

Workforce Wellness

Effective Approaches to Foster Wellbeing and Retention in Healthcare

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About Medical Solutions

Medical Solutions is one of the nation's largest workforce solutions partners, connecting nurses and allied health clinicians with hospitals and healthcare systems nationwide.

Through a strategic alignment of **service**, **strategy**, and **technology**, our workforce solutions help facilities:

- Gain efficiencies.
- Control labor costs.
- Enhance patient care standards.



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What You'll Learn

- Strategies to reduce burnout.
- How to promote a culture of wellness across teams.
- Methods for top-of-license utilization.
- How to maximize team impact and support professional fulfillment.



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Why Are We Here Today?

Leaders at all levels must establish a **culture that retains top talent.**

- **193,100 RN jobs** are expected to open each year through 2032.*
- Average cost of turnover for a staff RN is between **\$45K – \$67.5K / year.**
 - An increase of 7.5% from previous year.**
- **59 – 109 days** is the average time it takes to recruit an experienced RN.**
- Each percent change in RN turnover costs or saves about **\$262.5K / year** for the average hospital.**

*Source: Bureau of Labor Statistics Employment Projections 2022 – 2032

**Source: Becker's Hospital CFO Report 2024



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Job openings for the healthcare and social care sector has increased by 48% from 2019 to 2023

1.2 million in 2019 → 1.8 million in 2023

**Source: US Bureau of Labor Statistics*



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Understanding Workplace Violence (WPV)

WPV is the act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the worksite.

- **Nurses experience the highest levels of incivility and bullying.**
 - **Incivility** is rude or disrespectful behavior that violates norms for mutual respect in a social or professional setting.
 - **Bullying** is repeated, intentional behavior intended to intimidate, humiliate, undermine, or harm another person, often involving a power imbalance.

Source: OSHA – Occupational Safety and Health Administration



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Understanding Workplace Violence (WPV)

There is a **34% increase** in lost days of work from injuries in hospitals vs. other industries.

- Many incidents remain unreported.



Source: OSHA – Occupational Safety and Health Administration



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The Impact of Incivility in Healthcare

Impact to the Clinician

- Psychological distress
- Lack of confidence
- Self-doubt
- Low morale
- Burnout

Implications for the Hospital

- Absenteeism
- Turnover
- Ineffective patient care and outcomes
- Increased cost

Source: Newly Licensed Nurses Perceived Incivility Article - JONA



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What has Been Your Biggest Challenge

in Identifying and Addressing
Burnout within Your Teams?



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New Nurses are Struggling

- **New nurse turnover in 2023 = 33%**
- **Overall nurse turnover = 18%**
 - From 2020 to 2022, there was a **22.6%** rise in the proportion of nurses with less than 10 years of tenure.
 - **Three Top Reasons**
 - The preparation-practice gap disillusioned new graduates to the nursing profession.
 - Inadequate onboarding and preceptorships rush new guidelines into independent practice.
 - New guidelines lack comprehensive well-being support during their transition and beyond.



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Why Workplace Wellness is Critical

- Decreases burnout and turnover.
- Supports physical, emotional, and mental wellbeing.
- Boosts employee engagement and productivity.
- Improves patient satisfaction and outcomes.



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The Importance of Workplace Wellness

- **Support:** Address individual needs in real time.
- **Accessibility:** Available where and when clinicians need it.
- **Impact:** Immediate and long-term improvements in well-being.



Source: Chartis



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What Practices Have You Implemented in Your Teams

to Support Workplace Wellness
and Improve Morale?



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Building a Culture of Wellness

- Collaborate with stakeholders and teams.
- Share data/insights with leaders.
- Design and implement tailored wellness initiatives.
- Reinforce existing resources/work-based support networks.
- Adopt an opt-out emotional support approach.
- Establish a never event culture.
 - Do not tolerate incivility by anyone.



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Proven Workplace Support

- Behavioral incident response teams.
- Code Lavendar.
- Career coaching.
- Happy Hour (not what you might be thinking).
- Peer wellness coaches.
- Healthy work environment councils.
- Wellness/mental health days as benefit.



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Staffing / Flex Options

A flexible schedule in nursing is a work schedule that enables nurses to have more control over their work hours and days, leading to better work-life balance for clinicians and improved hospital outcomes.

- **Implementing Flexible Scheduling**
 - Self-scheduling.
 - Split roles/units.
 - Staggering shifts.
 - Support hours.
 - Lunch breaks.
 - Admission and discharges.
 - Education and teaching roles.
 - Weekend options.
 - Resource/float pools.
- **Considerations**
 - Be open to nontraditional ideas; traditional models may not meet changing workforce needs.
 - Ensure flexible options align with care areas' needs and continuously adapt to the changing market.
 - Consider the cost of and budget for different options.



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Virtual Nursing

- Improves communication with the team, patients and families.
- Decreases the risk of care being missed.
- Improves patient safety with access to seasoned staff.
- Increases quality outcomes (NSI).
- Provides mentorship to novice nurses.



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Case Study

Challenge

An organization faced high turnover driven by burnout. Although a Healthy Work Environment initiative existed, it wasn't addressing core issues. An external assessment confirmed widespread burnout, revealing unit-specific challenges and common organizational themes.

Solution

- Nurse executives tackled large-scale systemic challenges.
- Launched an organizational incivility campaign.
- The Healthy Work Environment initiative focused on ensuring breaks and lunches.
- Individual units addressed specific issues identified within their teams.

Results: Decrease in nurse turnover by 2%



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Key Takeaways

- **Mental wellbeing** is critical for retention and job satisfaction.
- Addressing workplace violence and incivility is **essential**.
- Wellness programs and focused strategies can create **impactful change**.



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Q&A

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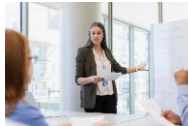


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