

# Exiting Crisis Mode: Opportunity Exceeds Challenge

UKG Industry Brief: Spring 2022





“Just as our purpose is people at UKG, the same is true for those in the nursing profession. While the intent to quit is heightened for some, others feel their role has been elevated and are driven by purpose. Many today are more committed than ever.”

— Nanne M. Finis, RN, MS, Chief Nurse Executive, UKG



### **We cannot allow COVID-19 to derail transformation of the healthcare system**

We must embrace and support all who remain committed to the profession and lean on technology to both anticipate people's needs and thoughtfully adapt to meet them.

- Life and work are interconnected. Well-being strategies must align with organizational goals to help people feel safe, heard, and valued across all aspects of their life-work journey.
- Without concerted effort to sustain the well-being of the workforce as COVID-19 enters the endemic phase, it is unrealistic to think that staff will avoid burnout under such strain. Clinicians deserve options for flexible or hybrid work, like the ability to practice virtual care, float to the unit or facility of their choosing, or work shorter shifts.
- Great leaders for the future cannot become great without technology. It removes the complexity of manual processes that so many rely on and creates time for leaders at all levels to strengthen personal connections in the workplace, which ultimately drives frontline retention.

Enjoy the Spring 2022 issue! Your feedback is always welcome in my inbox.

Sincerely,



## **Nurses to Joint Commission: Require Safe Staffing Levels for Accreditation**

Nurses across the country petition the hospital accrediting body as part of what's become a high-profile push for safe staffing ratios.<sup>1</sup>

## **Healthcare Strike Risk Runs High as Hundreds of Labor Deals End**

Hundreds of union contracts will expire in 2022, setting up fights over staff-to-patient ratios, pay, and other safety concerns as beleaguered healthcare workers continue to battle the COVID-19 pandemic.<sup>2</sup>

## **Hospitals Struggle to Keep Nurses Even with Billions in U.S. Aid**

States are deploying billions to aid hospitals — but many say operational problems like low pay, difficult working conditions, and nursing faculty shortages mean this effort to retain and recruit overworked professionals is unlikely to succeed.<sup>3</sup>

## **Nursing Home Care in America Is Broken. Will There Be Any Change?**

A new report from the National Academies of Sciences, Engineering, and Medicine (NASEM) declares the way in which the U.S. finances, delivers, and regulates care in nursing homes is "ineffective, inefficient, fragmented, and unsustainable."<sup>4</sup>

## **Why Nurses Are Raging and Quitting After the RaDonda Vaught Verdict**

In the wake of former nurse RaDonda Vaught's trial, in which she was convicted of felonies for a fatal medical error, nurses and nursing organizations condemn the verdict for setting a dangerous precedent.<sup>5</sup>

## **AI Is Helping Treat Healthcare as If It's a Supply Chain Problem**

Global health groups are turning to supply chain software to help patients get better access to treatment and testing and to allocate the right spend to the right problem.<sup>6</sup>

# Industry Fast Facts



## Telehealth Remains a Crucial Healthcare Strategy

- The FCC recently awarded **\$256.4 million in telehealth funding** to health facilities nationwide, adding to the \$200 million originally awarded in 2020<sup>7</sup>
- **58% of health executives agree:** Telehealth roles are growing in importance<sup>8</sup>

Answering The Call:  
**355,000+ nurse practitioners are licensed to practice** in the U.S., up 9% over May 2021<sup>12</sup>

Home-based care delivery will **increase 15% by 2029**<sup>8</sup>

75% of hospital-based nurse executives are **stressed, dissatisfied, or intend to leave their role**<sup>11</sup>

## 2022, 2023 Bring Continued Staffing Challenges

- 92% of nurse leaders expect to be **short of budgeted headcount through at least March 2023**<sup>9</sup>
- **1 in 5 healthcare workers** think about quitting their current position<sup>10</sup>
- Hospitals and health systems **pay \$24 billion more per year for clinical labor** compared to pre-pandemic<sup>8</sup>



# Top Priorities in Healthcare

Spring 2022



**“Everybody should be at the table.”**

— Todd Nelson  
Healthcare Financial Management Association

## It's time to redefine the work of nursing

Recent surges confirm just how severely the system is cracking. Nurses can't do more. Instead, leadership must enable them to work *more efficiently* by redesigning and supporting the work with the right resources, technology, data, and partnerships to guide decision-making and enable resiliency.

A disconnect exists between organizations' staffing realities and leadership's plans to respond. Despite widely reported burnout and challenges in recruiting and retaining staff, research finds adoption of alternative care models is slow, flexibility for nurses is still lacking, and staffing processes largely remain manual — even when staffing technology is present.

## Short of action, the labor crisis is going to get worse

Research from UKG and Wolters Kluwer identifies solutions for creating greater flexibility and more rewarding working environments, including self-scheduling, shorter shifts, team-based care models, and cross-training to enable competency-based staffing.

[Read the full report](#) for deeper exploration of:

- Current and projected nurse shortages by role and setting
- Top workforce issues
- Alternative nursing labor models
- Strategies, technology, and data to optimize staffing

# Top Priorities in Healthcare

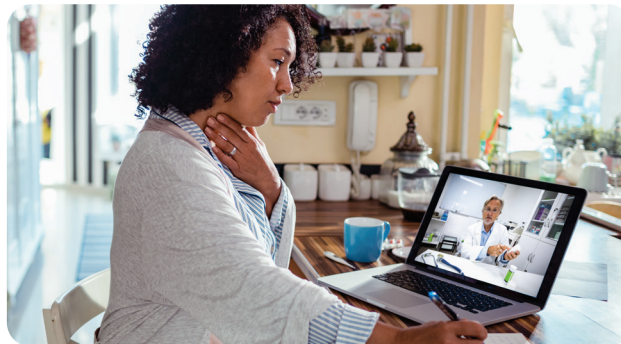
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## Operationalize DEI&B

To be patient-centric in the healthcare business, individual organizations must understand completely the needs, desires, and preferences of those they serve. When staff and leaders resemble the patient and community population, this goal is more attainable. However, research shows turnover rates have been persistently high and slow to recover among healthcare workers of underrepresented racial and ethnic groups.<sup>13</sup> This raises the stakes to support DEI&B efforts.

All organizations are now familiar with DEI&B, but very few are organized to operationalize it. Leadership must invest in closing this knowledge gap in order to attain deeper capability, increase their understanding of employee and team dynamics, and best serve their communities.



## Embrace the extensive benefits of telehealth

This expanding segment presents new value-based models of care alongside exciting changes to the profession.

- Improving the cadence and quality of complex care, remote ICUs can provide real-time support to locations without specialists and allow for the monitoring and care of critically ill patients as well as specialized care over nights and weekends.
- As need for behavioral health services continues to expand during this endemic period, telehealth increases access to providers as well as education, coaching, and emotional support during challenging periods of care or treatment for loved ones.
- Similarly, nursing can become much more flexible and inclusive: Telehealth is inviting retirees back into the workforce, creating opportunities for people with disabilities to join the profession, and offers more traditional benefits of workplace flexibility as well as virtual professional coaching

# Emerging Concepts



## **As focus turns to community recovery and resilience, the role of the safety net is even more crucial.**

Dealing first-hand with pandemic fallout in vulnerable communities, safety-net organizations deserve additional resources and incentives as they “work as one” to address health inequities that were major drivers of the pandemic, build preparedness for future crises, and help America reach national vaccination targets.<sup>14</sup>



## **Recruitment of top physicians and hospital executives outside the sector**

presents a tightening of competition for top talent, as well as potential for greater collaboration with corporate America — it’s a mixed bag. What’s important is that corporations, in exchange for consumer confidence, are increasing their commitment to public health and to serving leaders in healthcare at a pivotal time.



## **The employee-employer relationship is forecast to change.**

No longer is flexibility enough to satisfy staff: The workforce is demanding flexibility by way of autonomy<sup>15</sup> and full control of their own life-work journey. Tomorrow’s healthcare labor market will be shaped by the emergence of the “autonomous worker.” Empowered by technology, these individuals may work in multiple organizations and will be responsible for their own development and the progression of their careers.



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## About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit [ukg.com](https://ukg.com).

