

What Do Registered Nurses Want?



Presented By:
Work Dynamics, Inc.
Employee and Physician Relations Consultants

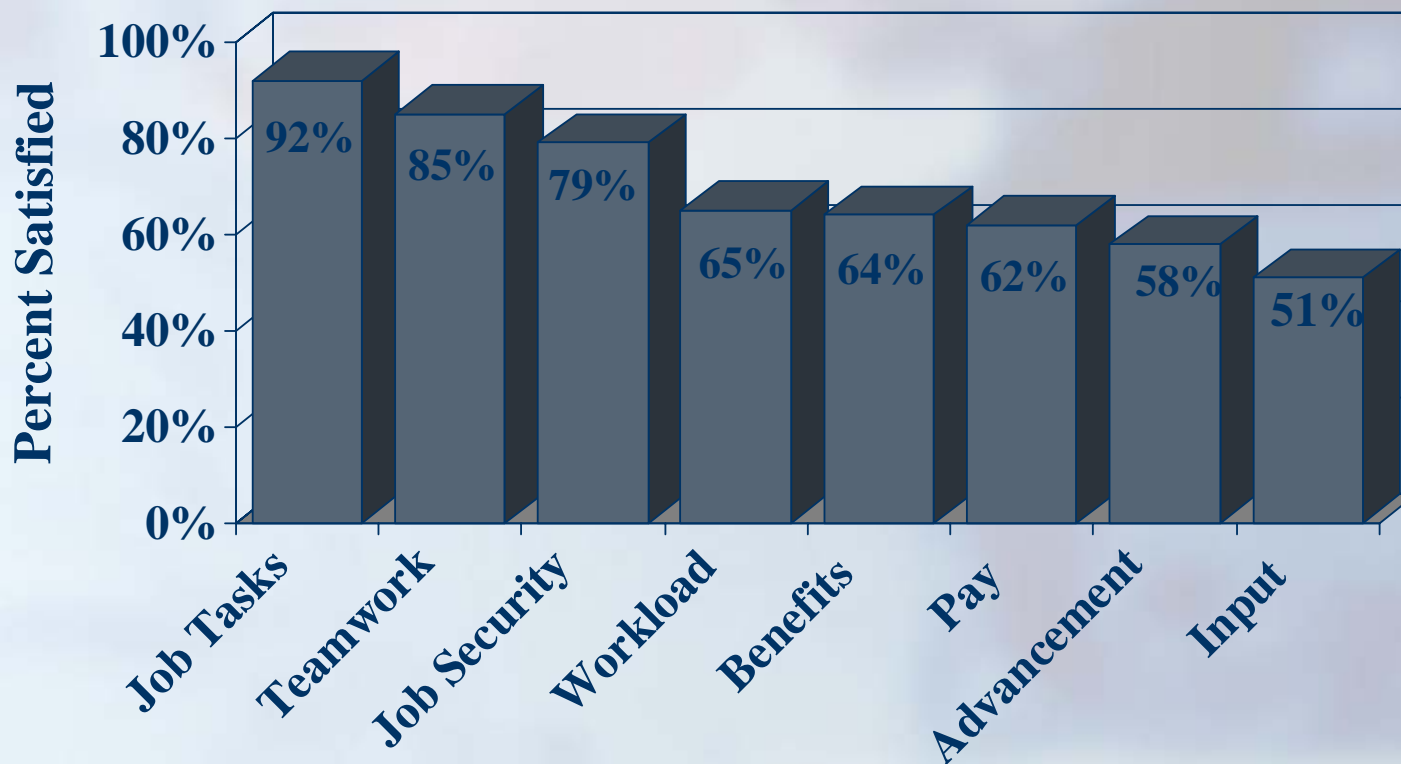


Work Dynamics, Inc., conducted a national pilot study of 2,442 Registered Nurses at 13 hospitals to answer seven questions

- 1. What do RNs like about their job?**
- 2. What drives overall RN satisfaction?**
- 3. Are RNs' work values inner directed or outer directed?**
- 4. How many more years do RNs plan to work?**
- 5. What percentage of RNs want to work fulltime?**
- 6. Why do RNs stay?**
- 7. Why do RNs leave?**



RNs generally liked their tasks, teamwork, and job security, but at least one-third had concerns about workload, benefits, pay, advancement, and input



Do RNs at your hospital feel the same way?

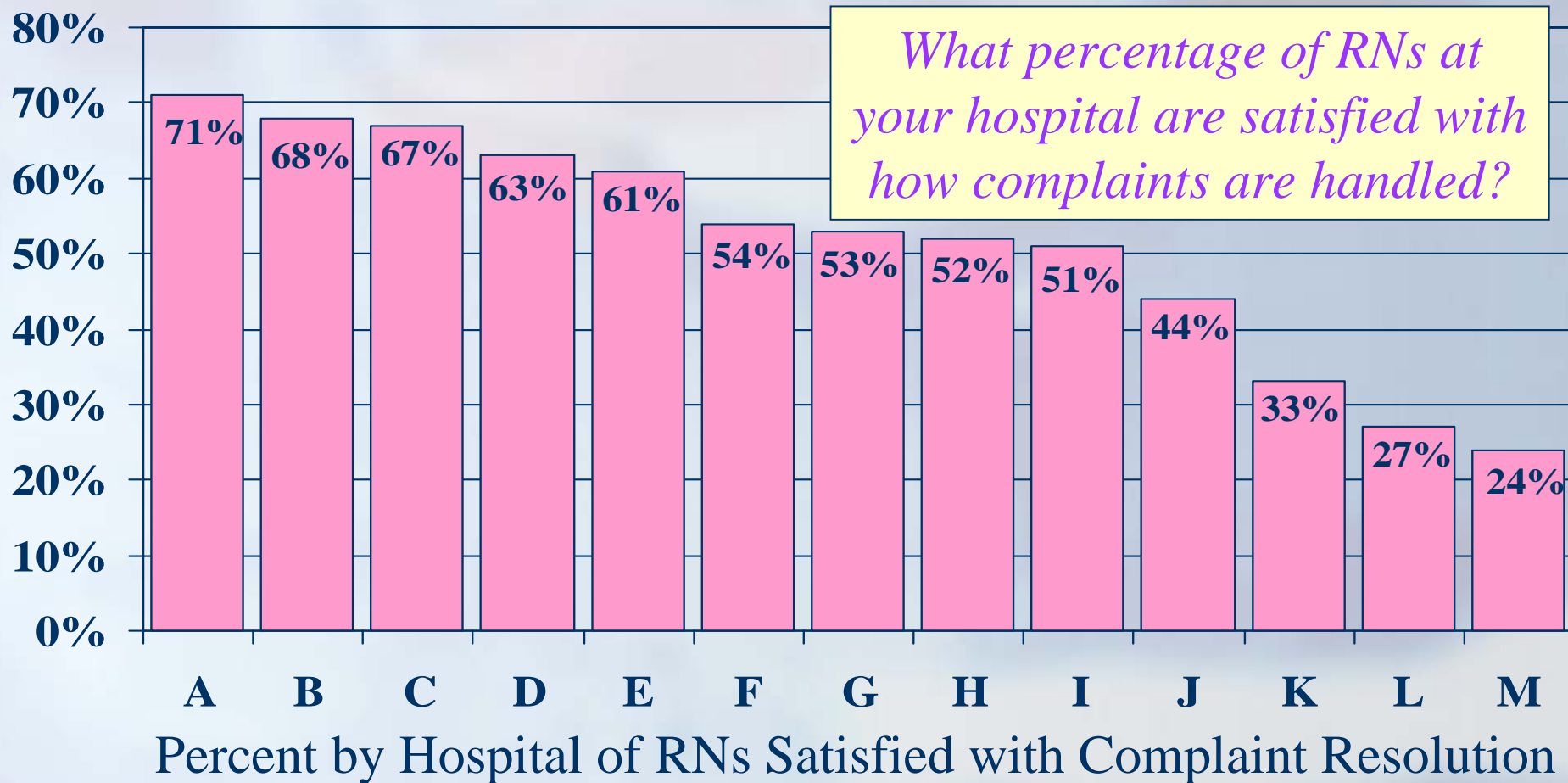


RN satisfaction was most affected by the complaint resolution process

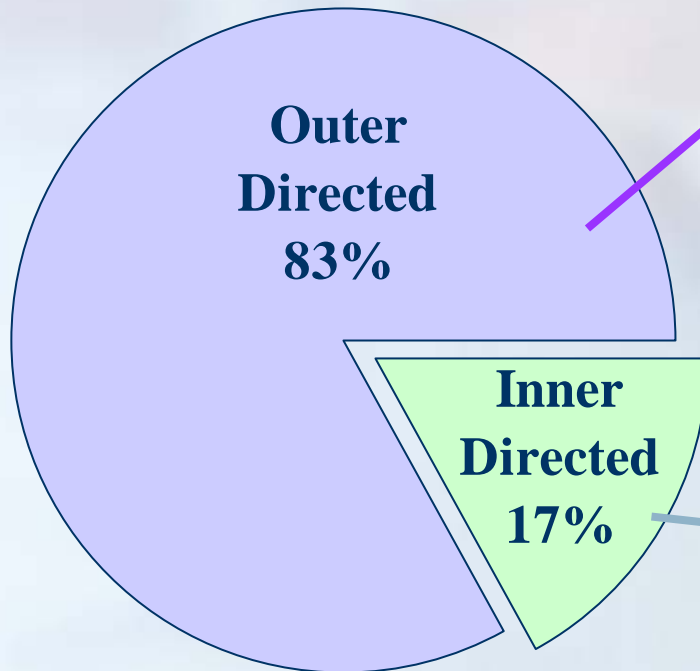
- In the pilot study, Registered Nurses had an Overall Satisfaction score of 69 on a scale of 0 (low) to 100 (high).
- The main driver of overall satisfaction for RNs was whether they thought **employee complaints were handled fairly**.
 - RNs who responded “yes” to this one item had an overall satisfaction score of 89.
 - RNs who were “undecided” had an overall satisfaction score of 61.
 - RNs who said “no” had an overall satisfaction score of 46.



Hospitals differed significantly in RNs' perceptions of whether employee complaints were handled fairly



Five-out-of-six RNs had “outer directed” work values



Five-out-of-six (83%) RNs were outer directed. This means they tend to:

- be influenced by peers
- have a strong preference for structure, security, and stability
- stay until some force causes them to leave

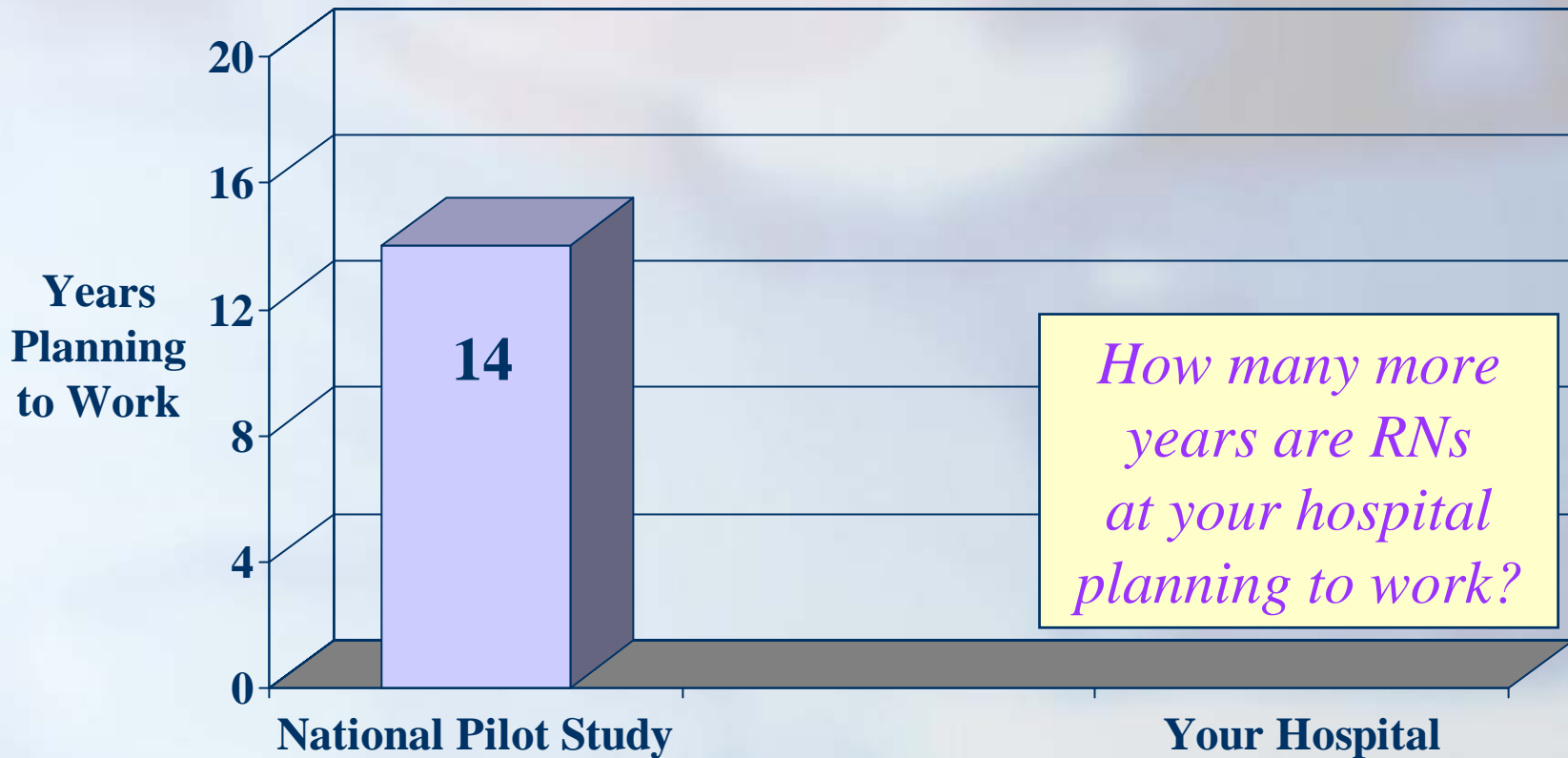
One-out-of-six (17%) RNs was inner directed. This group tends to:

- be self-motivated
- maintain an internal sense of purpose and direction
- stay or leave based upon their own priorities

The survey measures six predominate work values; 3 inner and 3 outer directed. Work values provide insight into RN job needs and what retention strategies will or will not work.

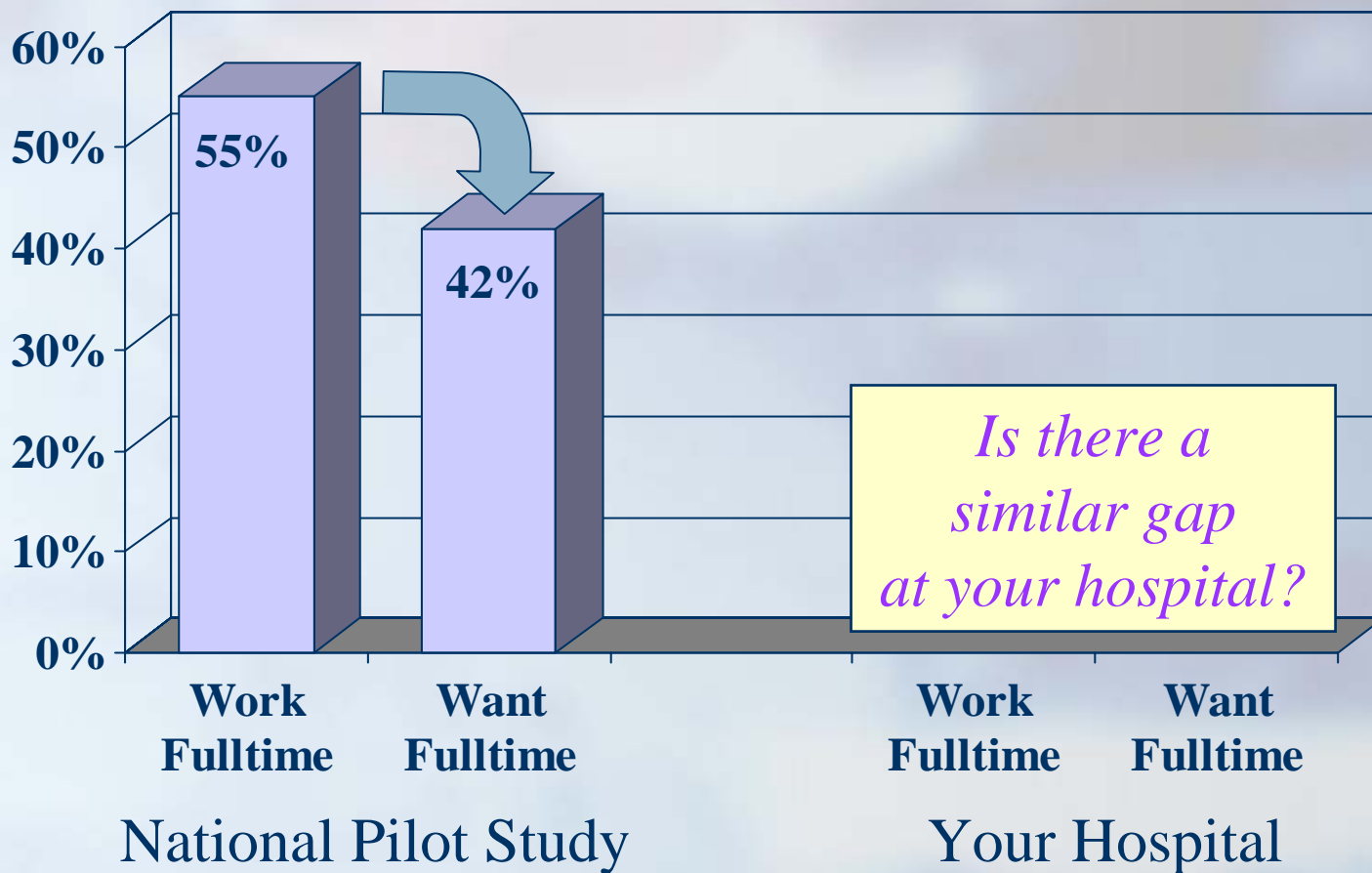


RNs said they plan to work, on average, 14 more years





55% of RNs worked fulltime, but only 42% wanted to!





Why do Registered Nurses stay?

In the national pilot study, the top three reasons why RNs stay in their current position were:

1. "I have financial responsibilities that require me to work."
2. "The current work schedule fits my needs."
3. "I have family responsibilities that require me to work."

What are the top three reasons RNs at your hospital stay?



There were differences by shift in why Registered Nurses stay

The number one reason RNs – on all shifts – stay was they have financial responsibilities that require them to work.

Additional reasons varied by shift:

- ✓ Day shift RNs stay because their work schedule fits their needs.
- ✓ Night shift RNs stay because they like the people they work with.



There are differences by age group in why Registered Nurses stay

The number one reason RNs – of all age groups – stay was they have financial responsibilities that require them to work.

Additional reasons varied by age group:

- ✓ RNs age 30 and younger stay to get the nursing experience they need to advance their career.
- ✓ RNs age 31 to 50 stay because they have family responsibilities that require them to work.
- ✓ RNs age 51 and older stay because the work schedule fits their needs and they don't want to lose benefits.

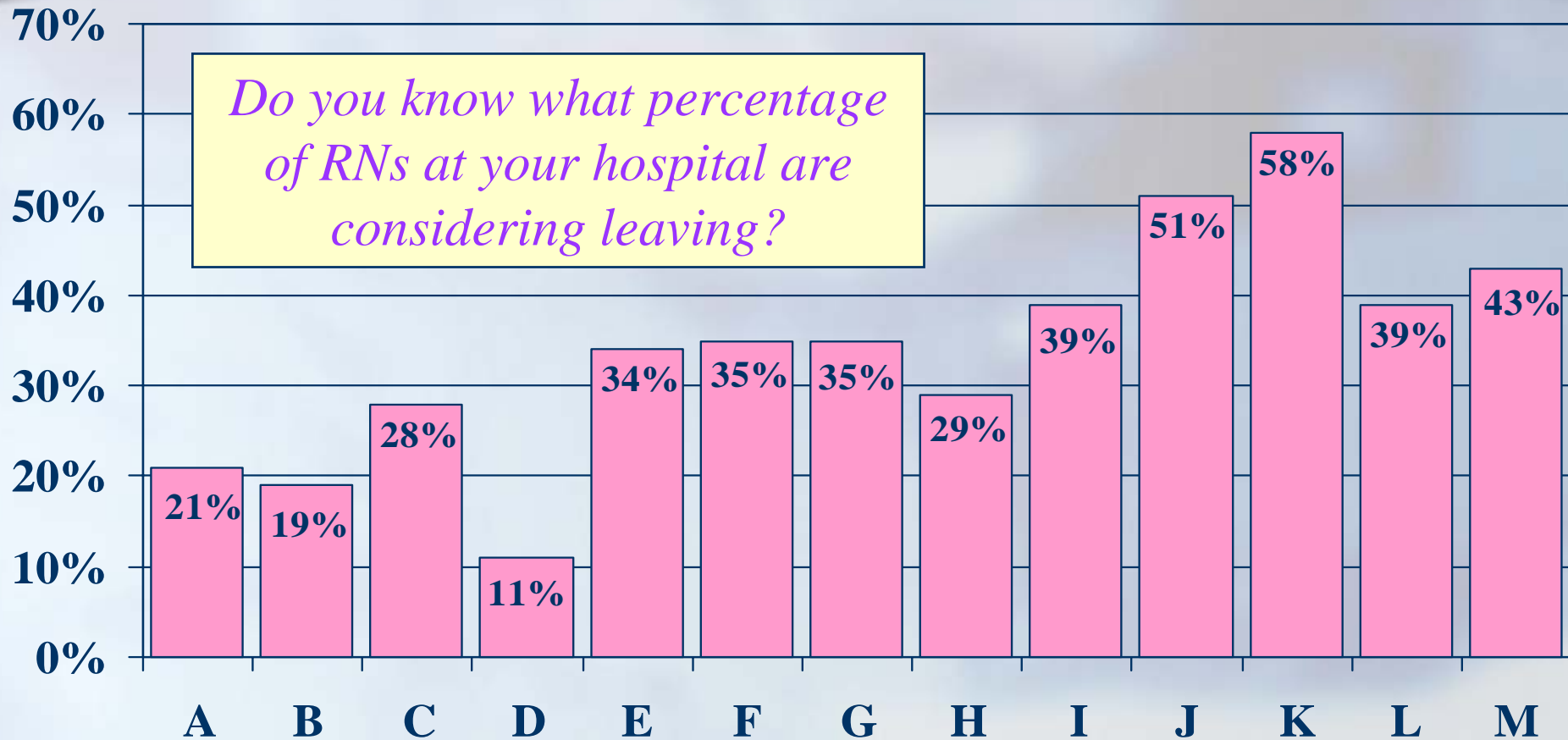


36% of RNs indicated they were seriously considering leaving!





Hospitals differed significantly in the percentage of RNs considering leaving



Percent by Hospital of RNs Considering Leaving



Why do Registered Nurses leave?

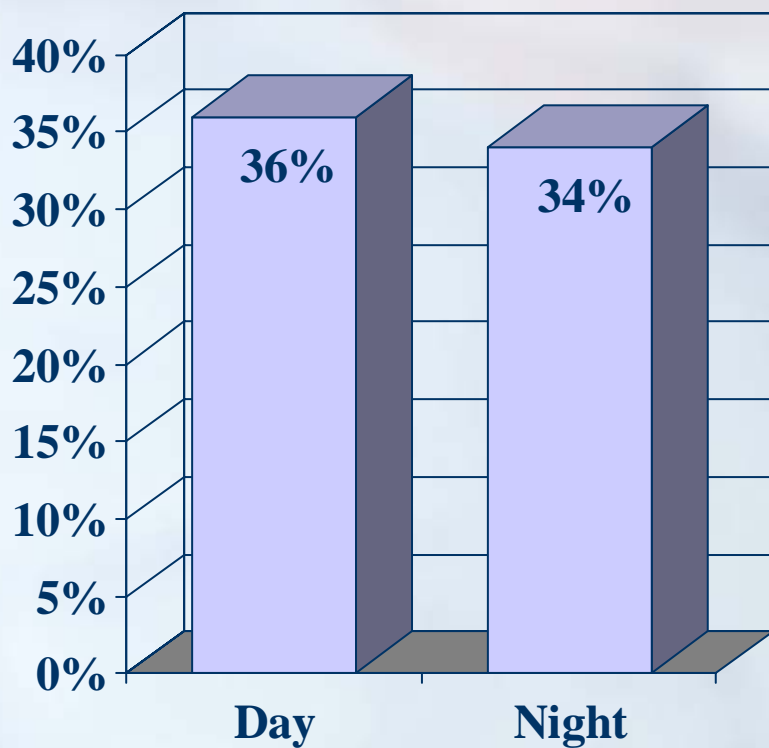
Among the 36 percent of RNs who indicated they were seriously considering leaving, the top three reasons were:

1. "Personal reasons that have nothing to do with my job or my employer."
2. "My workload is so heavy that I worry about making mistakes."
3. "I am not paid fairly here."

What are the top three reasons RNs at your hospital are considering leaving?



By shift, about the same percentages of RNs were considering leaving – but for different reasons



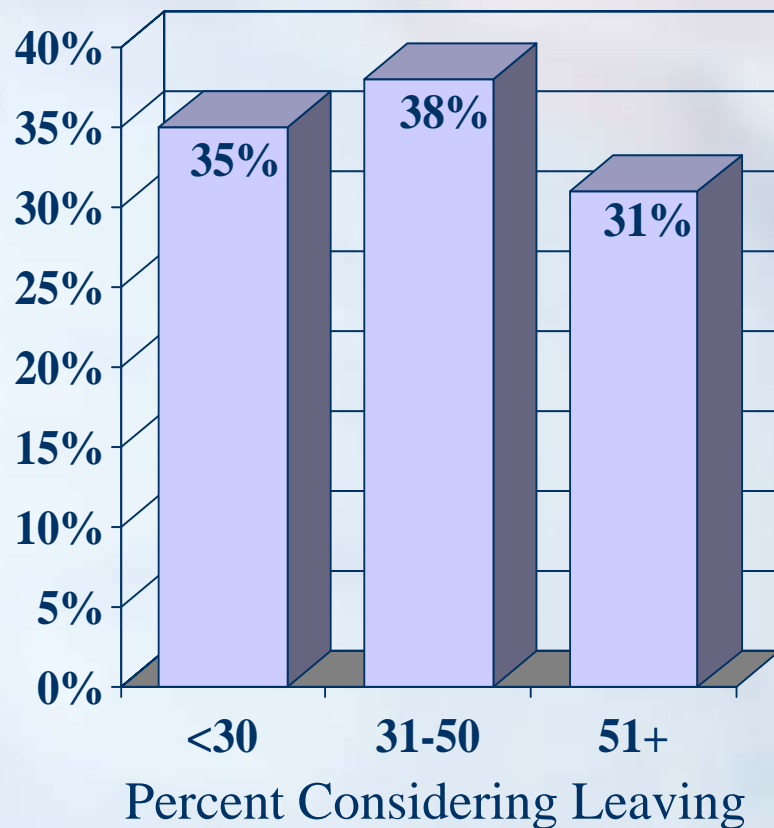
Percent Considering Leaving

The number one reason RNs – on all shifts – were considering leaving was personal reasons unrelated to the job or employer. Additional reasons varied by shift:

- ✓ Day shift RNs were considering leaving because their nurse manager wasn't meeting their needs
- ✓ Night shift RNs were considering leaving because the workload was too heavy



By age group, about the same percentages of RNs were considering leaving – but for different reasons



The number one reason RNs – of all age groups – were considering leaving was personal reasons unrelated to the job or employer. Additional reasons varied by age group:

- ✓ RNs age 30 and younger were considering leaving because the workload was too heavy
- ✓ RNs age 31 to 50 were considering leaving because they were not paid fairly
- ✓ RNs age 51 and older were considering leaving because the workload was too heavy



How do you find out what your Registered Nurses want?

- Each hospital is unique – with its own special culture, strengths, work value mix and issues.
- In order to address your issues, you need to know what they are.

“The information presented in this report is not available from any other source. It is powerful information when in the hands of an enlightened leader. We would caution that what works for one hospital may not work for another. Every hospital is different with its own unique blend of employee work values and issues. Only by surveying your employees will you know the formula for your success.”

Jim Velghe, President, WDI



About Work Dynamics, Inc.

Work Dynamics, Inc. (WDI) is a private research and consulting firm specializing in physician and employee relations. Our mission is to assist hospitals build positive dynamic relationships that significantly contribute to the hospital's mission and goals. The firm's principals have over thirty years experience working and consulting in hundreds of major medical centers and health systems throughout the United States. The firm uses advanced survey technology and/or on-site audits to make precision diagnoses and measure positive changes in morale.



For More Information

If you would like to learn more about our Registered Nurse Retention Survey, Employee Opinion Survey, Physician Relations Audit or our specialized consulting services, please contact us.

WORK DYNAMICS, INC.

4707 College Blvd

Leawood, KS 66211

Phone: (913) 317-8200

Fax: (913) 317-8205

Web Site: www.workdynamicsinc.com