report your healthcare organization receives will include only the total number of respondents who participated in the survey and the aggregate response for the survey items about the workplace environment.

## **How do I know I have completed the survey?**

You have finished and submitted the survey only when you reach the following message: "Congratulations! You have successfully completed the Pathway to Excellence Survey. You may now close the screen. Thank you for your participation." If you do not reach this screen, you have not submitted the survey and your results have not been collected.

## **What if I have a concern about how this survey is being conducted?**

For concerns about how this survey is being conducted at your organization, please notify the Pathway Office at [PathwayInfo@ana.org](mailto:PathwayInfo@ana.org).

## **Can I go backward in the survey to change my answers if I want to?**

Yes, you can click the "back" button from any screen to return to previous screens.

### **If I cannot finish the survey in one sitting, can I return to finish it at another time?**

Yes, you can click the “Save” button at the bottom of any screen, and a URL will appear in the address bar at the top of the screen. Copy and email this URL to yourself. The URL will bring you back to the question in the survey you last answered.

### **Who is eligible to take the survey?**

All eligible nurses and non-nurse midwives who have worked at the organization for at least 90 days within the past 12 months must be invited by the CNO to participate in the Pathway Survey. This includes direct care, non-direct care, full-time, part-time, per diem or float pool staff. Any nurse (RN, LPN, APRN) or non-nurse midwives in the organization, whose nursing practice is under the CNO's oversight is eligible to take the survey, regardless of the nurse or non-nurse midwives' reporting relationships, except as noted for agency/contract staff. Questions? Contact the Pathway Office [PathwayInfo@ana.org](mailto:PathwayInfo@ana.org)

### **How many respondents must take the survey for my organization to meet the required survey participation rate?**

A minimum of 60% of all eligible nurses and non-nurse midwives must take and submit the survey. The Pathway Office will provide the organization with a progress report on participation rate.

***Individual respondent participation is voluntary.***

### **What difference does it make whether I answer the survey or not?**

Taking the survey is your opportunity to validate the existence of the essential elements of a positive workplace environment at your organization. The results of the Pathway Survey are a critical and integral part of the Pathway to Excellence designation. Respondents provide their perception of their workplace environment.

If you have any questions about the Pathway to Excellence Survey or concerns about how this survey is being conducted at your organization, please notify the Pathway Program Office at [PathwayInfo@ana.org](mailto:PathwayInfo@ana.org).