



EBOOK

Helping nurses heal

Compass One Healthcare's strategies for improving nursing's health, wellness, and well-being in a turbulent post-pandemic era.



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Introduction

Nurses are the heart and soul of healthcare. But for years they have had to deal with job-related obstacles to wellness and engagement—and the pandemic has only worsened conditions. In response, many organizations are exploring ways to help nurses thrive. Because when nurses can practice optimally, patients and healthcare organizations alike benefit.

Compass One Healthcare has a longstanding commitment to supporting nurses, so they can be their best at work and at home. Compass One has worked with the American Nurses Association's (ANA) Healthy Nurse, Healthy Nation® initiative and Press Ganey to find innovative ways to support nurses and accelerate these efforts. These collaborations are intended to further the goals of Healthy Nurse, Healthy Nation®—an ANA program that focuses on improving the health and well-being of more than 5 million U.S. nurses by making improvements in six key areas: nutrition, physical activity, rest, quality of life, safety, and mental health.

Nurses do not have the support they need

At the heart of the collaboration between Compass One and ANA is a core belief that nurses' health, wellness, and effectiveness are all interconnected, and the Healthy Nurse, Healthy Nation® domains provide a framework for improvement. Nurses can make significant headway toward achieving these goals, provided they have the support they need.

Compass One Healthcare has taken an active role in providing innovative support services for hospitals, including:

- Food and nutrition services at more than 950 hospitals
- Environmental Services (housekeeping) at over 600 hospitals
- Patient Observation (patient sitting) and Patient Transportation services across the country
- Strategic partnership support for the Healthy Nurse, Healthy Nation® program and the creation of educational content on nutrition
- Content creation for Project Firstline—a national education program that aims to improve infection prevention and control practices to protect patients, nurses, and other healthcare professionals

Much progress has been made, but there's still work to do, as nurses prepare to enter an even more challenging era marked by staffing shortages, increased expectations, and the demands of an aging population.

Supporting and retaining nurses is crucial

2 nurses

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336 nurses

per week

For nurses, the pandemic brought an even greater concern for issues surrounding workplace safety and infection prevention. Workplace violence is also on the rise: On average, two nurses in the U.S. are assaulted every hour, which is 336 nurses per week.¹

On the patient side, their expectations have skyrocketed—another aftereffect of COVID-19. What constitutes appropriate cleanliness, distancing, and contact has significantly changed in the patient's eyes.

As a result, nurse turnover has seen its highest two years on record. Turnover peaked in 2021 at 27.1% and stood at approximately 23% at the end of 2023.² Some of this can be attributed to retirement, relocation, and natural attrition. But it is estimated that 100,000 nurses left the profession due to the pressures and strains placed on them during and after the pandemic.³

The demands on nurses are increasing

Staffing shortages are already widespread—and they're projected to worsen in the years ahead. Many organizations have turned to temporary and travel nurses to help deal with shortages, but these moves are neither cost-effective nor sustainable. Even in a perfect world, industry estimates foresee shortages of more than 500,000 nurses in the next five years, due to the impending retirement of 900,000 nurses by the end of the decade.⁴

For organizations of all sizes, taking an active role to address the health and working conditions of nurses is more critical than ever. Healthy Nurse, Healthy Nation® currently has resources that can elevate nurses' health and well-being and, in the process, help alleviate the increased pressures that have increased in the past few years.



The average cost of turnover for a bedside RN is

\$52,350

a 13.5% increase over 2021.⁵

Nutrition and physical wellness are just the beginning

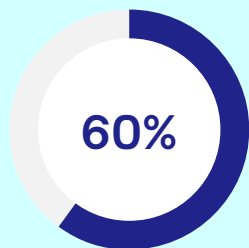
To date, more than 350,000 nurses and 600 organizations have engaged with ANA's Healthy Nurse, Healthy Nation® on some level. Many began by embracing ideas and practices that involve nutrition and physical health. Anecdotally, it's been reported that initiatives that improve access to healthier food choices may be easier to implement, measure, and benchmark.

In some work environments, nurses may not have many choices when it comes to healthier food options. Compass One Healthcare leads the way in providing better options: replacing junk snacks with healthier options, initiating programs that support proper hydration, encouraging scheduled break times, and providing quicker access to healthy retail meals to go so nurses can eat healthier both at work and at home.

But the diet, nutrition, and physical challenges that nurses face are only part of the problem. To achieve the objectives of Healthy Nurse, Healthy Nation®, the mental and psychological stresses that today's nurses face must also be addressed.

The virtuous cycle of nurse experience and patient experience

Healthcare organizations focus on delivering exceptional safety, quality, and patient experience—baseline expectations for all patients who enter the healthcare system. While many within the industry equate satisfied patients with satisfied nurses, Press Ganey's data reveals that improving the nursing environment is much more complex. Prioritizing safety, connecting caregivers to purpose, and ensuring that nurses experience a sense of belonging in the organization are all closely correlated to higher nurse engagement and positive patient outcomes.



of items that drive
caregiver retention also
drive engagement.⁶

In nurse surveys nationwide, Press Ganey has determined that healthcare providers can drive engagement and long-term retention among nurses by assessing five key factors:

- Do nurses find joy in the work that they're doing?
- Do they feel they can deliver safe, effective, high quality care?
- Does their organization operate in an ethical manner?
- Is their organization committed to diversity, equity, and inclusion?
- Do they trust the people leading them?

Progress in these areas can have a significant impact on nurses' overall job satisfaction, engagement, and well-being—and move an organization closer to the objectives of Healthy Nurse, Healthy Nation®.

Elevating nurse wellness and performance

Press Ganey data has demonstrated that nurses want to provide quality patient care by having the leadership support and time required to do so. Another important aspect to achieve that goal is that nurses must be able to work to the top of their license and function optimally and efficiently. Yet we know that nurses are often asked to assume responsibility for many non-nursing tasks, such as food and nutrition services, environmental services, patient observation, and patient transportation. In most hospitals today, nurses may end up spending a large part of their time performing tasks that could be delegated and performed by other members of the interprofessional team, or technology enabled. This not only adds to their stress and workload, but it also impedes a nurse's ability to deliver safe, effective, high-quality patient care.

Freeing nurses from non-nursing tasks enables them to devote more time to providing safe, high-quality, and compassionate care. Further connecting nurses to the purpose, joy, and meaning in their work improves nurse engagement and reduces burnout, which supports nurse health and wellness. And when organizations focus on the right things, healthier financial outcomes often follow through reduced nurse turnover.

Opportunities to encourage innovation in hospitals and health systems

- 1. Remember: We're better, together.** Collaboration is key to improving the healthcare work environment. Partners like Compass One Healthcare, the ANA's Healthy Nurse, Healthy Nation®, and Press Ganey can accelerate efforts to transform your organization, and the industry.
- 2. Think outside the box.** Innovation is needed to move into new care delivery models to achieve your goals.
- 3. Let nurses focus on what they do best: nursing.** Being tasked with non-nursing goals takes away from time spent caring for patients—and this erodes engagement and negatively impacts patient experience.
- 4. Find the right person for the right job.** Moving non-nursing tasks to other team members can help address some of the current stresses at the unit and bedside levels.





Your journey toward a healthier nurse workforce begins with a single step

The strong relationship between Compass One and the American Nurses Association, in collaboration with Press Ganey for the provision of data and content expertise, is contributing to the goals of the Healthy Nurse, Healthy Nation® program in meaningful ways. These include recommendations for process improvement, sharing best practices, and developing metrics to better assess the positive impact Healthy Nurse, Healthy Nation® is achieving across the country.

By implementing the innovative processes, models, support services, and metrics to achieve the goals of Healthy Nurse, Healthy Nation®, the industry can promote the health and well-being of nurses—and impact the health of the patients and communities they serve.

Get in touch

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For a deep dive into Press Ganey's nursing and workforce solutions, head to: pressganey.com/request-a-demo

To learn more about the Healthy Nurse, Healthy Nation® program, please visit: healthynursehealthynation.org



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