

INTRODUCTION: We are conducting research among certified registered nurse anesthetists (CRNAs) on behalf of the National Board of Certified Registered Nurse Anesthetists (NBCRNA) regarding communications practices and would like to include your opinions. This survey should take 10 minutes to complete. You can stop at any time before submitting and come back to the last page completed by using the link provided in your survey invitation.

Your answers will be kept confidential. The results will only be reported in the aggregate. We appreciate your time and input to help us better understand the thoughts and feelings of CRNAs toward the NBCRNA’s communications.

SCREENER1. Are you currently working as a CRNA, or are in the process of earning your CRNA credential?

Yes (Continue)100%
No (Terminate)--
No Opinion (Terminate)--

SCREENER2. Which of the following best describes how long you have been working as a CRNA?

Current Student / In Process of Earning Credential.....8%
Less than 2 years.....7
Between 2 and 5 years12
Between 6 and 10 years15
Between 11 and 20 years28
Between 21 and 30 years16
Between 31 and 40 years9
More than 40 years.....4
No Opinion (Terminate)--

Q1. Please rate the NBCRNA on the following:
 [Percentages %]

Q1 #	Choices	Excellent	Good	Average	Only Fair	Poor	No Opinion
1.	The clarity of communications the NBCRNA sends out	11	33	31	11	11	3
2.	The timeliness of communications the NBCRNA sends out	14	39	27	7	6	6
3.	Informing you about how to obtain and maintain your credential	13	32	27	13	12	2
4.	Providing certification process information that enhances patient safety	12	29	25	10	14	9

Q2. Which of the following types of NBCRNA communications do you currently use to gain information about obtaining and maintaining your credential? **[SELECT AS MANY AS APPLY.]**
[ROTATE CHOICES]

- Email [SKIP TO Q4]68%
- NBCRNA Website [SKIP TO Q4].....65
- Mailings / Brochures [SKIP TO Q4].....18
- Quarterly Newsletter [SKIP TO Q4]10
- Podcast [SKIP TO Q4]2
- Social Media Channels [ASK Q3]11
- Calling the NBCRNA Office Telephone [SKIP TO Q4]4
- CRNA Log-in Portal [SKIP TO Q4].....27
- Colleagues [SKIP TO Q4]36
- AANA [SKIP TO Q4]66
- Other (Specify: _____) [SKIP TO Q4]1
- No Opinion [SKIP TO Q4]1

Q3. **[ASK ONLY IF “SOCIAL MEDIA CHANNELS” IS SELECTED IN Q2]** Which of the following NBCRNA social media channels do you use to find information about the certification process? **[SELECT AS MANY AS APPLY.]****[ROTATE CHOICES]**

n=199

- Facebook74%
- YouTube9
- Twitter7
- Instagram22
- LinkedIn.....8
- No Opinion16

Q4. Thinking specifically about the various types of communications you receive from the NBCRNA, please rate how useful you generally feel the communications are.

[Percentages %]

Q4 #	Communication Type	Very Useful	Somewhat Useful	Not at All Useful	No Opinion
1.	Information about the certification process	31	50	14	5
2.	New research and findings on certification that improves the process	16	48	25	12
3.	Testimonials from the field	11	41	32	17

Q5. How would you rate the level of trust you have for the NBCRNA to give you the information and guidance you need in order to maintain and obtain your credential?

Very Trustworthy33%
Somewhat Trustworthy.....43
Not at All Trustworthy18
No Opinion6

Q6. How would you rate the level of trust you have for the NBCRNA certification programs in helping you practice your profession safely?

Very Trustworthy27%
Somewhat Trustworthy.....39
Not at All Trustworthy25
No Opinion9

Q7. For this series of statements regarding the NBCRNA, the Continued Professional Certification (CPC) Program and its communications, please indicate the degree to which you **agree** or **disagree** with the statement. **[Percentages %]**

Q7 _#	Statement	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	No Opinion
1.	The NBCRNA sends out too much information.	3	9	42	25	12	9
2.	The NBCRNA uses too many different channels of communication.	8	18	40	16	8	11
3.	The NBCRNA website is easy to navigate and find necessary information.	9	31	23	18	12	7
4.	The NBCRNA provides the information CRNAs need to maintain and obtain your credential.	15	33	22	15	11	5
5.	Information about maintaining and obtaining your credential is communicated in a way that is clear and easy to understand.	9	27	17	23	20	4
6.	The NBCRNA provides information about certification in a timely manner.	18	33	25	11	7	6
7.	The CPC Program that began in 2016 has been difficult to understand.	45	31	10	6	2	7
8.	Information about the CPC Program was well communicated to CRNAs.	8	21	17	24	25	5
9.	The CPC program helps me maintain my current anesthesia knowledge.	8	21	19	17	28	7
10.	Completion of the CPC Program requirements demonstrates my commitment to lifelong learning.	11	20	16	17	31	5

11.	Completion of the CPC Program requirements demonstrates my willingness to be held accountable.	11	21	17	15	29	6
12.	The CPC Program is valuable to the profession.	10	18	17	17	33	5

Q8. Please indicate your level of preference for the following channels of communication from the NBCRNA to provide you with information about how to obtain and maintain your credential and practice your profession safely. **[Percentages %]**

Q8 _#	Communication Channel	Definitely Yes	Maybe Yes	Probably Not	Definitely Not	No Opinion
1.	Email	63	30	3	1	2
2.	Text Messages to Cell Phones	17	29	21	30	3
3.	Informational Videos on YouTube	15	38	23	19	5
4.	Podcasts	10	29	28	28	7
5.	Social Media Channels	9	24	28	33	6
6.	Letters or Brochures Sent to Your Home or Office via the Postal Service	23	35	20	17	4
7.	Quarterly Newsletter You Receive via Email	30	44	15	7	3
8.	In-person Meetings or Conferences	19	34	25	17	6
9.	Virtual/Online Events Like Seminars and Workshops	19	42	21	14	5

Q9. **[ASK ONLY IF “DEFINITELY YES” AND “MAYBE YES” IS SELECTED IN Q8_5]** Which of the following NBCRNA social media channels would you use to find information about the certification process? **[SELECT AS MANY AS APPLY.][ROTATE CHOICES]**

n=619

Facebook	63%
YouTube	42
Twitter	9
Instagram	43
LinkedIn	11
No Opinion	13

Q10. How frequently would you like to receive communications from the NBCRNA about how to maintain or obtain your credential?

Weekly	3%
Monthly	29
Several Times a Year	38
Only When Necessary	29
No Opinion	2

Q11. Generally speaking, how much time in advance of a required action about the credentialing process would you prefer to receive a communication from the NBCRNA about that action?

One Week or Less0¹%
 2 – 3 Weeks in Advance.....2
 One Month in Advance10
 2 – 3 Months in Advance42
 More than 3 Months45
 Other (Specify: _____).....1
 No Opinion1

Q12. Would you prefer to receive NBCRNA communications to your [ROTATE] home (personal) or work (office) email and/or mailing addresses?

Home (Personal)84%
 Work (Office)7
 No Opinion8

Q13. Now, finally, please let us know what the NBCRNA can do to improve their communication with CRNAs throughout the country.

[INCLUDE EXCLUSIVE CHECK BOXES FOR: None and No Opinion]

Topics	Percentage (%)
Anti-CPC: No Exam / “Money Grab” / Forcing CRNAs Out / Bad Rollout / Complicated, Confusing, Difficult, Time-Consuming / Issues with Format, Content, Scheduling	17
Requests for Specific Communications Content: Profession-related / Ways to Simplify or Visualize / Personalized Updates Related to CPC / Information About CPC	8
Anti-NBCRNA: Loss of Trust / Transparency / Out of Touch / Wastes Money / Unnecessary	7
Communication Channels: Various NBCRNA Channels of Communication	7
Pro-NBCRNA Comments / Good Communication / Making Progress	2
Clarity of Communications: Clear / Concise / Organized / Easy to Understand / Consistent	2
Frequency of Communications: Specific Requests / Missing Information / More or Less Communication	2
NBCRNA & AANA: Relationship with AANA / Coordinate with AANA / Links Between Websites	1
No Opinion	52
Other	2
None	14
Don’t Know	0

We are almost done with the survey! The following questions are for statistical purposes, used only to better understand the nurse anesthesia community.

¹ Figures of 0% actually reflect values < 1% while zero responses are indicated by “--”.

Q14. What is your gender?

Male	38%
Female	56
Transgender Female.....	--
Transgender Male	--
Gender Variant/Non-Conforming	0
Other, Not Listed	0
Prefer Not to Say	6

Q15. In which of the following age groups are you?

Less than 25.....	0% ²
25-34	18
35-44	28
45-54	23
55-59	8
60 and over.....	18
Prefer Not to Say	5

Q16. Which of the following best describes your racial or ethnic identity?

Asian	3%
Native Hawaiian or Other Pacific Islander	0
White or Caucasian	78
Hispanic or Latino	3
Black or African American	3
American Indian or Alaska Native	1
Other.....	2
Prefer Not to Say	11

Q18. In which state do you reside? [DROPDOWN MENU FOR ALL STATES]

State breakdown is at the end of the report.

² Weighting has been applied to the following groups in order to bring them closer into proportion to the known overall demographics of the NBCRNA based on the data file provided by the organization: Age, Region, and Date of Certification.

Q19. Please identify the degrees you have obtained. [SELECT ALL THAT APPLY.]

BS, BSN, BA (All Bachelors³)	71%
MS, MA, MSN, MSNA, MNA, MPH (All Masters except MBA)	70
MBA	2
DNP or DNAP	20
EdD	0
JD	0
PhD	2
Other (Please specify: _____)	0
AA, AS, ADN	1
Certificate or Diploma in Nurse Anesthesia	1
Prefer Not to Say	5

Q20. Which of the following best describes your primary employment arrangement?

Employee of a Hospital	33%
Employee of a Group	32
Independent Contractor	17
Owner / Operator	3
Military / Government / VA	3
University / Academic	6
Other (Please specify: _____)	1
Student	2
Prefer Not to Say	3

Q21A. Which of the following best describes your primary position as a CRNA?

Practice	86%
Education	4
Management / Administration	2
Research	0
Other (Please specify: _____)	0
Student	4
Prefer Not to Say	4

³ Responses from “Other” falling into Bachelor’s or Master’s degree levels were recoded into the appropriate response option.

Q21B. Which of the following best describes the setting in which you practice?

Hospital	71%
Ambulatory Surgery Center	15
Office-based Anesthesia.....	2
Chronic Pain Clinic.....	1
University / Academic	5
Other (Please specify: _____)	3
Prefer Not to Say	4

Thank you very much for your time and effort in answering these questions. Your responses will help the NBCRNA best serve the nurse anesthesia community.

Region (By Sample):

Northeast	17% ⁴
Midwest	26
South.....	46
West.....	11
Other.....	0

Division (By Sample):

New England.....	5%
Mid-Atlantic	12
East North Central.....	14
West North Central	12
South Atlantic.....	22
East South Central.....	12
West South Central	12
Mountain	4
Pacific.....	6
Other.....	0

State (By Sample):

Alabama	3
Alaska.....	0
Arizona	1
Arkansas.....	1
California	3
Colorado.....	1

⁴ The groupings for Region and Division were generated using the U.S. Census Bureau definitions.

Connecticut	1
Delaware	0
District of Columbia	0
Florida	6
Georgia.....	2
Hawaii	0
Idaho	1
Illinois.....	3
Indiana	1
Iowa	1
Kansas	2
Kentucky	2
Louisiana	3
Maine.....	1
Maryland.....	2
Massachusetts	2
Michigan	4
Minnesota	3
Mississippi.....	1
Missouri	2
Montana.....	0
Nebraska	1
Nevada	0
New Hampshire	1
New Jersey	2
New Mexico.....	0
New York.....	3
North Carolina	4
North Dakota.....	1
Ohio	4
Oklahoma.....	1
Oregon	1
Pennsylvania	7
Puerto Rico.....	0
Rhode Island.....	0
South Carolina	2
South Dakota.....	1
Tennessee	6
Texas	8
Utah	1
Vermont.....	0
Virginia.....	4
Washington	2
West Virginia	1
Wisconsin	2
Wyoming.....	0
Other US Territory	0