



# NURSING LEADERSHIP COVID-19 SURVEY KEY FINDINGS

AUGUST 4, 2020

## Survey

Joslin conducted a non-incentivized national Qualtrics survey to measure nurse leaders' perceptions of key concerns, challenges, and future readiness.

## Time Frame

July 16 – 26, 2020

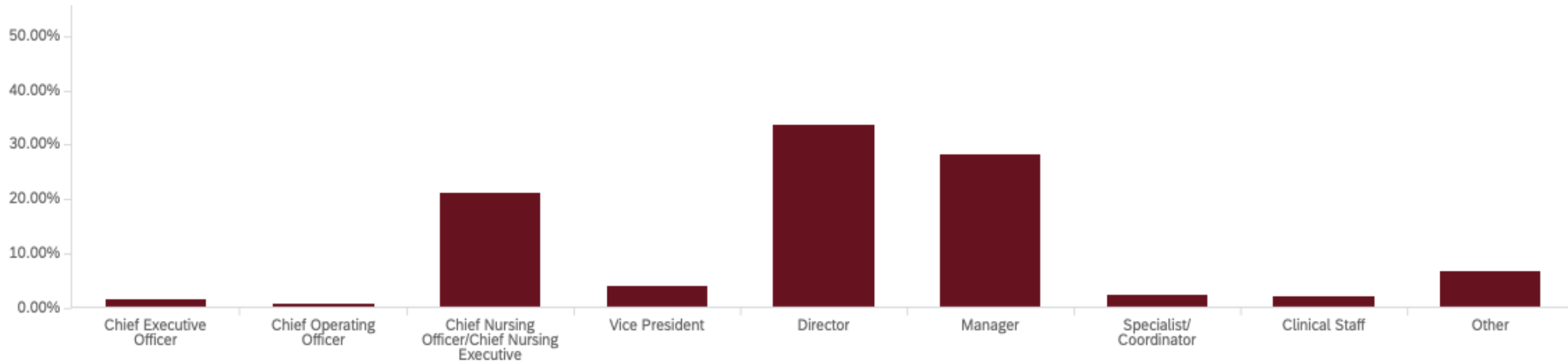
Hospitals were a combination of pre-surge, surge and sustaining COVID-19.

## Response

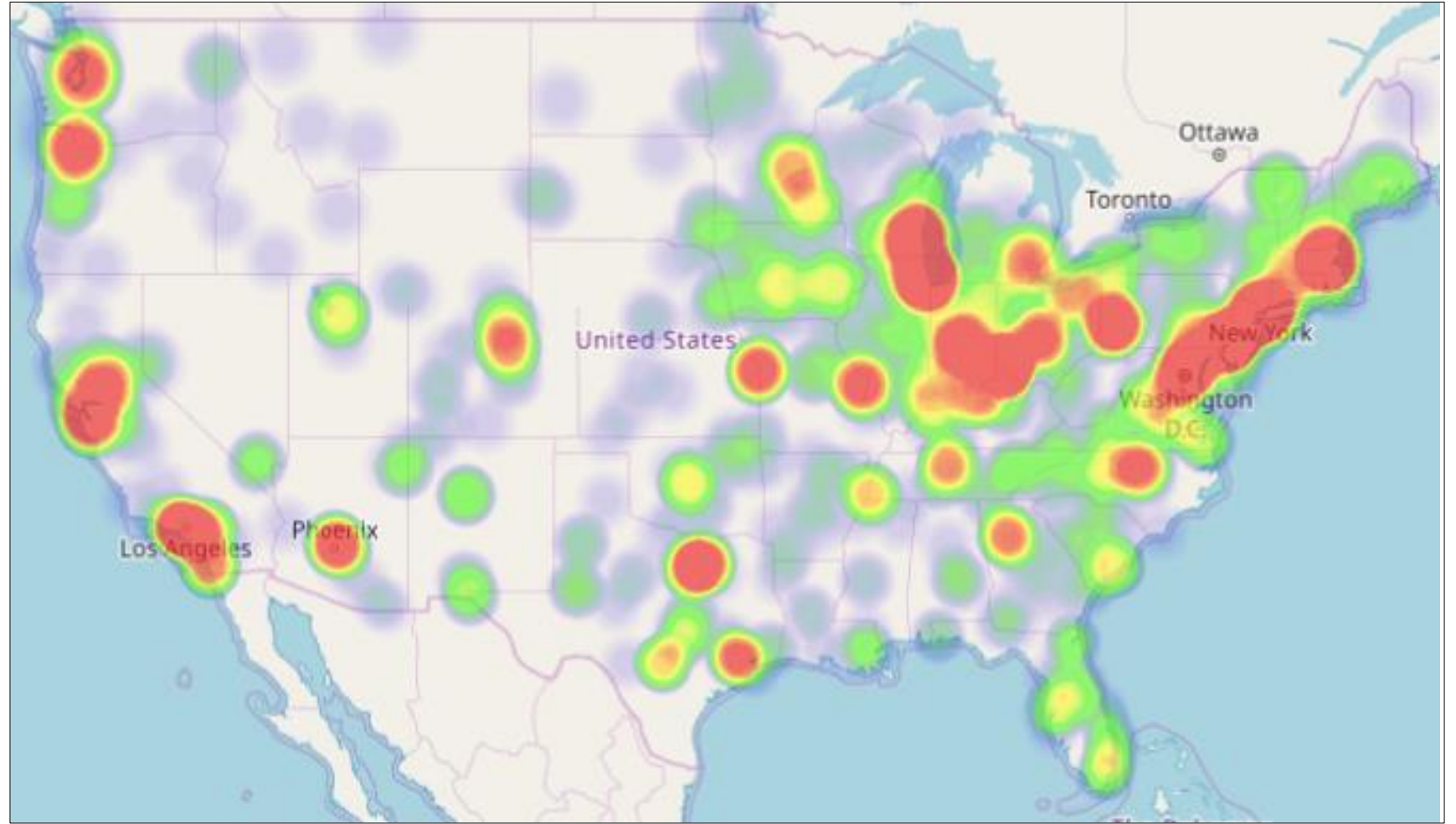
1,811 respondents  
99% confidence level  
+/- 2.82% margin of error

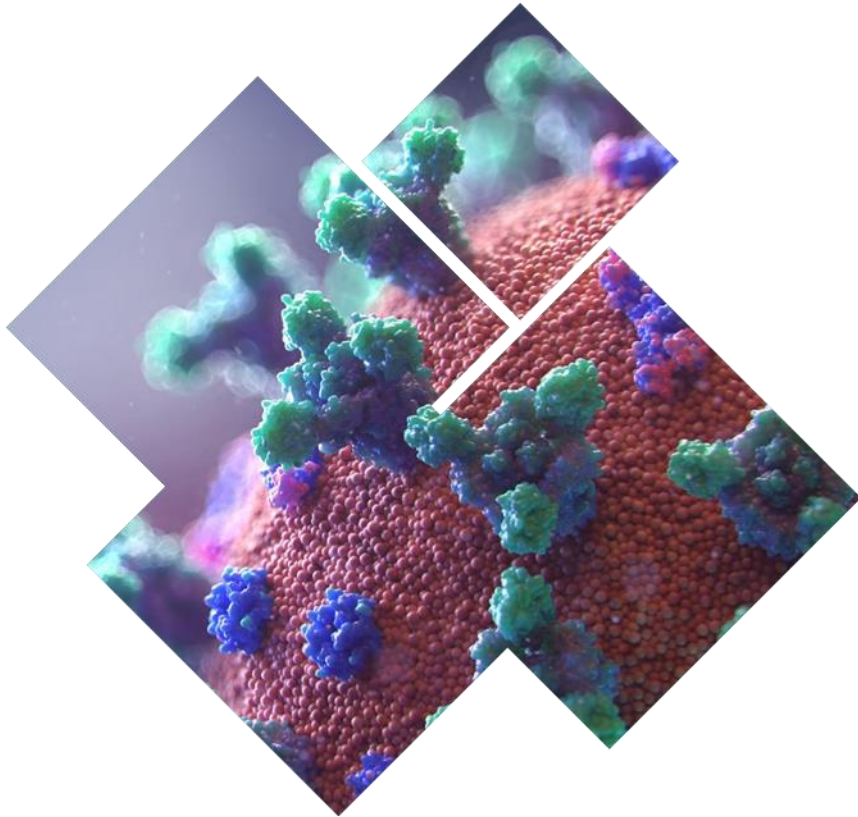
# RESPONDENTS

82% were CNO/CNE, VP, Director or Managers



# RESPONDENT'S LOCATION





# NURSING LEADERSHIP: KEY CONCERNS

# COVID-19 PHASES

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	Primary Challenge	Secondary Challenge
EARLY	No playbook; created policy, procedures, staffing plan	Shortage of PPE, testing materials, ventilators, monitors, nurses
SURGE	Not having answers; Lack of trust due to conflicting information	Change in culture dynamic of travel nurses and nursing shortage
SUSTAINING	Personal financial impact creating lack of trust	Change impact on staff adapting to reinvention

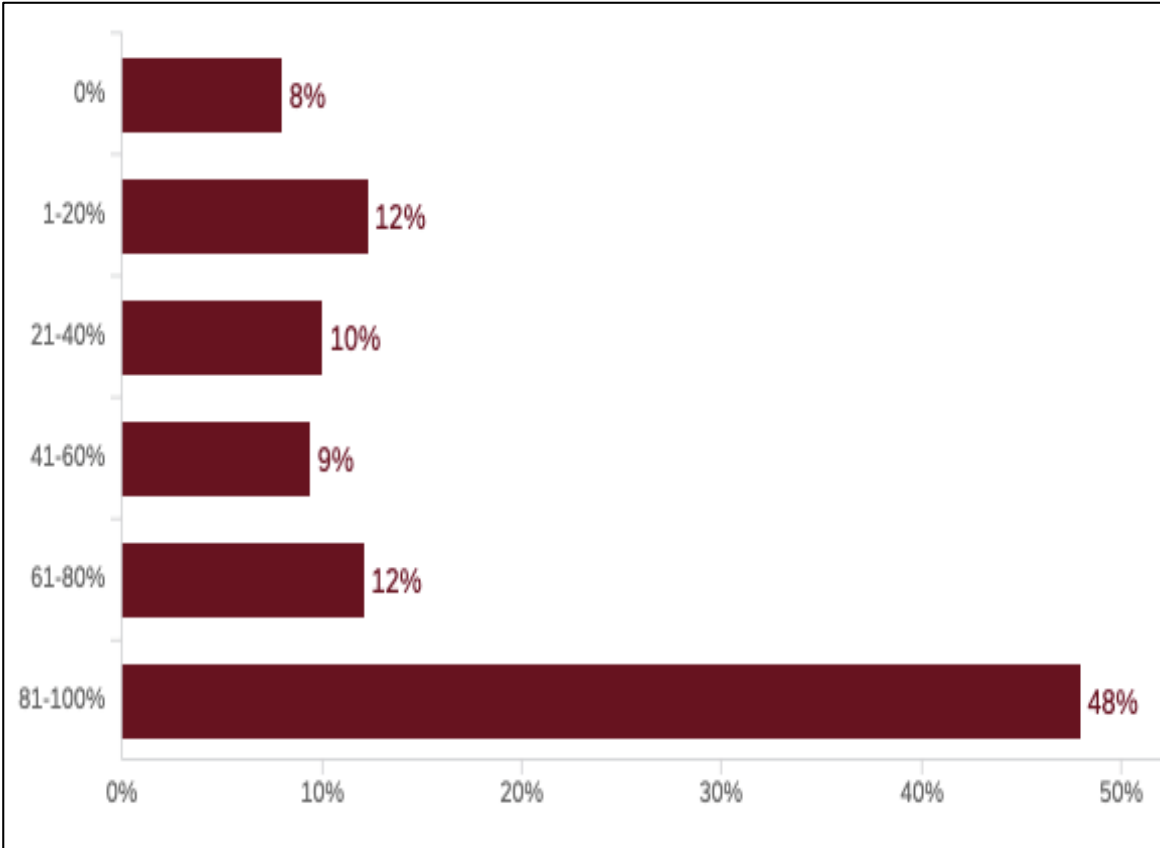
**Nurse leaders recognized the constant changes would make building trust among staff and patients difficult.**



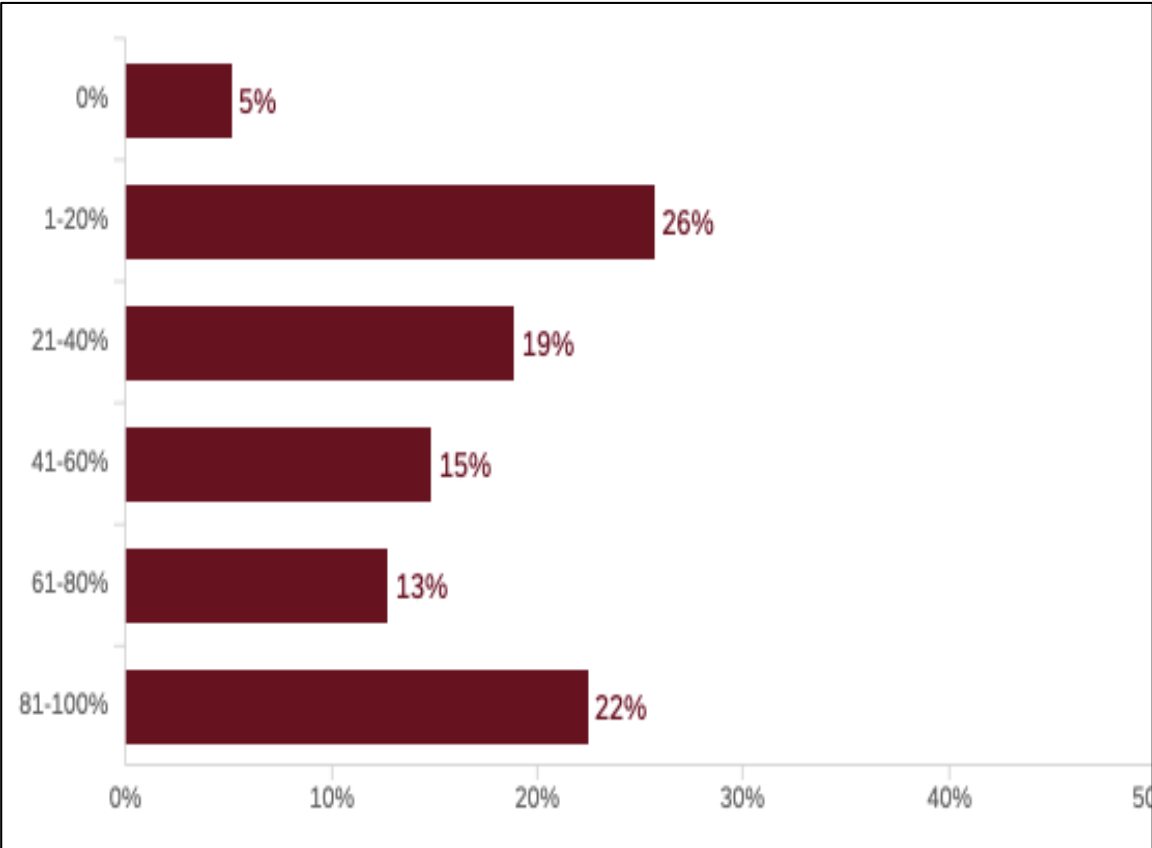
# NURSING LEADERSHIP: COVID-19 CHALLENGES



# BUILDING CAPACITY: RETRAINING AND REDEPLOYMENT



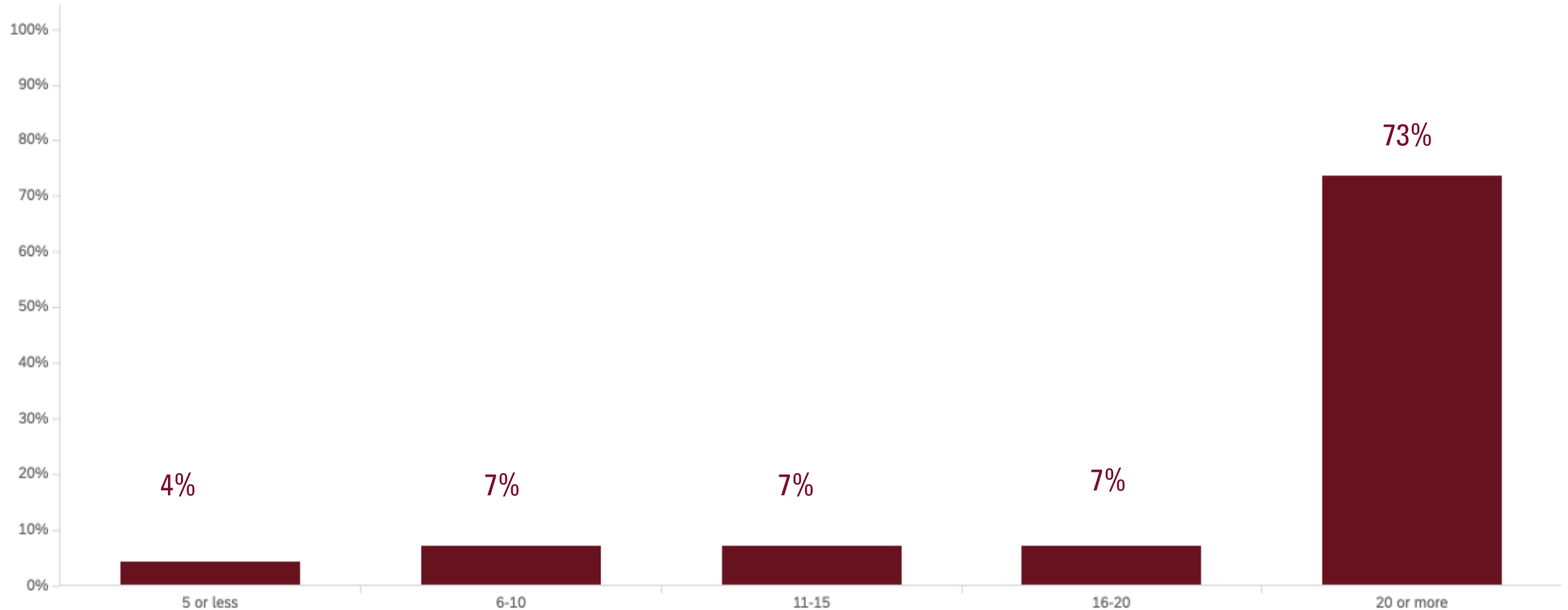
On average, 75% of nursing staff received training to learn new competencies to COVID-19 patients.



On average, 62% of nursing staff were needed to treat COVID-19 patients.

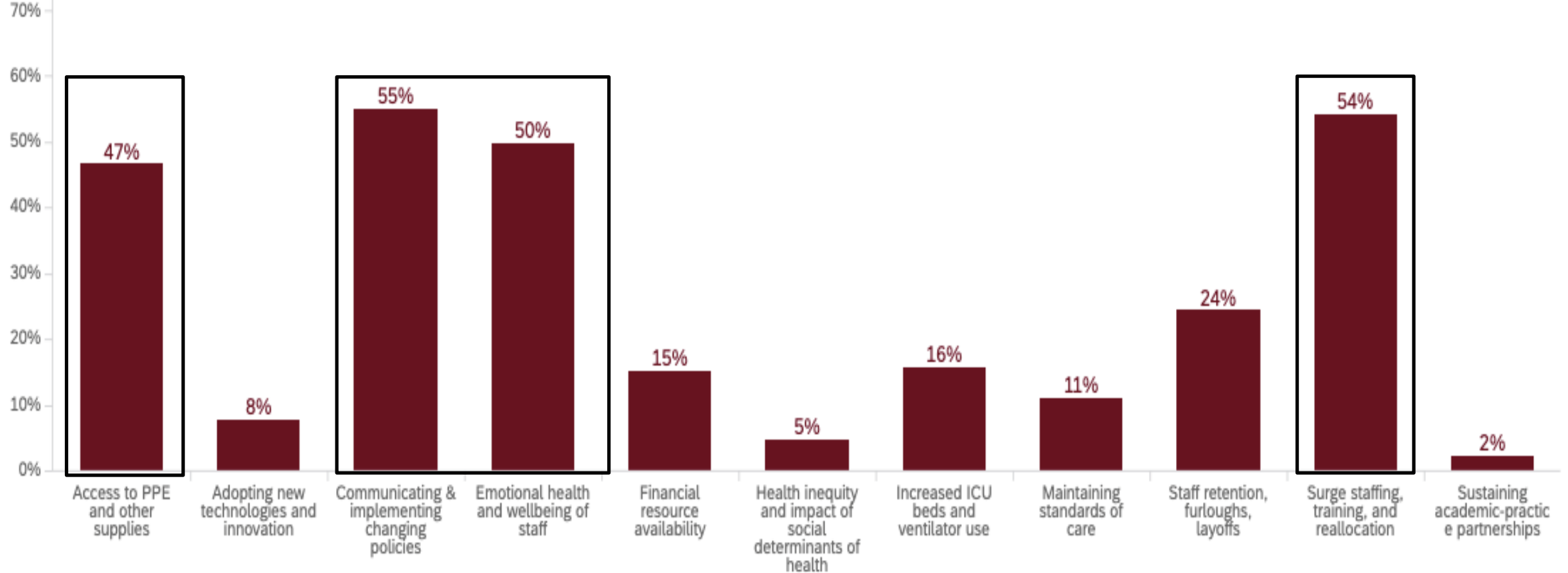
# ICU BED EXPANSION

46% of organizations increased ICU beds for COVID-19 patients; those that expanded used them longer than anticipated.



# BIGGEST CHALLENGES

Communicating and implementing policy changes; surge staffing; staff wellbeing; access to PPE



What have been your organization's top three challenges during the COVID-19 pandemic?

# MANY OF IDENTIFIED CHALLENGES WERE WELL HANDLED

As a nurse leader, how effectively do you feel you have been able to address these challenges?  
(1-5 scale; 5 = very well)

WELL

OKAY

NOT WELL

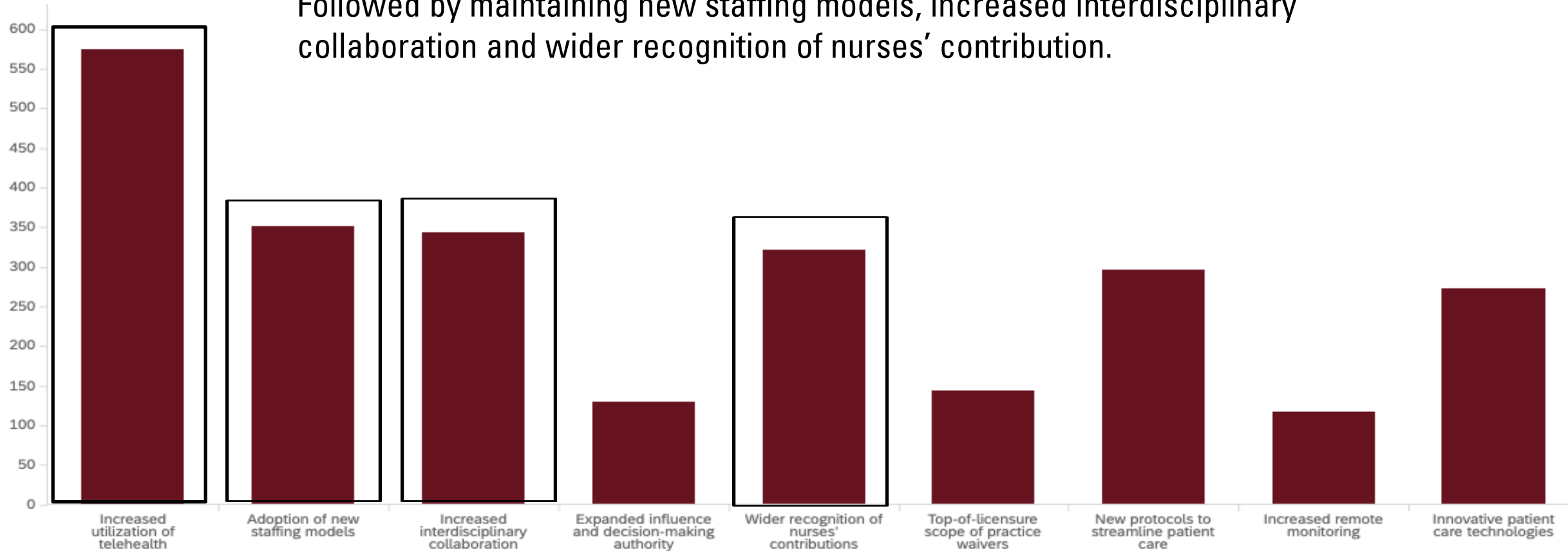
Challenge	Score
Increased ICU beds & ventilators	3.96
Adopting new technologies	3.88
Surge staffing & training*	3.68
Communicate & implement change*	3.67
Maintaining standard of care	3.52
Access to PPE & other supplies*	3.49
Staff retention, furloughs & layoffs	3.33
Staff emotional health & wellbeing*	3.33
Financial resource availability	3.01
Health inequity & social determinants	2.92
Sustaining academic practice partners	2.68



# NURSING LEADERSHIP: EXPECTATIONS MOVING FORWARD

# TELEHEALTH WILL BE LARGEST ADVANCEMENT IN HEALTH CARE

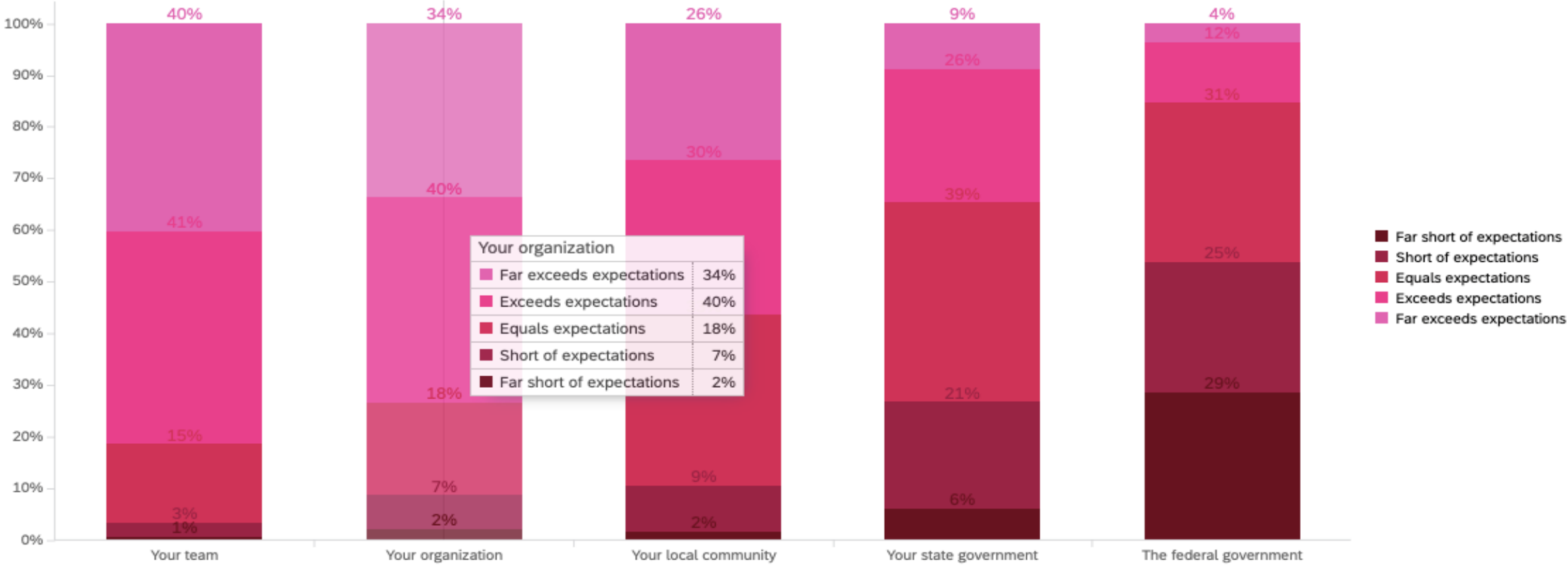
Followed by maintaining new staffing models, increased interdisciplinary collaboration and wider recognition of nurses' contribution.



Which of the following temporary advancements will be the most important to maintain beyond the COVID-19 crisis? Select two.

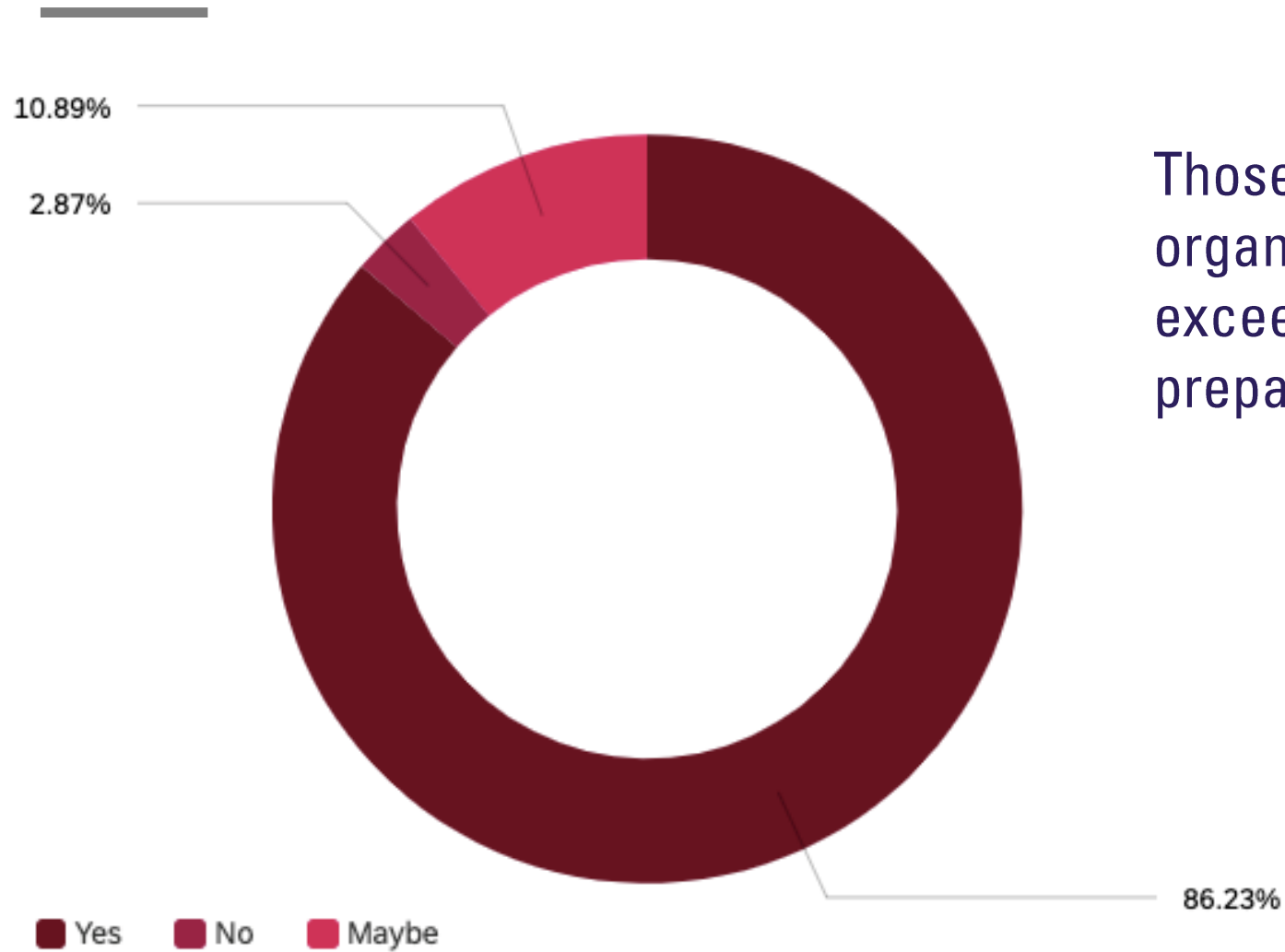
# ORGANIZATION AND TEAM SUPPORT EXCEEDED EXPECTATIONS

However, majority indicate federal government support fell short of their expectations.



How would you rate the support you have received from the following entities during the pandemic?

# VAST MAJORITY FEEL PREPARED FOR A FUTURE SURGE



Those who felt support from team and organization exceeded or far exceeded expectation felt better prepared for the future.



# NURSE LEADERS SHARED HUNDREDS OF STORIES

“I do not begin to imagine that my experiences with Covid-related impacts are unique. Exposure to the political and health care worlds, opinions, and views are infused into an environment that attempts to maintain some semblance of order and support for staff, patients, and their families.

Challenges lie in every moment, every interaction, every need. A staff member has cancer. Another staff member receives discipline. A patient is on palliative care. Staff want to travel. Some have elderly parents in nursing homes or SNFs. A person is isolated in another country. One has a daughter who has tested positive that is doing well. Another has an uncle who is not expected to survive. A patient is immunocompromised and having surgery. Another has 10% burns with smoke inhalation injury.

How does one reflect on the impact covid has on the care of these people? Every situation, every moment, every person is impacted by covid. It is heartbreaking and real. Maintaining direction, staying physically and emotionally healthy is a challenge, and supporting others is a challenge as we navigate it for ourselves and our patients.

The best we can do is breathe and take it one moment, one day, one person at a time.”



**NURSING LEADERSHIP COVID-19  
SURVEY KEY FINDINGS**