

Medallia Nursing Engagement Solution



Improve healthcare outcomes by increasing nursing engagement, retention, and excellence

Hospitals face significant financial losses due to registered nurse (RN) turnover. Recent data indicates that the average cost of turnover for a bedside RN has increased to \$52,350, with a range from \$40,200 to \$64,500. As a result, the average hospital loses between \$6.6 million and \$10.5 million annually due to RN turnover. Each percentage change in RN turnover can cost or save the average hospital approximately \$380,600 annually.¹

When nurses feel engaged, empowered, and satisfied with their working environment, patient outcomes, interdisciplinary teamwork, and retention are positively impacted. Even if your organization is not on the Magnet® journey, Medallia's nationally benchmarked data can help identify strengths and opportunities for improvement. The Medallia Nursing Engagement Survey Solution is designed to help organizations enhance nursing engagement and retention, and improve healthcare outcomes.

“Good nurse work environments are characterized by safe nurse staffing levels, good communication and team work with physicians, competent nurse managers, and support from hospital management to enable nurses to provide effective and efficient patient care”.²

- Carthon JM, Lasater KB, Sloane DM, Kutney-Lee A, Association of Nurse Engagement and Nurse Staffing on Patient Safety²

The Medallia Nursing Engagement Survey Solution includes:

- 35 ANCC Nursing Engagement Survey questions for the following seven Magnet® Nursing Satisfaction categories:
 - Adequacy of Staffing and Resources
 - Autonomy
 - Fundamentals of Quality Nursing care
 - Interprofessional Relationships
 - Leadership Access and Responsiveness
 - Professional Development
 - RN to RN Teamwork and Collaboration
- Relevant comparison benchmarks to support improvement efforts and Magnet® reporting requirements
- Dynamic benchmarking that refreshes at least quarterly
- Unit level and organizational Excel reports for on demand reporting. Your unit will be compared by unit type to national benchmarks
- Pulse Surveys that meet Magnet® requirements, for organizations who already completed a full survey

Learn more about our Medallia's Healthcare solutions: www.medallia.com/solutions/healthcare

Magnet® is a registered trademark of the American Nurses Credentialing Center. Medallia is not affiliated with ANCC.

¹ NSI Nursing Solutions, Inc; The Workplace Change Collaborative; IntelyCare;
Association of Nurse Engagement and Nurse Staffing on Patient Safety