

2017 nursing trends and salary survey results: PART 2

What are your colleagues saying about self-care, incivility, and how their employers support them?

By Meaghan O’Keeffe, BSN, RN

In June 2017, *American Nurse Today* conducted a survey to measure trends in nursing. With almost 6,000 respondents, we collected valuable data related to workforce demographics, salary and benefits, and job satisfaction.

But the work of nursing has many more complex facets than can be reflected in these straightforward measurements. That’s why we also asked how nurses perceive various issues and challenges facing the profession. How do they experience issues such as bullying and incivility? What kind of healthy lifestyle changes have they been successful at implementing? What challenges do they face in their practices? How have electronic health records (EHRs) affected how they do their jobs?

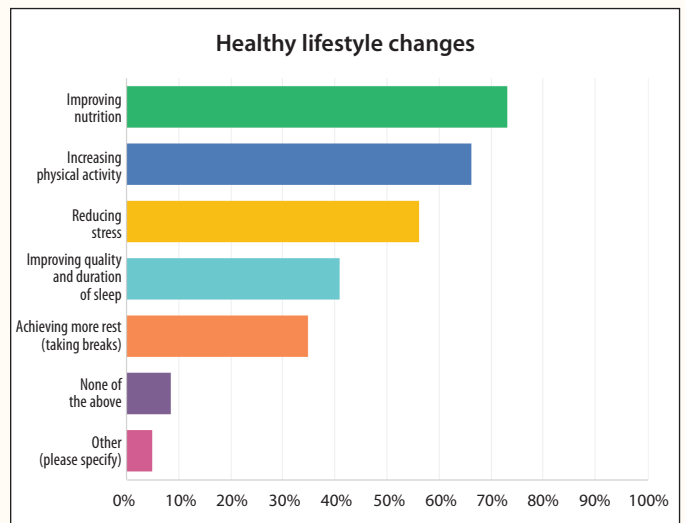
Part 2 of the survey results explore these factors. You can read Part 1 of the results at americannursetoday.com/?p=36508.

Lifestyle

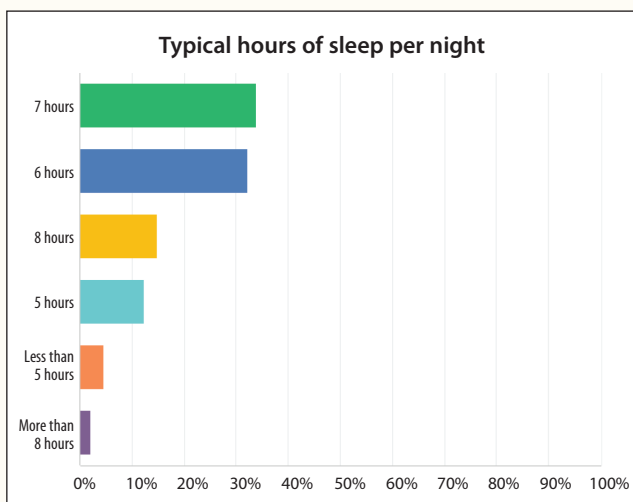
How you take care of yourself has an effect on how you perform on your job. We asked nurses what they do to make sure they stay healthy and rested.

Self-care and healthy lifestyle changes

When we asked nurses what lifestyle changes they’ve implemented at work



and at home, 73% of respondents say they’ve improved their nutrition, 66% report having increased their activity, and 56% report having reduced their stress. Other significant measures are improved sleep (41%) and taking more breaks (35%).



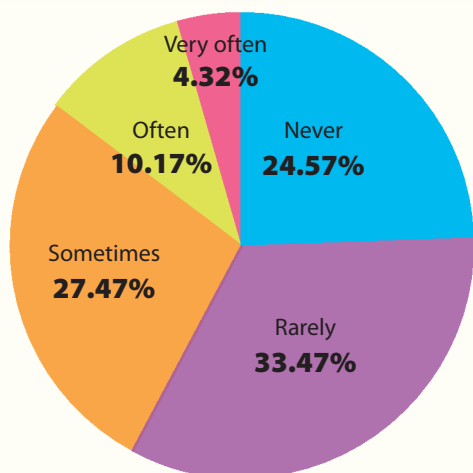
Sleep

Nurses were asked how many hours of sleep they get on average. Most of the respondents say that they get 6 (32%) or 7 (34%) hours of sleep a night. Only 15% report getting 8 hours, while 12% say they sleep only 5 hours.

Bullying and incivility

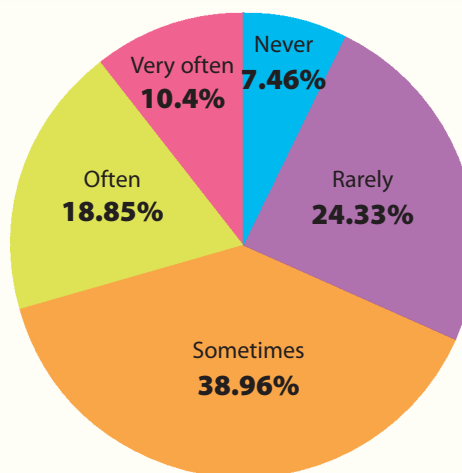
Bullying

Repeated, unwanted harmful actions intended to humiliate, offend, and cause distress in the recipient.



Incivility

Rude and discourteous actions, such as demeaning others, gossiping, or using nonverbal insults (eye-rolling, deep sighing, finger pointing).



Note that the incidences of incivility that occur sometimes, often, or very often, are significantly higher than reports of bullying frequency, indicating that incivility is an important factor in workplace culture.

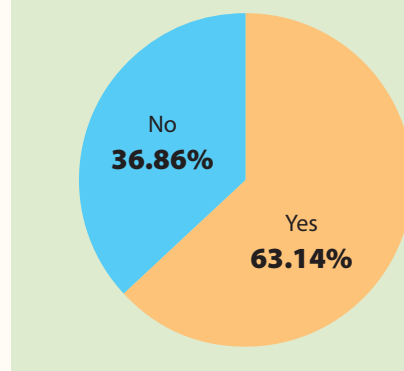
Addressing bullying in the workplace

When asked if they had intervened in the past year when witnessing bullying in the workplace, 63% of respondents say yes.

In an open-response question, respondents were asked to share a time when they or someone else intervened in a bullying situation. Common themes included:

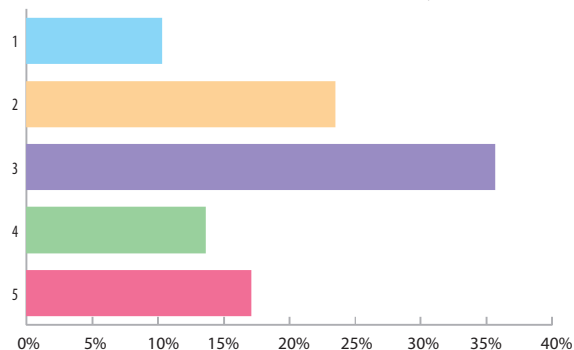
- an “older” nurse helping a new nurse who was being intimidated

Intervention in witnessed bullying incidents



- speaking up for self or someone else who was targeted, whether a physician or nurse colleague
- going up the chain of command and involving management
- stopping verbal abuse, including abuse from patients.

We asked clinicians, “How supportive has your organization been in reducing incivility and bullying behaviors, with 1 being not supportive and 5 being completely supportive?”



Organizational support in promoting a healthy work environment

Nurses were asked to rate their organization based on support provided to reduce bullying and incivility. The rating was on a scale

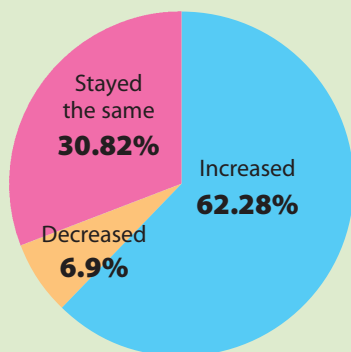
of 1 to 5 (1 being not supportive and 5 being completely supportive).

About 36% of respondents rate their organization as 3 (somewhat supportive), 14% rate their organization as 4, and 17% feel their organization is completely supportive (a score of 5). About 23% of respondents give their organization a score of 2, and 10% say their organization isn't supportive at all.

Workload trends

Nurses were asked how their workload had changed in the past 12 months. Around 62% say their workload had increased, while 31% report it hadn't changed.

Workload trends over the past 12 months



Acuity-based staffing

Acuity-based staffing is a method of determining appropriate nurse-patient ratios based on patient characteristics. Although level of patient acuity and nursing tasks required to meet patient needs play an important role in determining nurse-patient ratios, the acuity-based model also incorporates more comprehensive factors that reflect "the full scope of nursing practice and the time needed to maintain standards of practice." These factors include assessment, implementation, patient education, and coordination of care.

Only 16% of managers say they use an acuity-based staffing system; 5% plan to implement such a system within the next 6 months.

Nursing challenges

In an open-response question, nurses were asked to identify the top three challenges faced in their practice. Respondents offered a variety of answers, but several unifying themes appeared, including:

- documentation, including redundant or duplicate documentation, and the time taken away from patient care
- nurse turnover and recruitment of new staff
- communication with nursing and interdisciplinary colleagues
- understaffing.

How will nursing evolve over the next decade?

When nurses were asked how they see nursing changing within the next 10 years, many respondents cite concerns about a worsening nursing shortage. Others are concerned that they'll be expected to do more with fewer resources and that their workload will increase. Many say they expect to spend less time with patients as other demands increase and that patients'

Overtime

When asked about overtime, 19% of respondents say their employer has a mandatory overtime policy and 81% don't have such a requirement.

Those surveyed were asked how many hours of overtime they work in a typical week. Half of respondents say they work less than an hour of overtime a week, and 22% work from 1 to 3 hours. About 6% say they work more than 10 hours.

Reported overtime

0 to less than 1 hour	50.74%
1 to 3 hours	22.29%
4 to 6 hours	14.27%
7 to 10 hours	6.46%
More than 10 hours	6.24%

conditions will continue to become more complex with a higher number of co-morbidities.

On a more positive note, many respondents note that they expect to see more sophisticated technology trends and telehealth playing an increased role in health care. They also expect to see a greater prevalence of higher education degrees and more nurse involvement in policy and leadership. Some respondents say they anticipate that nurses will have greater autonomy.

Positive employer action

Nurses were asked to identify positive actions their employers have taken to improve patient care. The most common responses include:

- listening to staff input
- improving nurse–patient ratios
- implementing EHRs
- developing safety measures and evidence-based practice protocols
- using nurse practitioners for more expedient triage
- improving communication, including huddles, bedside rounding, and patient handoff
- implementing more staff education.

Some nurses mention having achieved Magnet® recognition as a positive action; others say shared governance and increased staff involvement have been beneficial. Some respondents have seen an increase in nurse hires.

EHR trends

Nearly all (92%) of respondents say their organization uses EHRs, and more than two-thirds (67%) of those who use EHRs also report that the system incorporates standardized nursing terminology.

EHRs: What works

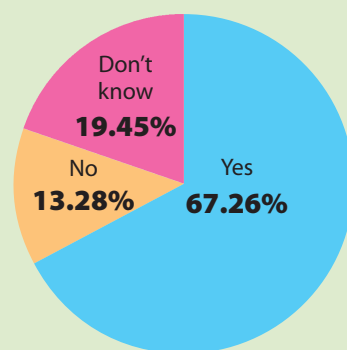
When asked what they like best about their EHRs, many report convenience and legibility (of medical orders and of communications). Others feel their EHRs allow them to easily retrieve information and gain access to patient history and medications “at their fingertips.” Some say their EHRs improve interdisciplinary communication and continuity of care. Other benefits of EHRs include:

- ability to collect data and run reports
- real-time charting
- standardized charting
- safer medication administration
- templates with checkboxes
- charting by exception
- access to all patient information (nurse notes, physician notes, laboratory reports, radiology, etc.) in one place.

EHRs: Needs improvement

When asked what aspects of their EHRs nurses would like to see improved, a frequent answer was reducing duplicate charting. Many nurses also echo a desire for interoperability, or the ability to sync patient data from other hospitals and

Does your EHR include standardized nursing terminology?



Your voice:

How do you see nursing changing in the next 10 years?

This question provoked a lot of thoughtful responses. Many respondents see technology making a big impact on nursing's future, especially with regard to direct patient care. Some see technology taking nurses away from the bedside, while others see it as a positive force. Other respondents weighed in with positive or negative comments on topics ranging from staffing to roles and responsibilities.

- "I believe the world of technology will continue to change our current practice, making it more efficient [and] evidence-based."
- "I anticipate nurses will need to contribute more as leaders in the delivery of care, expanding their scope to care for the increased needs of the population."
- "Adaptability, flexibility, and an ability to partner with those outside of nursing will become increasingly critical to the success of the profession."
- "NPs will become the GPs [general practitioners] of the future."
- "I worry increased technology will push us farther away from direct patient care."
- "To meet staffing demands, artificial intelligence will become part of...patient care."
- "I see telehealth becoming a big part of nursing."
- "I think the role of nurses will expand to fill the need for healthcare providers, especially in rural communities."
- "More interprofessional/team interactions; less isolated."
- "I think that the focus will shift to local clinic and primary support to focus on prevention and save the hospital for only the acute or surgical procedures."
- "There will be a push for more RNs to enter with a BSN and later obtain a DNP. APNs will become prime leaders in healthcare."
- "Silos will be broken down, and more communication will be occurring among all specialties."
- "More telecommunication, improved information access, and electronic data collection."
- "Computers have changed nursing and not for the better. I hope technology can help the nurse make it back to the bedside."
- "Less hospital and acute care, more public health and alternative medicine/integrative health"
- "Continued shortages with hands on nursing, leading to creative coverage and training options"
- "I am afraid that more and more responsibility will be laid upon the hospital nursing staff, which may affect patient care."
- "Nurses will play the biggest role in caring for the sick of this nation."



healthcare facilities. Respondents also say they'd like to see:

- designs that are more conducive to workflow
- data extraction for practical use (outcomes, trends, practice changes, etc.)
- simplicity and navigability—fewer steps, easier to navigate
- designs tailored to specialties that have unique workflows (such as the operating room)
- more staff nurse involvement to improve functionality
- standardization of care plans and terminology
- speed and streamlined design to make use less tedious
- voice-recognition charting.

Survey trends: Why they matter

Nurses make an enormous impact on patient care delivery. To retain employees and keep nurses in the profession, those in nursing leadership must understand what nurses need to do their jobs to the best of their ability. The *American Nurse Today* 2017 Nursing Trends and Salary Survey provides insight into what nurses value and the beginnings of a road map for positive changes that can be made to improve work conditions and influence job satisfaction. ★

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