

Wake Up to the Facts About Fatigue



98%

of nurses describe their work as physically and mentally demanding

There's no question about it. Nursing is tough and tiring work. But when you dig into the facts about nurse fatigue, they're pretty alarming. And they have far-reaching consequences for nurses, patients, and your organization.

For healthcare organizations that want to retain a high-performing workforce — pressing snooze on nurse fatigue isn't an option.

PSST!

44% of nurses report that managers **don't know** how tired they are — and 43% hide how tired they are from their managers



“SAYONARA! I NEED MORE SLEEP.”

83% of nurses report they are **leaving hospitals** in search of better work/life balance — with more than four out of five saying that hospitals today are losing good nurses because corporations offer better work/life balance



So what's the deal? Why does nurse fatigue matter?

Twenty-four seven. Like all hospitals, your commitment to quality care never sleeps. But behind the bright lights and fast pace of your hospital, there's likely a nursing staff that's on the brink of burnout. Why? **Well, just because a hospital never sleeps doesn't mean your nurses don't need consistent, quality rest.**

Studies have shown that workforce fatigue leads to **disengagement, burnout, and turnover**. And that's the last thing you want. Instead, if your hospital is going to follow through on its commitment to providing quality, cost-effective care, it's critical to cultivate an environment in which employees are engaged, passionate, and empowered. If your nurses are too tired to deliver the care they're capable of — then engagement plummets, morale wanes, and patient care suffers.

With so much changing in today's healthcare landscape, **we need to stay alert**. And we need to be able to count on staff to be agile as they face increased regulations, higher patient acuities, decreased resources, and more.

The good news? Fatigue is a solvable problem.



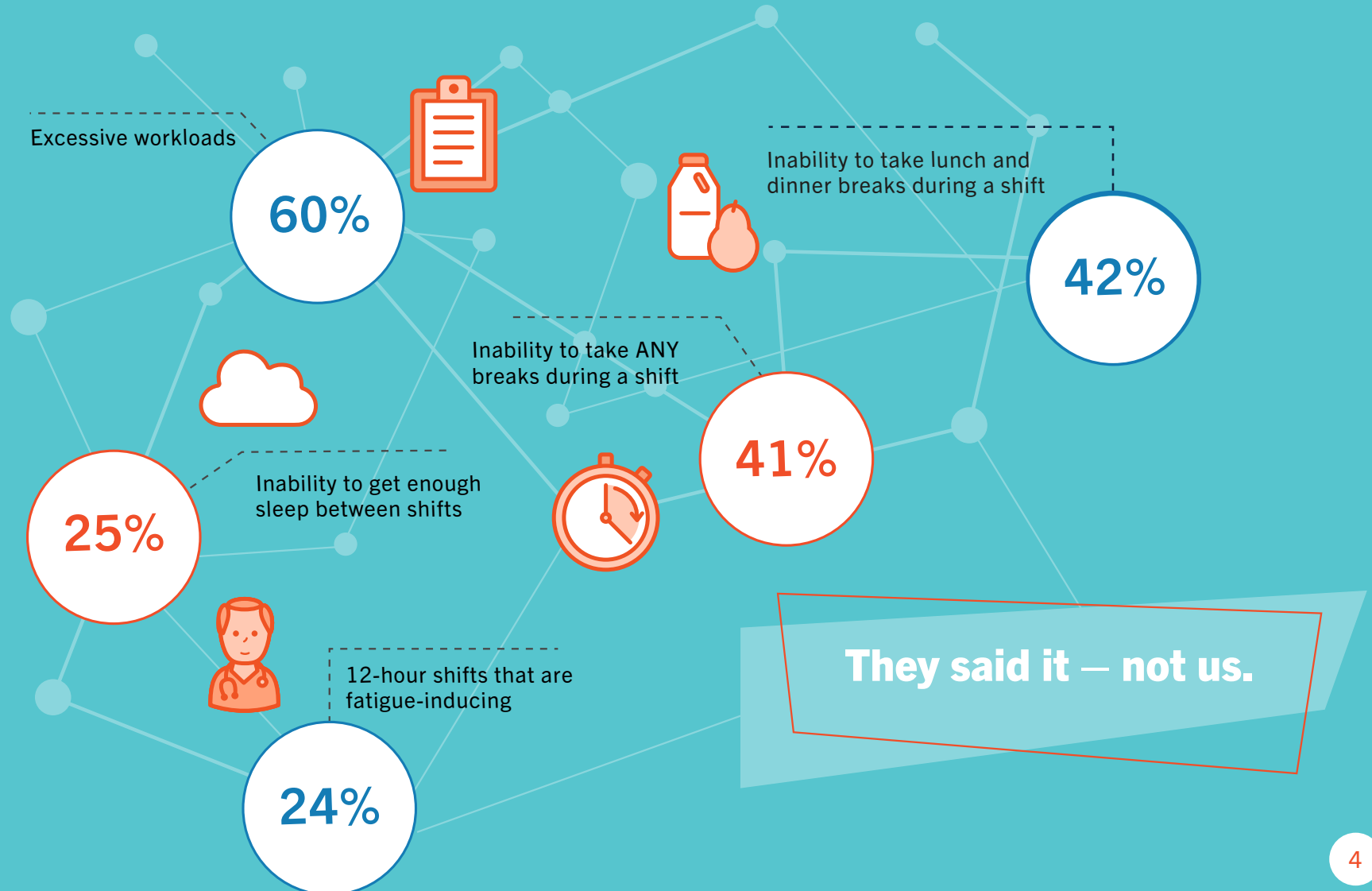
93% of nurses say they are satisfied with their career choice — and **55%** see a simple solution to fatigue.

Facing fatigue head-on starts with better scheduling.

What's making nurses so tired?

There's no single cause of nurse fatigue, but there are trends. When nurses talk about fatigue, they discuss things like workload, breaks, rest time between shifts, and shift length. In short, they tell us about **the impact that scheduling has on their energy levels and ability to perform.**

Among the top causes of fatigue, nurses identify:



Rude Awakening About Nurse Fatigue

We've all been there: When we're tired, we're not at our best. Our thinking is foggier, our reflexes are slower, and our patience is thinner.

Even the most resilient nurses are susceptible to fatigue — they're only human, after all. And if fatigue becomes a way of life — a standard operating procedure — for your nursing staff, it will take a toll.

- 
- 93%** of nurses report that at the end of a typical day, they are mentally and/or physically tired
 - Four out of five** nurses say they find it hard to balance mind, body, and spirit
 - 56%** of all nurses and **70%** of night-shift nurses say they have driven home from work drowsy
 - 83%** of nurses have helped another nurse who was too tired to work without a break
 - 12%** of all nurses and nearly a quarter of night-shift nurses report fatigue so severe they have pulled off the road to rest



Eye-opener: Patient care suffers when nurses are fatigued

If you found yourself in the hospital tomorrow, would you want to be cared for by a nurse who had just worked 48 hours over the course of four days? What about a nurse who was there two hours past the end of his or her 12 hour shift? Perhaps you'd prefer a nurse whose schedule allowed him or her the chance to rest up and recharge.

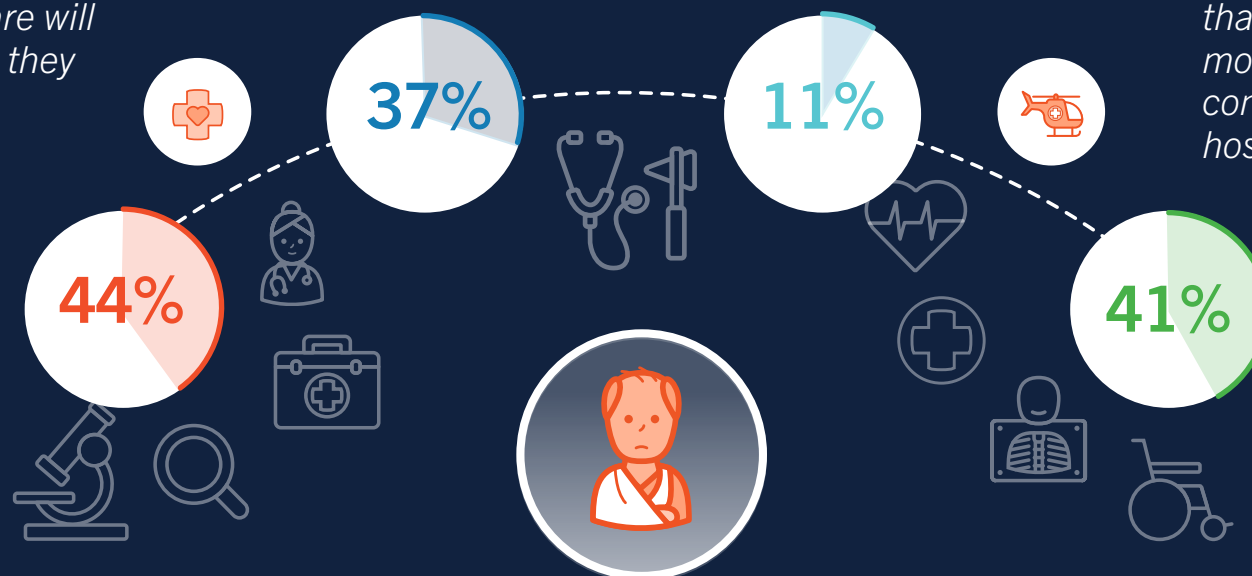
Nurses who are chronically tired struggle to complete routine tasks, let alone deliver the superior care that patients depend on. Research and data tell a clear story about the impact that nurse fatigue has on patient care — but it's also just common sense: Nurses who are chronically tired are less confident in the care they give and less invested in going the extra mile for patients.

44% of nurses worry their patient care will suffer because they are so tired

37% of nurses say they worry about making a mistake

11% of nurses say they've made a mistake at work because they were so tired

41% of nurses admit that burnout has motivated them to consider changing hospitals in the past year



Your nurses are tired. What does this mean for your organization?

If you don't think nurse fatigue is a make-or-break issue at your organization, consider this: **Ninety percent of nurses** say they have thought of leaving the hospital where they work to find a different job that offers a better work/life balance.

Where are they going? More and more, nurses are looking to bring their talents to corporations instead of health systems. In fact, 83 percent of nurses believe that hospitals are already losing good nurses to corporations that offer better work/life balance.

Retaining your nurses isn't only good for patient care — it benefits your bottom line. The National Health Care Retention and RN Staffing Report puts the cost of turnover for a bedside RN in the range of \$38,900 to \$59,700. The average hospital loses between \$5.13 million and \$7.86 million in turnover costs annually¹ — **it's time to invest in fatigue-fighting strategies and technologies.**



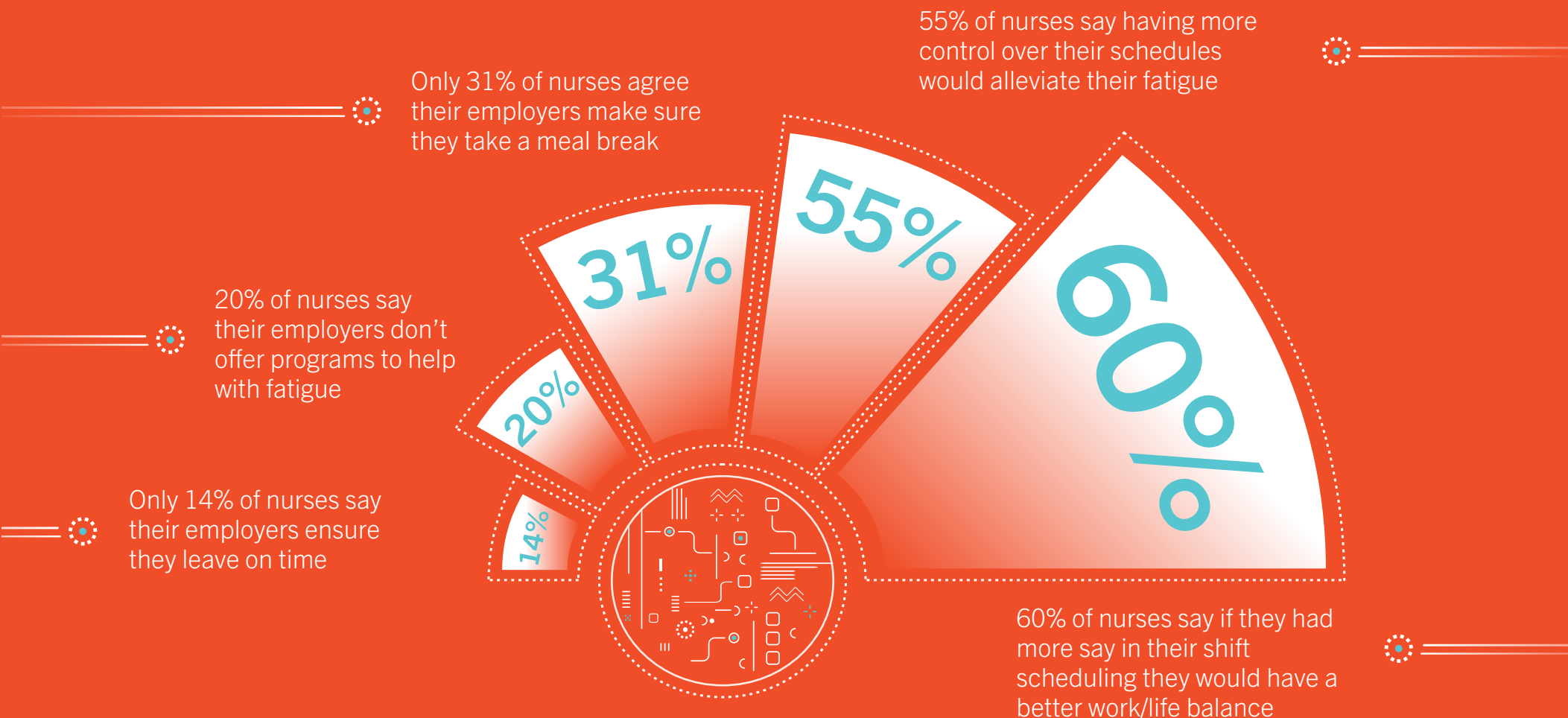


63% of nurses say their work has caused burnout, and four out of five nurses report their work is fatigue-inducing

28% of nurses report they have called in sick to get some rest

Dreaming of a better-rested workforce?

To beat workforce fatigue, start by listening to nurses. While 47 percent of nurses say that a nurse manager handles their schedule, **43 percent believe that nurses should be able to self-schedule**. Only 9 percent believe that a nurse manager should own the scheduling task. When nurses have control over their schedules, they are empowered to take the time they need to balance work, life, and rest.





Policies that treat rest, breaks, and end-times as serious issues that impact nurse performance and health are also key to maintaining a high-performing workforce.

When asked what their hospitals can do to combat fatigue, **55 percent of nurses identified better schedules** as a leading solution. Meal breaks matter, too, with 42 percent of nurses reporting that the inability to take meal breaks during a shift is a leading cause of hunger. And with 35 percent of nurses wishing that overtime was more effectively managed, it's time for hospitals and health systems to **take a closer look at scheduling practices, policies, and technologies that can help manage fatigue.**



Rise and shine! It's action time

Nurses are speaking up about fatigue, and Kronos is listening. We know that without the tools to build better schedules and identify fatigue and safety risks, organizations will continue to face high labor costs and turnover, negative patient outcomes, and low employee morale.

How can you ensure that your nurses are getting the rest they need to recharge from the high demands of delivering top-quality patient care? Automated scheduling technology gives you the tools to identify, monitor, and minimize fatigue risks.

Step into a new day of managing fatigue with Kronos staffing and scheduling solutions that:

- Reduce stress and burnout with staff assignments that align the patient's level of care complexity with nurse competency and experience
- Create fair, safe workloads by analyzing historical trends to forecast staff to volume of work
- Build schedules based on how much time employees should have off between shifts or the maximum hours they can work in a given period
- Empower nurses with self-scheduling and mobile management capabilities, giving them greater accountability and responsibility for managing their time
- Generate effective team schedules with a mix of employee skills and experience to deliver quality care



Kronos & Nurse Fatigue

Fact gathering and problem solving

We believe that great businesses are powered by great people. And we had a hunch that fatigue was preventing great nurses from feeling their best and delivering the best possible patient care. So we asked them about it.



257

Registered Nurses

employed in a U.S.-based hospital setting completed the online survey, “Employee Engagement in Nursing,” between April 6 and April 13, 2017. The survey was conducted by Regina Corso Consulting on behalf of Kronos, and all data and statistics cited in this report relate to that survey, unless otherwise noted.



Great care is powered by great people — and we're all at our best when we're well-rested.

Visit **kronos.com/healthcare** to learn how Kronos can help you build a better-rested, more engaged workforce.

References

Regina Corso Consulting for Kronos, Nurses and Fatigue Survey Report (April 2017).

¹ <http://www.nsinursingsolutions.com/Files/assets/library/retention-institute/NationalHealthcareRNRetentionReport2017.pdf>



www.kronos.com

© 2018, Kronos Incorporated. Kronos and the Kronos logo are registered trademarks and Workforce Innovation That Works is a trademark of Kronos Incorporated or a related company. For a full list of Kronos trademarks, please visit the "trademarks" page at www.kronos.com. All other trademarks, if any, are property of their respective owners. All specifications are subject to change. All rights reserved. HC0317-USv1