

# Implementing a workload tool to increase float nurses' job satisfaction and reduce intent to leave the workplace

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## INTRODUCTION

- **Float nurses report increased frustration & dissatisfaction with their patient assignments;** citing that they often receive the highest workload.
- **Receiving a perceived unfair assignment has a negative impact on satisfaction with work-life balance & increases float nurses' intent to leave** the workplace.
- Float nurses are a cost-effective means of addressing fluctuating patient census while reducing the need of per diem staff and the use of costly temporary staff. Utilization of travel nurses cost an organization an average of \$4,203,680 annually for every 20 nurses.
- Evidence based literature reports a **20.84% increase in nursing satisfaction when utilizing an acuity tool.**
- This project addresses **equitable patient care assignment for float nurses**, with direct implications for float and unit **nurse retention along with concomitant cost savings.**

## OBJECTIVES

### Goal:

This DNP project will develop a protocol for use of an existing workload tool: "Workload Score", to implement balanced and transparent nurse assignments on two medical/surgical units in a large urban healthcare system.

### Aims:

1. To develop a protocol for nurse assignments on inpatient medical/surgical units utilizing the workload tool.
2. To implement and evaluate the protocol.
3. To make recommendations for scaling and sustainability of the protocol throughout the healthcare system.

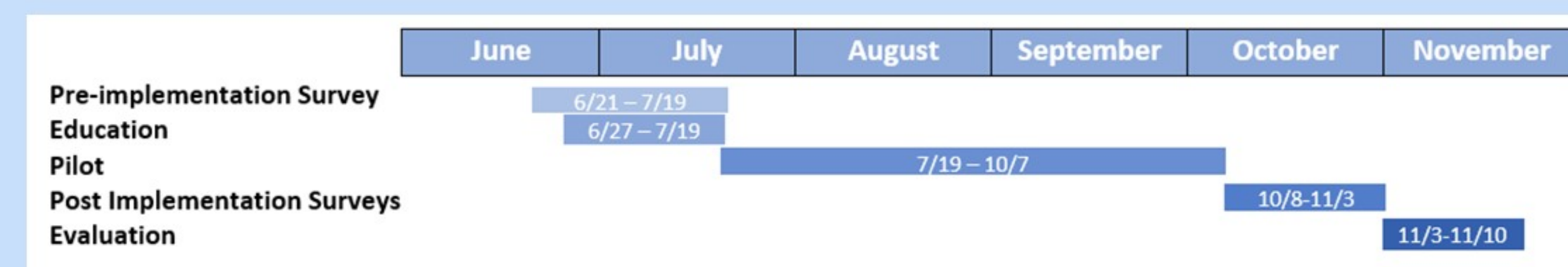
## METHODS

This project utilized the **Workload Tool** based on a **workload score**, automatically generated based on physician orders and nursing documentation, to determine the workload of each patient

**Aim #1.** Participants included 35 float nurses, along with the charge-abled unit nurses on 2 med- surg units. Charge nurses were trained to use the Workload Tool

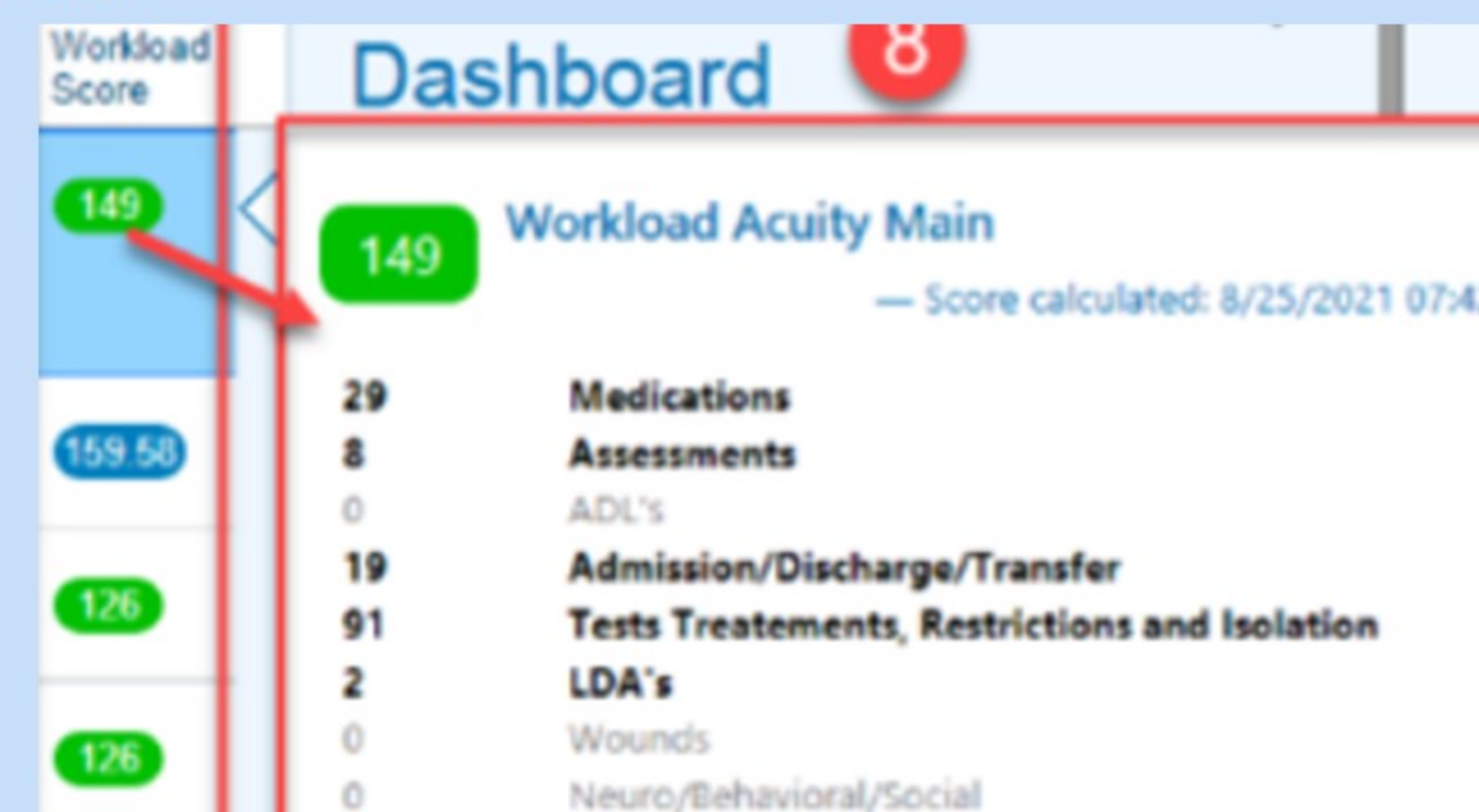
**Aim #2.** Implementation occurred for 3 months. Float nurses completed the pre and post-implementation employee satisfaction survey at the beginning and end of the project. Unit nurses completed a program evaluation survey. Pre and post implementation surveys were compared using a paired T-Test.

**Aim #3.** Results were shared with hospital and system leadership to encourage implementation across the system. The Workload Wizard tool can be introduced to assist in creating balanced nurse assignments using the Workload Score in a fraction of the time.



### Workload Tool

Workload Score based on 150 different physician orders and nursing documentation.



## RESULTS

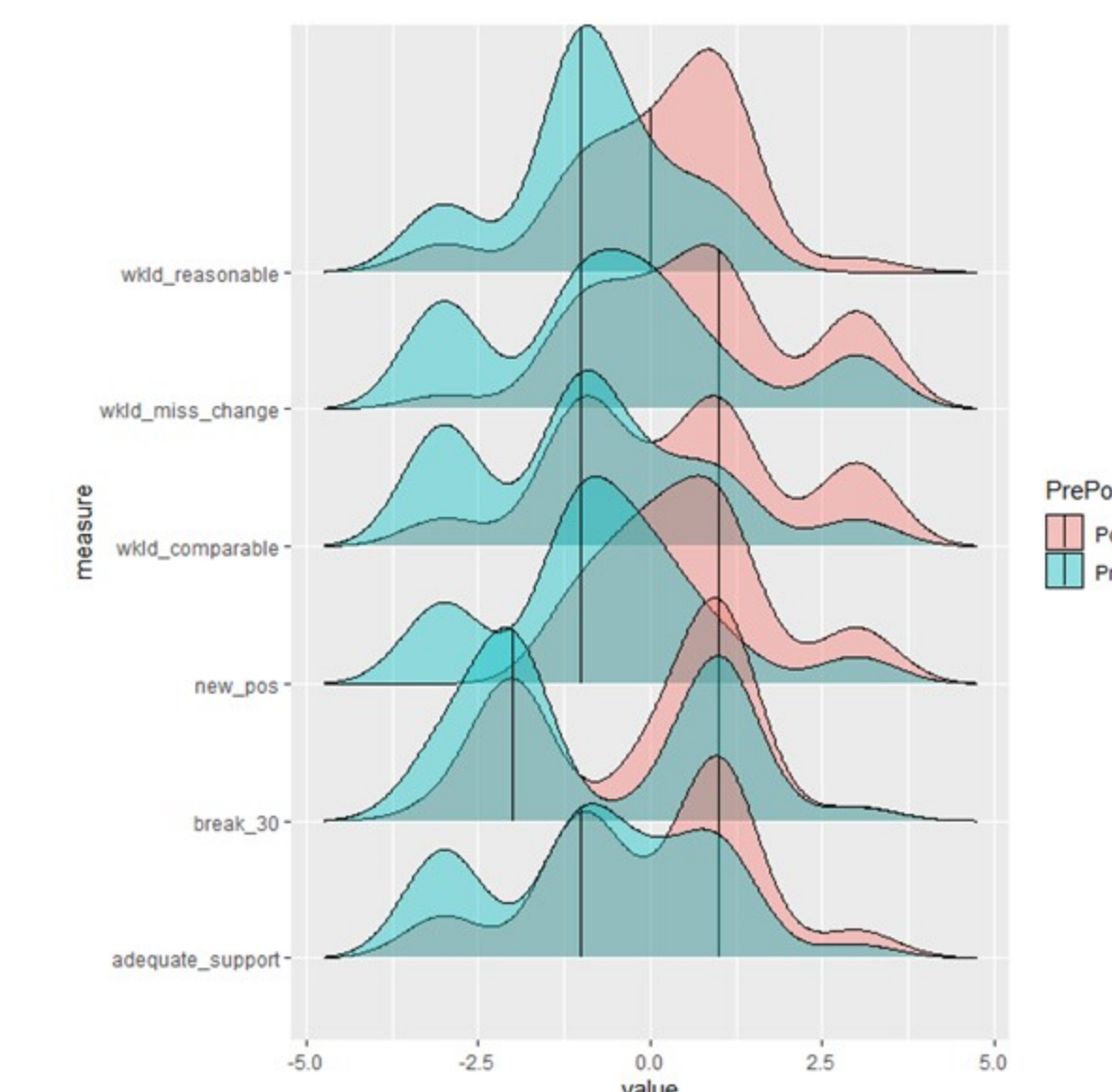
Active phase: 7/19/22- 10/7/22

Of the 35 float nurses, 30 nurses completed both the pre and post surveys (N=30).

- 5 questions retrieved from Cox's Individual Workload Perception Survey.
- 6th question- did nurses feel their workload was comparable to other nurses on unit.

Evaluation:

- Using paired T test (R Core Foundation Statistical Programming tool), each of the 6 items sig. in a positive direction.
- The two most relevant findings:(positively) perceived comparable workload  $t = 3.5002$ ,  $p = 0.001476$ , and reduced desire to look for another position  $t = 4.4877$ ,  $p = 0.00009852$



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