

Beating the burnout: What do you and your teams really need?



The power of choice in healthcare has changed how we make decisions as both patients and employees. The impact of the latter is causing skyrocketing rates of burnout and attrition among frontline leaders and your teams. So, we took a look at what's happening across health systems by asking the question: **Are you engaging your teams in the ways that matter most?**

The growing divide in healthcare



35-54%

of clinicians have symptoms of burnout



1 in 2

employees quit because they don't feel valued, or feel no sense of belonging

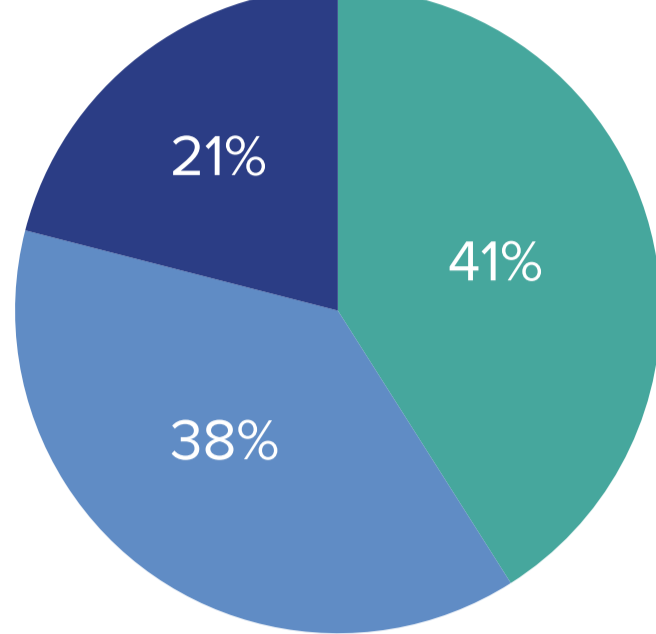


90.8%

of workers have left the average hospital in the last 4 years

When asked whether the national shortage of medical workers had affected them and their place of work, healthcare workers said...

● Major impact ● Minor impact ● No impact



American Hospital Association Fact Sheet: Strengthening the Health Care
Morning consult poll conducted Sept 2-8 2021, among 1,000 U.S. healthcare workers with a margin of error +/- 3%
2021 NSI National Health Care Retention & RN Staffing Report

Your team members have specific needs. Do you know what they really are?

A recent McKinsey report found that organizations who were struggling to retain talent often showed a level of disconnect between their own perceptions of why people leave, and their people's actual triggers and motivations.

Disconnected employers believed attrition was driven by:

- ✓ Inadequate compensation
- ✓ Work-life balance
- ✓ Poor health
- ✓ Unmanageable workload



What employees were actually looking for:

- ✓ To feel valued by organization
- ✓ To feel valued by manager
- ✓ A sense of belonging
- ✓ Having caring teammates



“Organizations that take the time to learn why—and act thoughtfully—will have an edge in attracting and retaining talent.”

- McKinsey

McKinsey Quarterly: 'Great Attrition' or 'Great Attraction'? The choice is yours, De Smet, Dowling, Mugsyar-Baldocchi, and Schanlinger.

It's time to make connections that matter

First step, turnover...

We analyzed data from 15,000+ healthcare workers using Laudio, and when it comes to keeping your team members feeling valued and motivated, the key drivers are **recognition and meaningful engagement**.

26%

The reduction in turnover when a frontline manager has just one meaningful one-to-one interaction per month with a team member.



What types of recognition matter most?

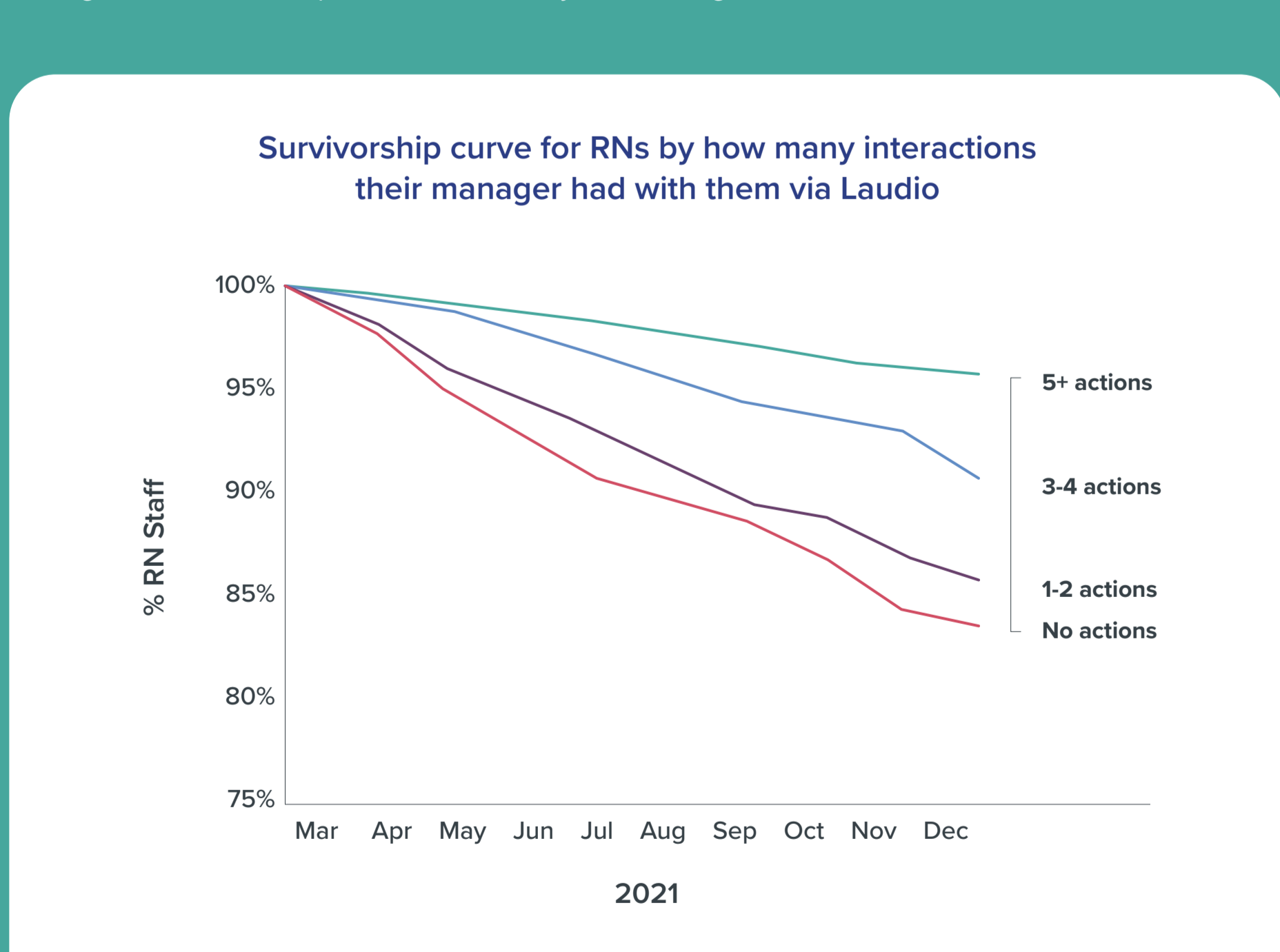
The short answer: It varies, but stays personal and meaningful

Recognition comes in a variety of forms, and different approaches work for different team members and organizations. In our recent analysis of one health system, here's just some of the types of recognition that had a powerful impact on nurse turnover. What do you think yours might be?

Thanking an RN for...	Nurse turnover reduction				
	a little				a lot
Being the most experienced team member on a shift	●	●	●	●	●
Being a per diem who works above and beyond	●	●	●	●	●
Working more than fair share of holidays	●	●	●	●	●
Being in-charge or precepting on a regular basis	●	●	●	●	●

Keeping teams engaged for the long haul

As frontline leaders, every additional interaction between you and your teams can have a positive impact on retention. When leaders apply the right types of recognition regularly, attrition levels off. Here's another example of the impact recognition has on this system's survivorship curve amongst RNs. Similar impacts are noted beyond nursing teams.



Excludes: Per diem employees (FTE<0.2); employees who joined post-Laudio implementation; terminations within the first 3 months of Laudio implementation; also excludes any employees who terminated within the first 3 months of Laudio implementation (Jan 2021).

There's no more one-size-fits-all. So what "size" are you?



"As an engagement specialist and former frontline healthcare leader, it's my job to help leaders like you understand what's most important to your people, because no two organizations are the same, and no organization remains the same over time. A one-size-fits-all approach doesn't work anymore, so it's time to shift to a more personalized approach — one that fits you, your team, and your organization. With the right data insights and actions-made-easier, you can connect with your team members in ways that matter most so everyone stays engaged, motivated, and happy, today and over the long haul."

Quinn Kostman, MSN RN CCRN-K
Customer Solutions Leader, Laudio

About Laudio

With our intelligent leadership solution, Laudio automates repetitive work and serves up daily recommendations and best practices that help frontline leaders like you gain better visibility into your teams, find opportunities for meaningful connection, and discover clearer paths to achieving your goals.

Start engaging your teams in the ways that truly matter.

Contact info@laudio.com or visit www.laudio.com