

WHAT FACTORS AFFECT NURSE SATISFACTION?


Nurses are involved in nearly every facet of the patient experience — from clinical care and medicine management to providing assistance in the ER and OR. Plus, nurses spend more time interacting with patients and their loved ones, often making them the face of hospital quality.


Yet, increasing workloads — not to mention the retirement of Baby Boomers and addition of new Millennial employees — have led to turnover and retention issues. Hospitals can influence and improve the nurse experience amid a changing workforce by prioritizing their satisfaction.

THE IMPORTANCE OF NURSE SATISFACTION

Why It Matters


When nurses are more satisfied with their jobs, patients report higher quality in satisfaction levels.


 **Longer shifts → reduced patient satisfaction.**
A study by the National Institute of Nursing Research found an overall decrease in patient satisfaction in hospitals where nurses work more than 13 hours a day.¹


 **Greater job enjoyment → improved patient satisfaction.**
When nurses reported a 25% increase in job enjoyment over a two-year time frame, the overall quality of patient care increased between 5% and 20%, according to AMN Healthcare.²

What's at Stake

With impending changes to the nursing workforce, retention and recruitment strategies will be more important than ever.

 649,100 nurses are positioned to retire by 2024³

 Between 2016 and 2026, nursing employment opportunities are predicted to increase at a rate of 15% — faster than all other occupations⁴

 1.1 million nurses are needed to replace the anticipated shortage⁴

3 FACTORS AFFECTING NURSE SATISFACTION

Not Enough Support

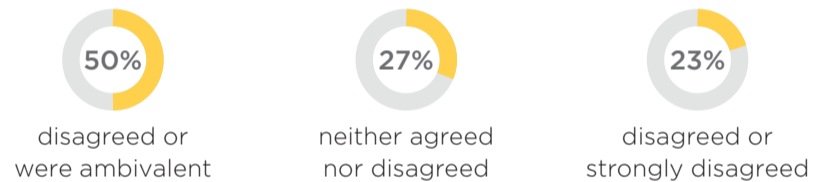
Lack of support and recognition from senior leadership contributes to decreased job satisfaction for nurses, according to the AMN Healthcare 2017 Survey of Registered Nurses. Without a supportive work environment, nurses may not feel as though their role in the hospital is valued. This may lead to a lack of desire to advance their career, as well as create potentially damaging workplace dynamics.

Trust issues

49% of nurses weren't sure if/didn't feel they could trust their leadership.


Lack of development


When asked if their leaders supported their career development:



Labor Forecast


When hospitals are understaffed, nurses struggle to do their job well — and CNOs worry it's only going to get worse.


 **CNOs speak out.**
Over one-third of CNOs expect to face significant or severe nurse shortages, and 43% think the situation will only worsen in the next two years.⁶

 **Understaffed and overworked.**
61% of CNOs believe the shortages have a considerable or large negative impact on nurse morale.⁷

Collaboration Challenges

Nurses have to work with employees and staff from all departments of the hospital, and coworking frustrations can contribute to disengagement and lackluster workplace camaraderie.

 **High-stress, high stakes.**
Despite the difficult situations they experience together, doctor-nurse communication is not often a focus during respective schooling. This has the potential to lead to communication issues during high-stress, high-stakes scenarios, as well as a disconnect in expectations.⁸

 **"Us" vs. "Them."**
Communication breakdowns and misunderstandings can create a hierarchal "us" versus "them" mentality between doctors and nurses — which can put patient care quality at risk and lower nurse morale.⁹

How can leadership foster a more collaborative hospital work environment? Bridging the gap between doctors and nurses requires an intentional culture change. Start with the common ground of healing and establish a consistent feedback and communication structure.

PRIORITIZING NURSE SATISFACTION



Between the high numbers of nurses retiring, a new generation entering the workforce and a healthcare labor forecast that suggests significant shortages ahead, **the time to prioritize nurse satisfaction is now.** By creating a collaborative and supportive culture, hospitals can improve workplace morale and build a more satisfied, engaged nursing team.

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