



## 2003 NCC Task Analysis Content Validation Study

### Telephone Nursing Practice Examination

#### Final Report

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NCC  
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## 1. Background and Overview

The purpose of the task analysis/content validation study is to describe the domain of practice, knowledge, skills and abilities that are essential to the telephone nursing specialty practice.

The application of the data collected is used to identify test content to be included in the NCC certification examination to insure the examinations are reflective of current practice, skills and knowledge.

The focus of the NCC certification core examination to demonstrate the special knowledge of the telephone nurse.

### Phase I

- a. Logistic review: NCC content team members, a geographically diverse group representing both academic and clinical practice venues were charged with the task of development of the tasks as associated with existent test outlines.
- b. Development process and data collection
- c. Statistical compilation for the data

## Phase II

- a. Review of the data collected using a holistic approach to analysis. The area of concerns were
  - Description of Patient Population and Frequency of Calls
  - Frequency of Patient Calls from Special Populations
  - The Nature of the Disposition of Patient Calls
  - Selected Practice Issues

The specific questions asked for each of the above areas are described in Task Analysis Map, [Attachment 2](#).

The content team will consider maintaining or altering the test outline for examination development based on survey outcomes at a web conference to be held in March 2003. Staff comparative analysis of survey results and current item bank content coverage is listed in [Attachment 3](#).

## 2. Development Process

The process used to identify essential knowledge, skills and abilities is described in [Attachment 1](#). A task analysis map was generated and is included in [Attachment 2](#).

## 3. Data Collection

With psychometric consultation, the tasks/skills identified by

the content team were formulated into a survey instrument. Questions asked for each task are shown on the task analysis map. All participants were asked the questions relevant to Description of Patient Population and Frequency of Calls, Frequency of Patient Calls from Special Populations and Selected Practice Issues. Because of the volume of the questions related to the Nature of the Disposition of Patient Calls, these questions were divided into four separate parts.

All NCC certified telephone nurses were asked to participate (542) either via email contact or post card notice, In addition, a general notice via the NCC web site inviting those working in the specialty who were not yet certified and employers of certified nurses were contacted inviting them to encourage their nurse employees to participate. 293 surveys were returned 191 or 40% of certified nurses participated and 102 non-certified nurses completed the survey. For the survey questions related to Disposition of Patient Calls, the response was as follows:

Part 1	74
Part 2	82
Part 3	68
Part 4	69

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Study

In addition biographical information was also solicited as follows:

Education level

Practice Setting

Length of Current Practice

Certification Status

Geographic Location

### 4. Results

Summary of survey data are shown below:

#### a. Biographical Data

<b>Education Level</b>	Diploma Prepared	12%
	Associate Degree	31%
	BSN	45%
	Master's	11%
	Doctorate	0%

<b>Practice Setting</b>	Call Center	39%
	Hospital Based Center	25%
	Nurse Advice Line	10%
	Physician's Office	12%
	Managed Care	3%
	Information Line	9%
	Clinic	2%

#### **NCC Certification Status**

Yes	65%
No	35%

## Geographic Location

Northeast	16%
Southeast	23%
Midwest	23%
Southwest	18%
West	19%
Outside US	1%

- b. Description of Patient Population and Frequency of Calls
- c. Frequency of Patient Calls from Special Populations
- d. The Nature of the Disposition of Patient Calls
- e. Selected Practice Issues

The results are summarized in **Attachment 3**.

## Attachment 1

### TASK ANALYSIS CONTENT VALIDATION PROCEDURES

**Purpose:** The purpose of the task analysis/content validation study is to describe the domain of practice, knowledge, skills and abilities that are essential to the specialty practice of telephone nursing.

**Participants:** The Content Team is the responsible party for development of task analysis content validation procedures.

#### PHASE 1 DEVELOPMENT PROCESS

The identified development process utilized included:

- a. Review of relevant practice standards and current literature

The following documents will be reviewed as appropriate:

Standards of Practice and Guidelines from

- \* AAACN Task Force, AAACN Telephone Nursing Practice Administration and Practice Standards, 1997

- \* AAHC/URAC 24 Hour Telephone Triage and Health Information Standards, American Accreditation Health
- \* Emergency Room Nurses Association, Position on Telephone Advice, Revised 2001
- \* American College of Emergency Physicians, Policy Statement, Providing Telephone Advice from the Emergency Department, 2000
  - b. Review of current NCC competency statements and general and detailed test outlines for the Telephone Nursing Practice.
  - c. Identification of Essential Knowledge, Skills and Abilities

## PHASE II

### SURVEY TOOLS

A survey tool was developed based on the content team's direction and psychometric consultation to insure that all designated content areas were addressed:

- Description of Patient Population and Frequency of Calls
- Frequency of Patient Calls from Special Populations
- The Nature of the Disposition of Patient Calls
- Selected Practice Issues

### 2003 Telephone Nursing Practice Content Validation/Task Analysis Study

The survey was made available online and certified nurses, certified eligible and employers of certified nurses were solicited for participation.

Raw data was compiled using a percentage scoring system. This will assign a percentage value each question asked about each task. Actual percentage ratings were recorded.



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**2003 Telephone Nursing Practice Content Validation/Task  
Analysis Study Map**

The following questions relate to the telephone triage process and your role as a telephone nurse.

**Description of Patient Population and Number of Calls**

**Is your primary patient population?**

Adult

Pediatric

Geriatric

Mixed Population

Specialized (List) i.e., ob/gyn, neurology, etc. \_\_\_\_\_

Patient is defined as the caller, i.e. could be the patients themselves or a parent or spouse, etc.

**On average, how many calls do you handle in any given day?**

1-5

6-10

11-15

16-20

Over 20

Identification of calls from **Special Populations** as follows

**In given week, what percentage of the calls you receive are from**

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- Parents with children under the age of 1
- Parents of adolescents
- Adult Females
- Adult Males
- Elderly
- Minors
- Disabled persons
- Persons who don't speak English

### Disposition of Calls

In a given week, what percentage of calls you receive have the disposition of

- Emergency/911 Ambulance
- Go to the emergency room
- Refer to urgent care within 2-4 hours

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- Refer to PCP within 24 hours
- Give home care advice
- Give health education advice

### Description and Frequency of Handling Specific Conditions/Issues

In a given week, how often do handle calls from patient reporting the following conditions.

More than 15 times

5 - 14 times

Less than 5 times

Never

#### Conditions

Abdominal pain

Abrasions

Acne

Allergic reactions

Anxiety/stress

Arm/leg pain

Animal/human bites

Back problems

Body Piercing/tattoo problems

Breastfeeding problems

Breast problems

Breathing problems

Burns

Chest pain

Child abuse

Choking

Cold Exposure

Constipation

Contact lens problems

Cough

Dental Problems

Depression

Diarrhea

Dizziness/Fainting

Domestic violence

Ear problems

Elder abuse

Electric shock

Extremity injury

Eye problems

Facial injury

Fever

Flatulence

Foot/ankle problems

Foreign bodies

Genital problems

Hair loss

Hand/wrist problems

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Hay fever	Newborn care issues
Headache	Nosebleed
Head Injury	Pelvic pain
Heart palpitations	Penile problems
Heartburn	Pregnancy problems
Heat reactions	Postoperative problems
Immunization reactions	Postpartum problems
Itching without rash	Problems that fit no protocol
Jaundice	Rash
Lacerations/cuts	Substance abuse
Leg problems	Suspected STDs
Lethargy/fatigue	Seizures
Lice infestation	Sore Throat
Lump	Stroke
Menstrual problems	Suicide
Mental Health problems	Trauma of any body party
Mouth problems	Urinary tract infection
Nausea/vomiting	Upper respiratory infections
Neck problems	Vaginal bleeding
Neurologic problems	

**Practice Issue Questions**

- **What type of practice guidelines, protocols or algorithms do you use in your practice setting?**
  - Disease Based
  - Symptom Based
  - Mixed
  - Other
  - None
  
- **Are your practice guidelines, protocols or algorithms**
  - Computer
  - Paper
  - Other

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N/A

- Do you routinely give over the counter drug advice over the phone?

Yes

No

- Do you routinely give prescription drug advice over the phone?

Yes

No

- Is your telephone triage system

Live answer

Call back

Both

- Do you contact patients via communication methods other than the phone?

Yes

No

- If yes, by what means

Fax

Email

Web Chart

Other

### Biographical Data

Please provide the biographical data requested below.

### Practice Setting

Call Center

Nurse Advice Line

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Physician Office  
Managed Care Nurse Information Line  
Clinic  
Other (list) \_\_\_\_\_

### Highest Level of Education

Ph.D.  
Master's  
Baccalaureate  
Associate  
Diploma  
Other \_\_\_\_\_

### How long have you been in telephone nursing practice?

1–5 years  
6–10 years  
11–15 years  
16–20 years  
Over 20 years

### Are you certified in Telephone Nursing Practice?

Yes  
No

### Location

Northeast  
Southeast  
Midwest  
Southwest  
West  
Outside the US

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

### Patient Population and Frequency of Calls

Patient Population (Respondents 293)			Number of Calls Per day (Respondents) 293		
	34	12%	1-5	1	1%
Pediatric	41	13%	6-10	9	3%
Geriatric	5	2%	11-15	15	5%
<b>Mixed</b>	<b>187</b>	<b>64%</b>	16-20	24	8%
Specialized	26	9%	<b>Over 20</b>	<b>244</b>	<b>83%</b>

### Calls from Special Populations

% of Calls from Parent w/ Children Under Age 1 (Respondents 293)		
Less than 5%	84	28%
<b>5-25%</b>	<b>131</b>	<b>45%</b>
26-50%	63	21%
51-75%	14	5%
76-100%	1	<1%

% of Calls Adult Females (Respondents 293)		
Less than 5%	25	9%
5-25%	65	22%
26-50%	84	28%
<b>51-75%</b>	<b>88</b>	<b>30%</b>
76-100%	31	11%

% of Calls from Parents re: Adolescents (Respondents) 293		
Less than 5%	67	23%
<b>5-25%</b>	<b>116</b>	<b>40%</b>
26-50%	84	28%
51-75%	21	7%
76-100%	5	2%

% of Calls from Adult Males (Respondents) 293		
Less than 5%	79	27%
<b>5-25%</b>	<b>131</b>	<b>45%</b>
26-50%	60	20%
51-75%	7	2%
76-100%	16	6%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

% of Calls from the Elderly (Respondents) 293		
Less than 5%	81	28%
<b>5-25%</b>	<b>111</b>	<b>37%</b>
26-50%	58	19%
51-75%	30	10%
76-100%	18	6%

% of Calls from Minors (Respondents) 293		
<b>Less than 5%</b>	<b>236</b>	<b>81%</b>
5-25%	43	14%
26-50%	9	3%
51-75%	3	1%
76-100%	2	1%

% of Calls from the Disabled (Respondents) 293		
<b>Less than 5%</b>	<b>235</b>	<b>80%</b>
5-25%	43	14%
26-50%	10	3%
51-75%	10	3%
76-100%	2	1%

% of Calls Those Who Don't Speak English (Respondents) 293		
<b>Less than 5%</b>	<b>206</b>	<b>70%</b>
5-25%	69	24%
26-50%	8	3%
51-75%	9	2%
76-100%	1	1%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

### Disposition of Calls

%of Calls Referred to 911 Per Week (Respondents) 293		
<b>Less than 5%</b>	<b>212</b>	<b>72%</b>
5-25%	70	24%
26-50%	10	3%
51-75%	1	1%
76-100%	0	--

% of Calls Referred to PCP/wk (Respondents) 293		
Less than 5%	14	5%
5-25%	112	38%
<b>26-50%</b>	<b>114</b>	<b>39%</b>
51-75%	49	17%
76-100%	4	1%

% of Calls Referred Go to ER Per Week (Respondents) 293		
Less than 5%	127	43%
<b>5-25%</b>	<b>145</b>	<b>49%</b>
26-50%	21	7%
51-75%	1	1%
76-100%	0	---

% of Calls Disposed to Home Care/wk (Respondents) 293		
Less than 5%	14	5%
5-25%	79	27%
<b>26-50%</b>	<b>114</b>	<b>39%</b>
51-75%	75	26%
76-100%	11	3%

% of Calls Referred to Urgent Care 2-4 Hours /wk (Respondents) 293		
Less than 5%	72	25%
<b>5-25%</b>	<b>170</b>	<b>58%</b>
26-50%	40	14%
51-75%	9	3%
76-100%	2	<1%

% of Calls Where Health Advice is given/wk (Respondents) 293		
Less than 5%	74	25%
<b>5-25%</b>	<b>109</b>	<b>37%</b>
26-50%	65	22%
51-75%	31	11%
76-100%	14	5%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

### Practice Issues

Type of Guidelines Used (Respondents) 293		
Disease Based	5	2%
<b>Symptom Based</b>	<b>200</b>	<b>68%</b>
Mixed	79	27%
Other	5	2%
None	4	1%

Format of Guidelines Used (Respondents) 293		
<b>Computer</b>	<b>195</b>	<b>67%</b>
Paper	80	27%
Other	12	4%
N/A	6	2%

Type of Telephone Triage System (Respondents) 293		
<b>Live Answer</b>	<b>122</b>	<b>42%</b>
Call Back	33	11%
Both	138	47%

Are clients contacted by means other than telephone? (Respondents) 293		
Yes	93	32%
No	200	68%
If contacted by means other than phone, what are they? (Respondents) 93		
Fax	7	8%
<b>Email</b>	<b>38</b>	<b>41%</b>
Web Chat	12	13%
Other	36	39%

Is prescriptive drug advice an expectation of practice (Respondents) 293		
<b>Yes</b>	<b>152</b>	<b>52%</b>
No	141	48%

Is OTC drug advice an expectation of practice (Respondents) 293		
<b>Yes</b>	<b>187</b>	<b>63%</b>
No	106	37%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

### Description and Frequency of Handling Specific Conditions/Issues

Abdominal Pain/wk (Respondents) 74		
More than 15 times	31	42%
<b>5 to 14 times</b>	<b>36</b>	<b>49%</b>
Less than 5 times	4	5%
Never	3	4%

Anxiety/Stress/wk (Respondents) 74		
More than 15 times	9	12%
<b>5 to 14 times</b>	<b>34</b>	<b>46%</b>
Less than 5 times	30	41%
Never	1	1%

Abrasions/wk (Respondents) 74		
More than 15 times	4	5%
5 to 14 times	23	31%
<b>Less than 5 times</b>	<b>37</b>	<b>50%</b>
Never	10	14%

Arm/Leg Pain (Respondents) 74		
More than 15 times	13	18%
<b>5 to 14 times</b>	<b>40</b>	<b>54%</b>
Less than 5 times	18	24%
Never	3	4%

Allergic Reactions/wk (Respondents) 74		
More than 15 times	10	14%
<b>5 to 14 times</b>	<b>31</b>	<b>42%</b>
Less than 5 times	29	39%
Never	4	5%

Back Problems (Respondents) 74		
More than 15 times	20	27%
<b>5 to 14 times</b>	<b>39</b>	<b>53%</b>
Less than 5 times	13	18%
Never	2	2%

Acne/wk (Respondents) 74		
More than 15 times	0	0%
5 to 14 times	1	1%
<b>Less than 5 times</b>	<b>47</b>	<b>64%</b>
Never	26	35%

Animal/Human Bites (Respondents) 74		
More than 15 times	2	2%
5 to 14 times	17	23%
<b>Less than 5 times</b>	<b>47</b>	<b>64%</b>
Never	8	11%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

<b>Body Piercing (Respondents) 74</b>		
More than 15 times	0	0%
5 to 14 times	0	0%
<b>Less than 5 times</b>	<b>50</b>	<b>68%</b>
Never	24	32%

<b>Breathing Problems (Respondents) 74</b>		
More than 15 times	26	35%
<b>5 to 14 times</b>	<b>35</b>	<b>47%</b>
Less than 5 times	10	14%
Never	3	4%

<b>Tattoos Problems (Respondents) 74</b>		
More than 15 times	0	0%
5 to 14 times	0	0%
<b>Less than 5 times</b>	<b>34</b>	<b>46%</b>
Never	40	54%

<b>Burns (Respondents) 74</b>		
More than 15 times	0	0%
5 to 14 times	16	21%
<b>Less than 5 times</b>	<b>48</b>	<b>65%</b>
Never	10	14%

<b>Breastfeeding Problems (Respondents) 74</b>		
More than 15 times	9	12%
5 to 14 times	24	32%
<b>Less than 5 times</b>	<b>33</b>	<b>45%</b>
Never	8	11%

<b>Chest Pain (Respondents) 74</b>		
More than 15 times	21	29%
<b>5 to 14 times</b>	<b>34</b>	<b>46%</b>
Less than 5 times	15	20%
Never	4	5%

<b>Breast Problems (Respondents) 74</b>		
More than 15 times	4	5%
5 to 14 times	20	27%
<b>Less than 5 times</b>	<b>44</b>	<b>60%</b>
Never	6	8%

<b>Child Abuse (Respondents) 74</b>		
More than 15 times	0	0%
5 to 14 times	0	0%
<b>Less than 5 times</b>	<b>52</b>	<b>70%</b>
Never	22	30%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

<b>Choking</b> (Respondents) 74		
More than 15 times	0	0%
5 to 14 times	3	4%
<b>Less than 5 times</b>	<b>44</b>	<b>59%</b>
Never	27	37%

<b>Cough</b> (Respondents) 82		
<b>More than 15 times</b>	<b>41</b>	<b>50%</b>
5 to 14 times	34	41%
Less than 5 times	7	9%
Never	0	0%

<b>Cold Exposure</b> (Respondents) 74		
More than 15 times	1	1%
5 to 14 times	6	8%
Less than 5 times	30	41%
<b>Never</b>	<b>37</b>	<b>50%</b>

<b>Dental Problems</b> (Respondents) 82		
More than 15 times	2	2%
5 to 14 times	17	21%
<b>Less than 5 times</b>	<b>63</b>	<b>77%</b>
Never	0	0%

<b>Constipation</b> (Respondents) 74		
More than 15 times	11	15%
<b>5 to 14 times</b>	<b>38</b>	<b>51%</b>
Less than 5 times	23	31%
Never	2	3%

<b>Depression</b> (Respondents) 82		
More than 15 times	2	2%
5 to 14 times	17	21%
<b>Less than 5 times</b>	<b>61</b>	<b>75%</b>
Never	2	2%

<b>Contact Lens Problems</b> (Respondents) 74		
More than 15 times	0	0%
5 to 14 times	0	0%
<b>Less than 5 times</b>	<b>41</b>	<b>55%</b>
Never	33	45%

<b>Diarrhea</b> (Respondents) 82		
More than 15 times	33	40%
<b>5 to 14 times</b>	<b>36</b>	<b>44%</b>
Less than 5 times	13	16%
Never	0	0%

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<b>Dizziness/Fainting (Respondents) 82</b>		
More than 15 times	4	5%
5 to 14 times	35	43%
<b>Less than 5 times</b>	<b>43</b>	<b>52%</b>
Never	0	0%

<b>Electric Shock (Respondents) 82</b>		
More than 15 times	0	0%
5 to 14 times	0	0%
<b>Less than 5 times</b>	<b>46</b>	<b>56%</b>
Never	36	34

<b>Domestic Violence (Respondents) 82</b>		
More than 15 times	0	0%
5 to 14 times	0	0%
<b>Less than 5 times</b>	<b>58</b>	<b>71%</b>
Never	24	29%

<b>Extremity Injury (Respondents) 82</b>		
More than 15 times	13	16%
<b>5 to 14 times</b>	<b>45</b>	<b>55%</b>
Less than 5 times	22	27%
Never	2	2%

<b>Ear Problems (Respondents) 82</b>		
More than 15 times	36	44%
<b>5 to 14 times</b>	<b>37</b>	<b>45%</b>
Less than 5 times	7	9%
Never	2	2%

<b>Eye Problems (Respondents) 82</b>		
More than 15 times	19	23%
<b>5 to 14 times</b>	<b>40</b>	<b>49%</b>
Less than 5 times	22	27%
Never	1	1%

<b>Elder Abuse (Respondents) 82</b>		
More than 15 times	0	07%
5 to 14 times	0	0%
Less than 5 times	24	29%
<b>Never</b>	<b>58</b>	<b>71%</b>

<b>Facial Injury (Respondents) 82</b>		
More than 15 times	3	47%
5 to 14 times	23	28%
<b>Less than 5 times</b>	<b>52</b>	<b>63%</b>
Never	4	5%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

<b>Fever</b> (Respondents) 82		
<b>More than 15 times</b>	<b>70</b>	<b>86%</b>
5 to 14 times	6	7%
Less than 5 times	6	7%
Never	0	0%

<b>Genital Problems</b> (Respondents) 82		
More than 15 times	12	15%
<b>5 to 14 times</b>	<b>37</b>	<b>45%</b>
Less than 5 times	31	38%
Never	2	2%

<b>Flatulence</b> (Respondents) 82		
More than 15 times	3	4%
5 to 14 times	11	13%
<b>Less than 5 times</b>	<b>57</b>	<b>70%</b>
Never	11	13%

<b>Hair Loss</b> (Respondents) 82		
More than 15 times	0	0%
5 to 14 times	1	1%
Less than 5 times	40	49%
<b>Never</b>	<b>41</b>	<b>50%</b>

<b>Foot/Ankle Problem</b> (Respondents) 82		
More than 15 times	4	5%
5 to 14 times	26	32%
<b>Less than 5 times</b>	<b>47</b>	<b>57%</b>
Never	5	6%

<b>Hand/Wrist Problems</b> (Respondents) 82		
More than 15 times	9	11%
5 to 14 times	32	39%
<b>Less than 5 times</b>	<b>39</b>	<b>48%</b>
Never	2	2%

<b>Foreign Bodies</b> (Respondents) 82		
More than 15 times	4	5%
5 to 14 times	26	32%
<b>Less than 5 times</b>	<b>47</b>	<b>57%</b>
Never	5	6%

<b>Hay Fever</b> (Respondents) 82		
More than 15 times	14	17%
<b>5 to 14 times</b>	<b>38</b>	<b>46%</b>
Less than 5 times	29	36%
Never	1	1%

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<b>Headache</b> (Respondents) 68		
More than 15 times	20	30%
<b>5 to 14 times</b>	<b>32</b>	<b>47%</b>
Less than 5 times	15	22%
Never	1	1%

<b>Heat Reactions</b> (Respondents) 68		
More than 15 times	0	07%
5 to 14 times	6	9%
<b>Less than 5 times</b>	<b>46</b>	<b>67%</b>
Never	16	24%

<b>Head Injury</b> (Respondents) 68		
More than 15 times	9	13%
5 to 14 times	19	28%
<b>Less than 5 times</b>	<b>30</b>	<b>44%</b>
Never	10	15%

<b>Immunization Reactions</b> (Respondents) 68		
More than 15 times	6	9%
5 to 14 times	11	16%
<b>Less than 5 times</b>	<b>42</b>	<b>62%</b>
Never	9	13%

<b>Heartburn</b> (Respondents) 68		
More than 15 times	13	19%
5 to 14 times	21	31%
<b>Less than 5 times</b>	<b>26</b>	<b>38%</b>
Never	8	12%

<b>Itching w/o rash</b> (Respondents) 68		
More than 15 times	9	13%
5 to 14 times	16	24%
<b>Less than 5 times</b>	<b>34</b>	<b>50%</b>
Never	9	13%

<b>Heart Palpitations</b> (Respondents) 68		
More than 15 times	6	9%
5 to 14 times	13	19%
<b>Less than 5 times</b>	<b>42</b>	<b>62%</b>
Never	7	10%

<b>Jaundice</b> (Respondents) 68		
More than 15 times	1	1%
5 to 14 times	5	7%
<b>Less than 5 times</b>	<b>41</b>	<b>61%</b>
Never	21	31%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

Lacerations/Cut (Respondents) 68		
More than 15 times	9	13%
<b>5 to 14 times</b>	<b>29</b>	<b>43%</b>
Less than 5 times	19	28%
Never	11	16%

Lump (Respondents) 68		
More than 15 times	3	4%
5 to 14 times	20	30%
<b>Less than 5 times</b>	<b>35</b>	<b>51%</b>
Never	10	15%

Leg Problems (Respondents) 68		
More than 15 times	12	18%
<b>5 to 14 times</b>	<b>27</b>	<b>40%</b>
Less than 5 times	25	37%
Never	4	5%

Menstrual Problems (Respondents) 68		
More than 15 times	15	22%
5 to 14 times	15	22%
<b>Less than 5 times</b>	<b>26</b>	<b>38%</b>
Never	12	18%

Lethargy/Fatigue (Respondents) 68		
More than 15 times	19	28%
5 to 14 times	19	28%
<b>Less than 5 times</b>	<b>27</b>	<b>40%</b>
Never	3	4%

Mental Health Problems (Respondents) 68		
More than 15 times	16	24%
5 to 14 times	15	22%
<b>Less than 5 times</b>	<b>32</b>	<b>47%</b>
Never	5	7%

Lice Infestation (Respondents) 68		
More than 15 times	1	1%
5 to 14 times	12	18%
<b>Less than 5 times</b>	<b>40</b>	<b>59%</b>
Never	15	22%

Mouth Problems (Respondents) 68		
More than 15 times	6	9%
5 to 14 times	15	22%
<b>Less than 5 times</b>	<b>39</b>	<b>57%</b>
Never	8	12%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

Nausea and Vomiting (Respondents) 68		
<b>More than 15 times</b>	<b>35</b>	<b>51%</b>
5 to 14 times	28	41%
Less than 5 times	4	6%
Never	1	1%

Nosebleeds (Respondents) 69		
More than 15 times	1	1%
5 to 14 times	1	1%
<b>Less than 5 times</b>	<b>61</b>	<b>89%</b>
Never	6	9%

Neck Problems (Respondents) 68		
More than 15 times	8	12%
5 to 14 times	23	34%
<b>Less than 5 times</b>	<b>26</b>	<b>38%</b>
Never	11	16%

Pelvic Pain (Respondents) 69		
More than 15 times	7	10%
5 to 14 times	25	37%
<b>Less than 5 times</b>	<b>32</b>	<b>46%</b>
Never	5	7%

Neurological Problems (Respondents) 68		
More than 15 times	8	12%
5 to 14 times	24	35%
<b>Less than 5 times</b>	<b>30</b>	<b>44%</b>
Never	6	9%

Pregnancy Issues (Respondents) 69		
More than 15 times	16	23%
<b>5 to 14 times</b>	<b>24</b>	<b>35%</b>
Less than 5 times	18	26%
Never	11	16%

Newborn Care Issues (Respondents) 68		
More than 15 times	14	21%
<b>5 to 14 times</b>	<b>25</b>	<b>37%</b>
Less than 5 times	13	19%
Never	16	23%

Penile Problems (Respondents) 69		
More than 15 times	1	1%
5 to 14 times	5	7%
<b>Less than 5 times</b>	<b>55</b>	<b>80%</b>
Never	8	12%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

Postoperative Problems (Respondents) 69		
More than 15 times	4	6%
5 to 14 times	23	33%
<b>Less than 5 times</b>	<b>38</b>	<b>55%</b>
Never	4	6%

Postpartum Problems (Respondents) 69		
More than 15 times	6	9%
5 to 14 times	16	23%
<b>Less than 5 times</b>	<b>31</b>	<b>45%</b>
Never	16	23%

Fits No Protocol Issues (Respondents) 69		
More than 15 times	8	12%
5 to 14 times	22	32%
<b>Less than 5 times</b>	<b>35</b>	<b>50%</b>
Never	4	6%

Rash (Respondents) 69		
More than 15 times	25	36%
<b>5 to 14 times</b>	<b>29</b>	<b>42%</b>
Less than 5 times	13	19%
Never	2	3%

Substance Abuse (Respondents) 69		
More than 15 times	1	1%
5 to 14 times	12	17%
<b>Less than 5 times</b>	<b>51</b>	<b>75%</b>
Never	5	7%

Sexually Transmitted Diseases (Respondents) 69		
More than 15 times	3	4%
5 to 14 times	20	30%
<b>Less than 5 times</b>	<b>41</b>	<b>59%</b>
Never	5	7%

Seizures(Respondents) 69		
More than 15 times	0	0%
5 to 14 times	5	7%
<b>Less than 5 times</b>	<b>54</b>	<b>78%</b>
Never	10	15%

Sore Throat (Respondents) 69		
<b>More than 15 times</b>	<b>40</b>	<b>58%</b>
5 to 14 times	22	32%
Less than 5 times	5	7%
Never	2	3%

Stroke (Respondents) 69		
More than 15 times	1	1%
5 to 14 times	11	16%
<b>Less than 5 times</b>	<b>46</b>	<b>67%</b>
Never	11	16%

## 2003 Telephone Nursing Practice Content Validation/Task Analysis Survey Results

Suicide (Respondents) 69		
More than 15 times	1	1%
5 to 14 times	2	3%
<b>Less than 5 times</b>	<b>59</b>	<b>86%</b>
Never	7	10%

Vaginal Bleeding (Respondents) 69		
More than 15 times	12	17%
<b>5 to 14 times</b>	<b>32</b>	<b>46%</b>
Less than 5 times	19	28%
Never	6	9%

Trauma - any body part (Respondents) 69		
More than 15 times	23	33%
<b>5 to 14 times</b>	<b>32</b>	<b>46%</b>
Less than 5 times	12	17%
Never	3	4%

Request for General Health Advice (Respondents) 69		
<b>More than 15 times</b>	<b>35</b>	<b>51%</b>
5 to 14 times	20	29%
Less than 5 times	10	14%
Never	4	6%

Urinary Tract Infection (Respondents) 69		
More than 15 times	20	29%
<b>5 to 14 times</b>	<b>41</b>	<b>59%</b>
Less than 5 times	6	9%
Never	2	3%

Upper Respiratory Infection (Respondents) 69		
<b>More than 15 times</b>	<b>53</b>	<b>78%</b>
5 to 14 times	10	14%
Less than 5 times	5	7%
Never	1	1%