



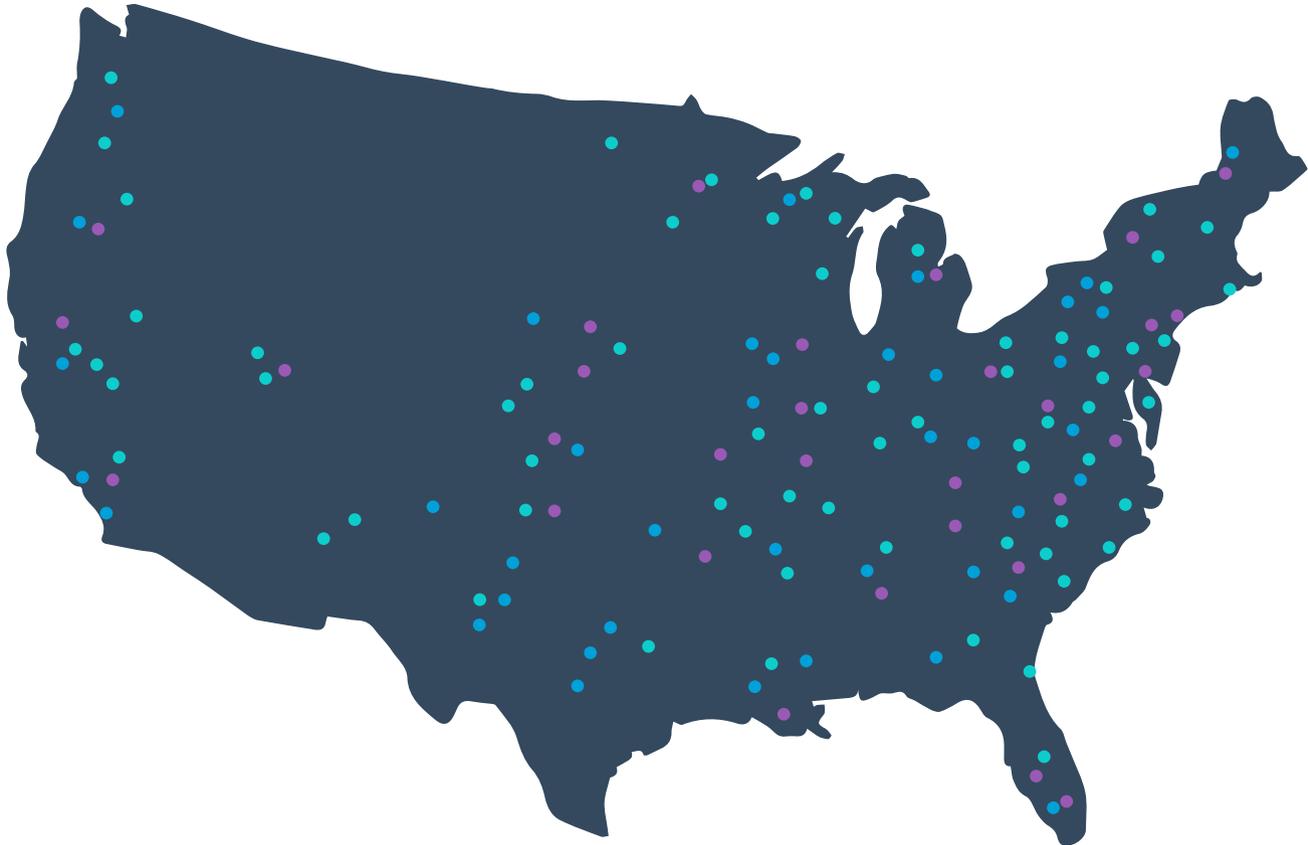
Nurse Burnout

— A Study by Reaction Data —

Demographics

Participants

N = 116 Nurses



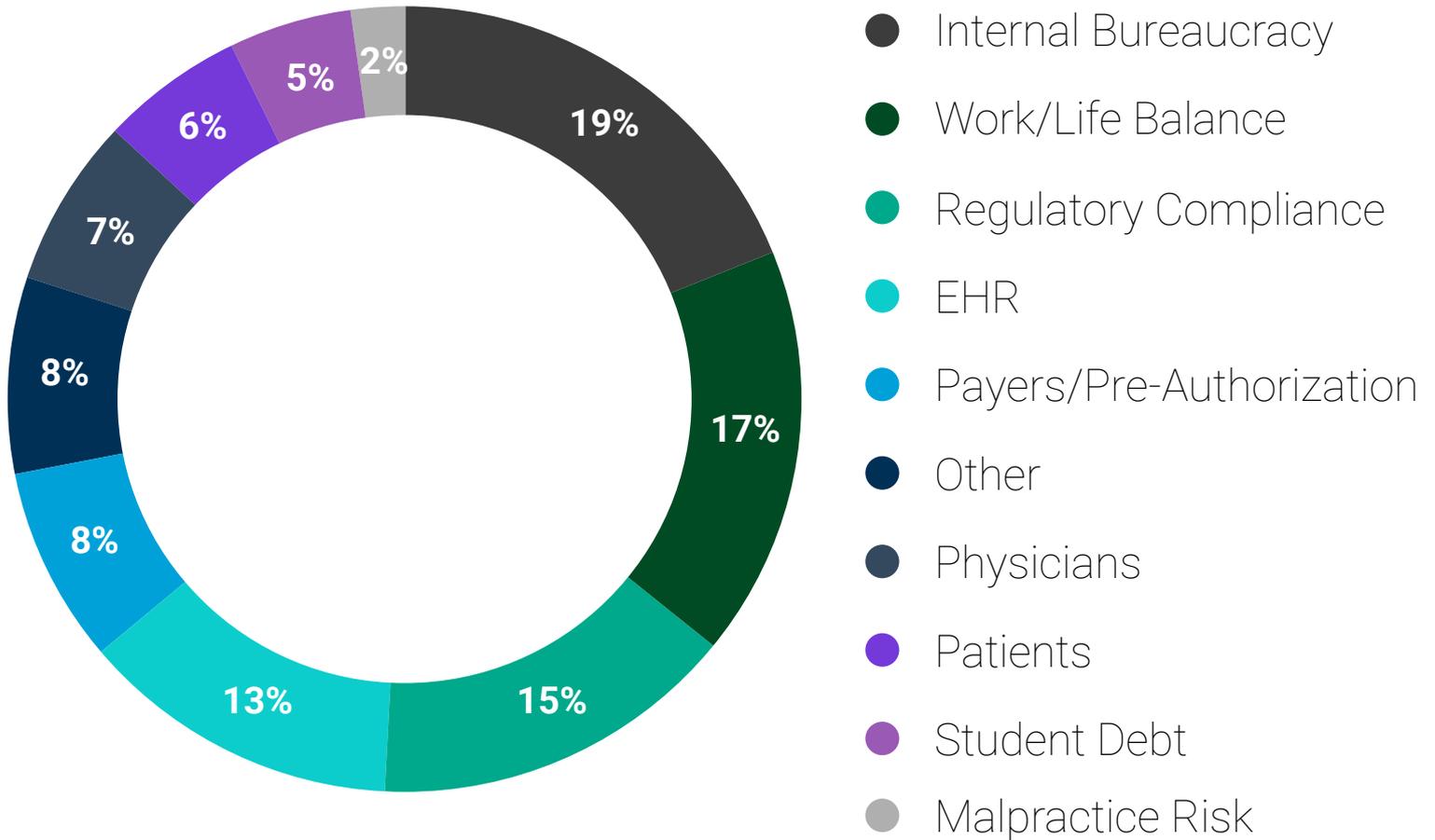
“Let’s start with the first benefit to nursing: Altruism – the unselfish concern for the welfare of others; selflessness. Nurses help people. It’s that simple. And in doing so, we receive the unmatched satisfaction of knowing that we have made a difference to patients and their families.”

- Dawn Marino, RN, BSN, HNB-BC: - [Why Did You Become a Nurse?](#)

“Nurses help people.” So, what’s standing in the way of nurses performing the job they went into the field to do? Reaction Data asked nurses from across the nation what the major contributors to the work-related stress they feel are. Spoiler alert: It’s not the patients.

Causes of Burnout

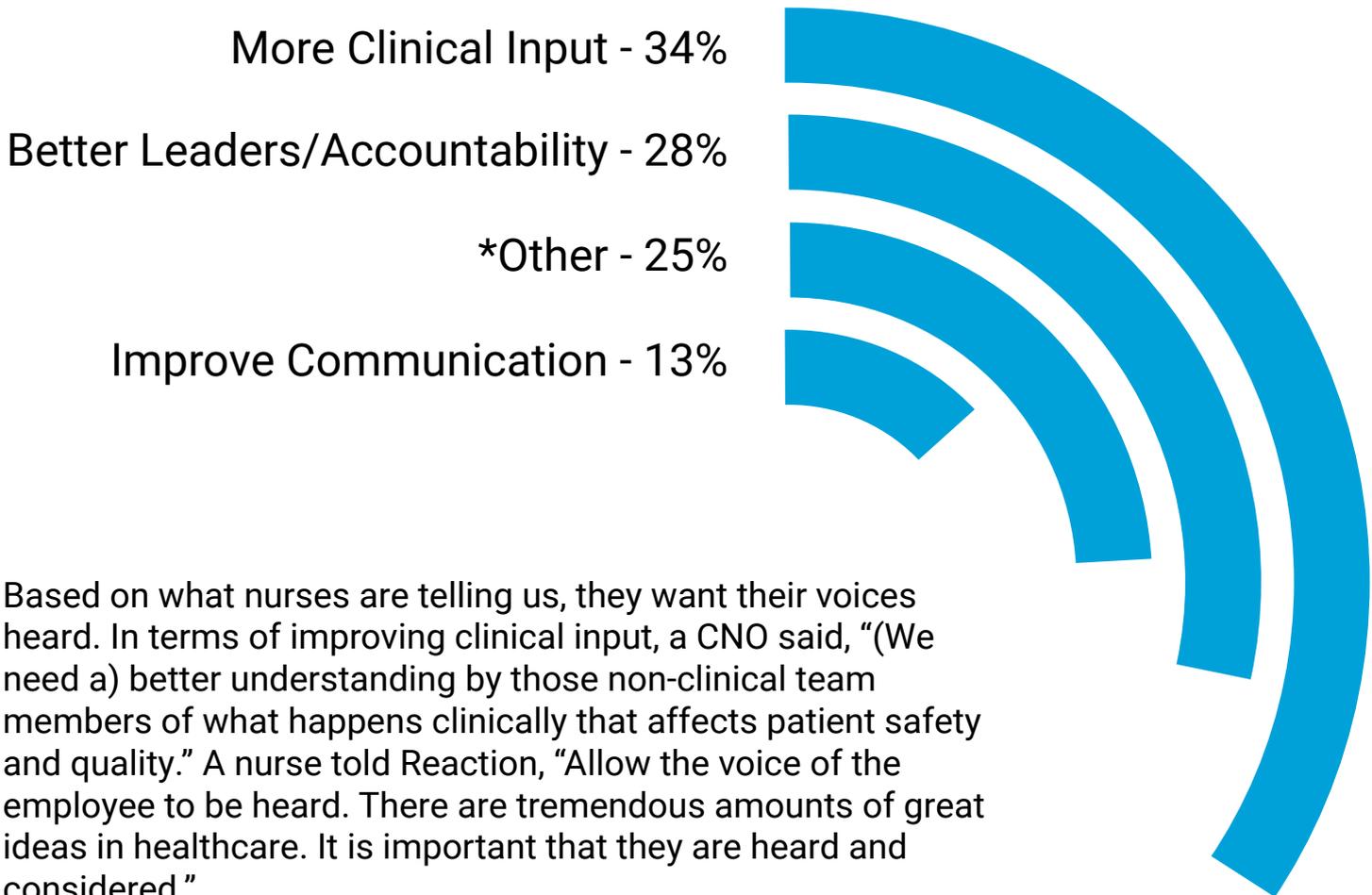
What factors contribute the most to Nurse burnout and stress?



While physicians are more stressed about the EHR and dealing with payers taking their attention away from the patient, bureaucracy, work/life balance, and dealing with regulations rose to the top of the list of nurse frustration. Dealing with physicians and patients was a factor in less than 10% of the responses we received respectively.

Bureaucracy Stress

What Can Be Done To Reduce Bureaucracy Stress

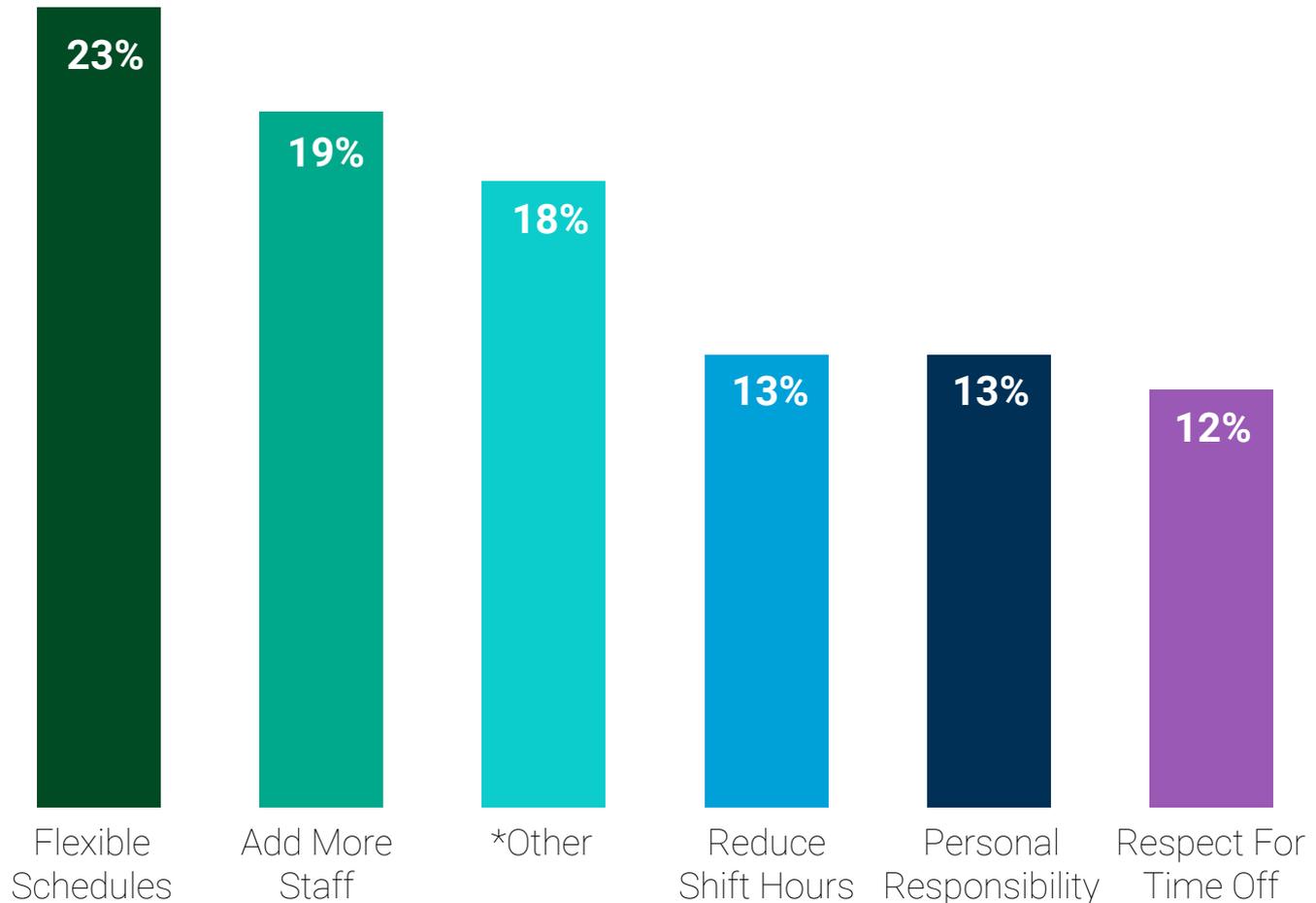


Based on what nurses are telling us, they want their voices heard. In terms of improving clinical input, a CNO said, "(We need a) better understanding by those non-clinical team members of what happens clinically that affects patient safety and quality." A nurse told Reaction, "Allow the voice of the employee to be heard. There are tremendous amounts of great ideas in healthcare. It is important that they are heard and considered."

*Other: We received a wide variety of comments that were too unique to categorize separately. Some included responses such as "sitting at a desk coming up with 'great ideas' only adds to the workload," "streamlining processes," "less intimidation from leadership," and "not much can be done."

Work/Life Stress

What can be done to reduce your work/life balance stress?



When it comes to balancing the scales more favorably, we got some interesting feedback. Nurses are already working long shifts. One complaint is that they are so understaffed that even when their typical twelve-hour shift ends, they are staying later to jump through regulatory hoops (we'll get to regulations next). The majority feel that adding more nurses would provide the flexibility they desire and some even recommended reducing shift length to an eight hour stretch.

*Other comments included "being able to turn my brain off when I leave," "learning coping skills," "fewer meetings," and, our personal favorite, "change husbands."

Compliance Stress

What can be done to reduce compliance stress?



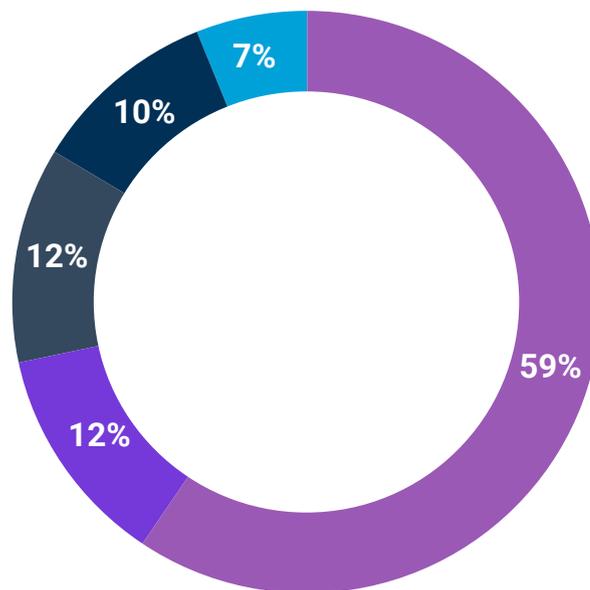
What else tops a nurse's wish list? Fewer, simpler, achievable regulations. A nurse told us that, "Some days it seems that we are spending more time documenting to comply with governing agencies than quality time with our patients." A nurse manager added, "Compliance should directly relate to outcomes. Make regulations meaningful."

*Other comments included: "assigning a leader to assist with compliance," and not really knowing what the solution is, "it's the government, what can we do?"

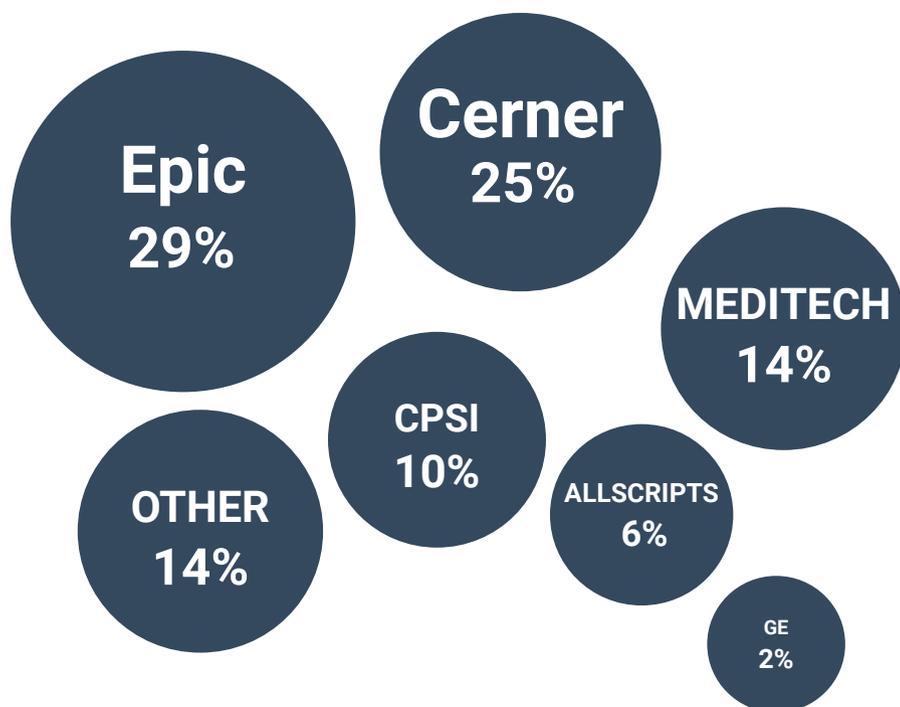
EHR Stress

What can be done to reduce EHR stress?

- Improve User-friendliness
- Consistency
- Other
- Reduce Data Entry
- Better Training



Which EHRs are participants using?



By and large, nurses want to work with patients, not computers. Regardless of vendor, the number one concern with the EHR is its usability. Disparate systems within an organization, new systems being implemented, and key stroke count all add up to dissatisfaction. Nurses have said they need better training on the technology, but first and foremost, want consistency. "Have one EMR for both our clinic and hospital versus the two systems we have now." CNO

*Other comments include: "creating a patient portal," "increasing the system's speed," "updating to the current version of the software," and "encouraging (forcing) the docs to use it."

Conclusion

Clinician burnout, unfortunately, is a huge problem in the healthcare industry. Based on role, the triggers can vary. However, one overlapping theme is bureaucracy, compliance issues, and technology. Nurses are also concerned with striking the appropriate work/life balance due to long shifts, inflexible schedules, and understaffing. The catch 22 is that in order to attract more to the field, these issues will need to be addressed but it will require an increase in individuals that are altruistic enough to look past the existing burdens. One thing is clear; the majority of clinicians want obstacles removed so they can focus more on what they entered medicine for: the patient.

Customers: If you have a Reaction Data subscription and would like to look at all the rest of the research not contained in this report, including access to hundreds of participant comments, click [here](#) to login and access it.

Everyone else: If you have questions about this or other research we've conducted, feel free to email our CEO Jeremy Bikman at jeremy.bikman@reactiondata.com.