



A 3-step guide for improved clinician satisfaction

How to reduce burnout during times of change

The home-based care industry is booming and demand will continue to grow

However, this growth poses a challenge for agencies facing huge caregiver shortages on top of clinician burnout as a result of the pandemic.

You can't take on more patients if you don't have the staff to care for them.

Today, staffing ranks as the largest challenge for home-based care providers. The current demand for nurses will only increase, with one third of nurses expected to retire in the next 10 years. Combined with a 25-34% turnover rate, the demand for nurses will grow at a faster rate (15%) than all other professions through 2026.

Now more than ever, it's crucial to recruit and retain top-notch talent. These efforts start by providing better tools, technology and training for your clinicians.

In this guide, you will find key tips to increase clinician satisfaction, enabling you to recruit and retain the very best staff.



CLINICIAN BURNOUT AND TURNOVER ARE DIRECTLY LINKED:*

- **36.5%** - Turnover rate for home care aides
- **34.3%** - Turnover rate for licensed practical nurses (LPNs)
- **25.8%** - Turnover rate for registered (RNs)
- **22.1%** - Turnover rate for all home health employees
- Average cost of replacing a single nurse is **\$37K-\$58K**

**Home Health Care News report*

**2020 National Healthcare Retention & RN Staffing Report*

How to improve clinician satisfaction

Provide mobile solutions

Ask any nurse or nurse's aide what their biggest job frustration is—nine out of 10 times, “charting” tops the list.

You can eliminate this frustration by providing clinicians and caregivers with mobile, point-of-care documentation tools that allow them to chart patient visits while in the home, rather than at end-of-day.

Completing work in real-time at the point of care reduces stress, improves collaboration and supports daily feelings of accomplishment. Maintaining staff longevity is dependent on ensuring an evenly weighted work/life balance.

With a mobile electronic health record (EHR) that can run on any device, nursing efficiency and care delivery improve.

With patient information and communication capabilities in the palms of their hands, nurse productivity improves, as does satisfaction. Through elimination of time-consuming tasks that don't directly contribute to patient care, you help your nurses strike the perfect work/life balance.



TOP TIPS

- ✓ Provide mobile devices for field clinicians
- ✓ Enable a one-time documentation process in a single workflow
- ✓ Eliminate paper-based processes
- ✓ Enable field staff to gain real-time access to their schedules

Reduce the time it takes to document care in the EHR

**What's the best way to improve clinician experience?
Take documentation time off their plate.**

By providing clinical staff with a modern, intuitive EHR that works the way nurses work, you enable clinicians to spend less time typing into a computer and more time caring for patients.

Additionally, automating manual referral processes and eliminating paper are two of the best strategies for improving your bottom line and guaranteeing staff has easy access to necessary information.

For example, when intake staff can access complete patient information through a single platform, rather than having to manually search for patient information across multiple portals, time spent on the admissions process is reduced by as much as 50%.

With easy-to-use technology that eliminates cumbersome tasks and automates the day-to-day work of a clinician, you improve job satisfaction and boost overall morale of your organization.



TOP TIPS

- ✓ Commit to a paperless documentation system that automates processes
- ✓ Expedite the admissions process with an electronic referral management solution
- ✓ Simplify clinical documentation by creating forms with as much point-and-click data entry as possible
- ✓ Provide communication tools that facilitate electronic visit verification (EVV)

Make training a #1 priority when introducing technology

Another must-have strategy for improving clinician satisfaction is training. Organizations negligent in providing opportunities for training could see a whopping 144% in turnover.

Training must be a priority when introducing technology if you want clinicians to engage. Even the best healthcare IT tools lose value if staff don't know how to use them.

More importantly, caregivers who aren't properly trained and don't feel confident interacting with an EHR are more likely to make mistakes that can impact patient care.

With every new hire, it's critical to prioritize technology training during onboarding. Doing so demonstrates that technology is paramount to your organization.

Equally important is to survey staff on training preference. Make training fun. Offer to train teams over a catered meal. Providing a mix of classroom, online, on-demand and 1:1 is essential to achieving high adoption for any new technology.

Staff who are well-trained in the technology they use, as well as in their roles, tend to produce better outcomes for the organization, which leads to feelings of personal success. These sentiments help individuals feel more connected and invested in their employer, leading to increased loyalty.



TOP TIPS

- ✓ Employ a variety of teaching and training methods
- ✓ Promote and prioritize the importance of technology training
- ✓ Make training fun
- ✓ Provide ongoing, consistent training after implementation

Care delivery made easier

myUnity® is a modern, intuitive EHR that helps simplify, support and streamline delivery of person-centered care.

The unified system automates processes and eliminates duplicative documentation for large and small organizations alike.

Designed from the ground up, myUnity is the only solution in the market capable of supporting all business lines across the post-acute continuum on a single platform.

- A single integrated system
- Web-based, device agnostic
- Flexible and scalable architecture
- Outstanding user experience
- High clinical adoption
- Common user interface
- Effortless compliance



A bright future with the right partner

At Netsmart, nothing matters more to us than helping you deliver the best possible care to the patients and families you serve.

We understand the many challenges your agency faces, from staffing, financial and regulatory pressures to changing reimbursement models. In response, we've designed the most complete, integrated home care and hospice solutions to help you meet those challenges now and in the future.

Over 1,700 home care clients gain tremendous value from our expertise and forward-thinking technology solutions.



NETSMART CAN HELP YOU DO IT ALL

- ✔ Comply with changing regulatory requirements
- ✔ Increase patient/family engagement
- ✔ Improve access to vital care information
- ✔ Make documentation easier, more intuitive and more efficient
- ✔ Deliver higher-quality care while reducing overall costs
- ✔ Boost agency profitability



To request a demo and to learn more
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