Retaining Talent, Restoring Balance: A Tech-Driven Nursing Journey

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Problem Statement

- **High Nursing Attrition:**
- Attrition rate at Medcare reached 23%, impacting patient safety and care quality.

- **Burden of Non-Core Tasks:**
- Nurses were occupied with non-clinical duties like call lights, appointment confirmations, and insurance follow-ups—reducing time for direct patient care.

- **Shift & Workload Imbalance:**
- Long, rigid shifts and uneven workloads led to burnout and delayed care delivery.

- **Limited Training Access:**
- Inflexible schedules restricted nurses from attending essential training sessions.

Goals & Methodology

Goals:

- **Reduce nursing attrition** from 23% to 20% (Apr 2024 – Mar 2025) to enhance care quality and workforce stability.

- **Minimize non-core tasks** to allow nurses to focus on patient care.

- **Optimize resource management** by preventing burnout and improving patient safety and satisfaction.

- **Enhance access to training** and learning tools to strengthen nursing knowledge and clinical competence.

Methodology:

- Conducted **digital burnout survey** (47 nurses at moderate to high risk).

- Held **focused group discussions (FGDs)** to identify recurring stressors.

- Identified key issues: non-core tasks, limited training, peak-hour stress.

- Investigating technology-based approaches to streamline nursing workflows and enhance patient care—without adding to additional staffing burden.

Key Interventions

- **Project Charter Defined**: Clear scope and objectives established for the initiative.

- **Interdisciplinary Team Formed**: Collaboration among staff nurses, nursing leadership, IT, HR, Service Excellence, Operations, and Finance.

- **Tech-Enabled Solutions Identified**: User-friendly tools selected to reduce non-core nursing tasks and ensure scalability across the organization.

  - **One Touch" App (Treatwell):** to redirect non-clinical calls to respective stakeholders

  - **AI-Powered OPD Call System (Exotel):** Automated appointment confirmations

  - **Traffic and peak hours analysis report :** To plan the dynamic duty roster to have optimal staffing

- **Training Accessibility Enhanced**: Methods explored to improve access to learning and development resources by adding Lippincott solution for nurses.

- **Empowering Nurses**: Introduced platforms to promote nurses getting involved in decision-making by having Q-R code at every nursing station

Outcome and Impact achieved

Reduced Nursing Attrition

Nursing attrition dropped from 23% to 18%, exceeding the initial target, improving workforce stability.

Efficiency Gains

Over 4,000 nursing hours monthly were redirected to patient care by rerouting non-clinical calls.

Enhanced Patient Experience

Call-bell responsiveness rose to 94%, and courtesy and compassion scores improved to 95%, boosting satisfaction.

Workforce Morale and Sustainability

Higher morale and engagement were achieved through recognition and technology integration without extra staffing and recognition to the organization as a "**Grate place to Work**"

Operational benefits :

No Shows have reduced to 7% from 20%

Scalability & Replicability

Adaptable Technology Tools:

- Scalable solutions like the One Touch app and AI-powered call system have been successfully integrated across all 6 Medcare hospitals.

Dynamic Workforce Management:

- Duty rostering system uses HIS data to align staffing with patient flow, enhancing efficiency across facilities.

Real-Time Feedback Channels:

- QR-based tool enables direct nurse-to-leadership communication, fostering transparency and easily replicable across the organization.

- **Sustainable, Replicable Model:**

- Embedded innovations create a resilient framework that can be replicated across healthcare institutions.

Teamwork & Collaboration

Cross-Functional Collaboration

Multiple departments worked together to identify challenges and implement effective solutions.

Real-Time Feedback Tool

The Voice of Nurses tool enabled bedside nurses to provide immediate feedback to leadership.

Culture of Empowerment

The initiative fostered a sense of belonging and empowerment among nursing staff.

Leadership Responsiveness

Leadership responsiveness to feedback reinforced trust and supported engagement.

Conclusion and Key Takeaways

Technology-Driven Solutions

Medcare used technology to retain nursing talent and balance workloads, leading to healthcare innovation.

Measurable Outcomes Achieved

SMART goals and structured methods enhanced patient care and improved workforce morale significantly.

Scalable and Sustainable Model

The initiative's scalable approach allows other institutions to replicate success sustainably without extra staffing.

Teamwork and Collaboration

Strong interdepartmental teamwork facilitated the adoption and success of innovative healthcare tools.