

# Nursing's Wake-up Call: Change is Now Non-negotiable

Wolters Kluwer and UKG conducted a survey to better understand nurse leader perspectives on staffing, technology, and evolving care delivery workforce models.

The survey found a disconnect between the ongoing challenges healthcare facilities acknowledge they have and the plans they have in place to change. As we navigate nursing shortages, COVID-19 surges, and an uncertain environment, there needs to be meaningful action and innovation across healthcare facilities to make sustainable changes—to close the gaps between current and future state—and to support the rapid move of nursing models beyond current band-aid solutions.

## 6 Surprising Survey Takeaways



The nursing labor shortage is going to get worse – and not just among RNs.



Alternative care models have been slow to take hold.



Despite escalating nurse shortages, most respondents aren't planning to hire over the next 18 months.



While most have access to technology, staffing still happens manually.



Nurses want more flexibility, yet organizations don't expect to change shift hours.



Facing burnout, concerns over emotional health and well-being, and nurse turnover, few permanent solutions are being implemented.

The nursing shortage has become a crisis, yet few healthcare facilities have implemented changes that will have a sustainable impact.



92% of respondents across care settings predict they will be short of budgeted headcount over the next 18 months

Across care settings, 74% report RN shortages, but staff shortages extend far beyond those roles to:

- 35% licensed practical nurses
- 55% unlicensed assistive personnel

### Wake-Up Call

Organizations do not have the luxury to “choose” between recruitment and retention as they simply do not have the base numbers of staff to operate. Additional staff resources must be brought in for tasks that can be done more efficiently in a repeated fashion or for new technology (telehealth), which requires specialized skills.

Facing burnout, concerns over emotional health and well-being, and nurse turnover, few permanent solutions are being implemented.

## The top 6 workplace issues today



59% of respondents indicate that staff burnout is the top workforce challenge for them today, yet among respondents from acute care facilities, nurses leaving the organization at 46% ranks higher than emotional health and well-being of staff at 40%.

39% of post-acute facilities rank lack of qualified staff and lack of RN applicants, almost as important as emotional health of staff, at 40%, which suggests that respondents may not associate emotional health of staff with staff retention.

### Wake-Up Call

Foster resilience, and address burnout and moral distress to help nurses achieve better work-life balance. Implement strategies to support nurse resiliency and a safe work environment. Look for ways to create a better working environment—from shorter shifts to more-flexible staffing, including self-scheduling, and better response to nurses' emotional needs and well-being.