

Background

- 203,000 registered nurse job openings annually, many resulting from turnover (U.S. Bureau of Labor Statistics, 2022).
- 66% of nurses surveyed considered leaving the profession (American Association of Critical Care Nurses, 2021).
- Registered nurse turnover rate is 27.1% (NSI Solutions, 2022).
- Job-related stress positively correlates with nurses' turnover intention rate (Lee & Kim, 2020; Mirzaei et al., 2020).
- Persistent high-stress results in burnout, compassion fatigue, lower job satisfaction, high workplace turnover, and inferior patient care quality (ANA, 2017; Hoedl et al., 2021; Martin et al., 2023; Mehta et al., 2020; Yang & Chen, 2020; Young et al., 2018)
- Stress management programs in healthcare reduce job-related stress and improve nurses' stress coping strategies (Alkhawaldeh et al., 2020; Lee, 2020).
- Project hospital 2021 data:
 - 21.32% turnover rate for all staff
 - 34% of turnovers were nursing staff
 - Exit interviews identified stress as a contributing factor

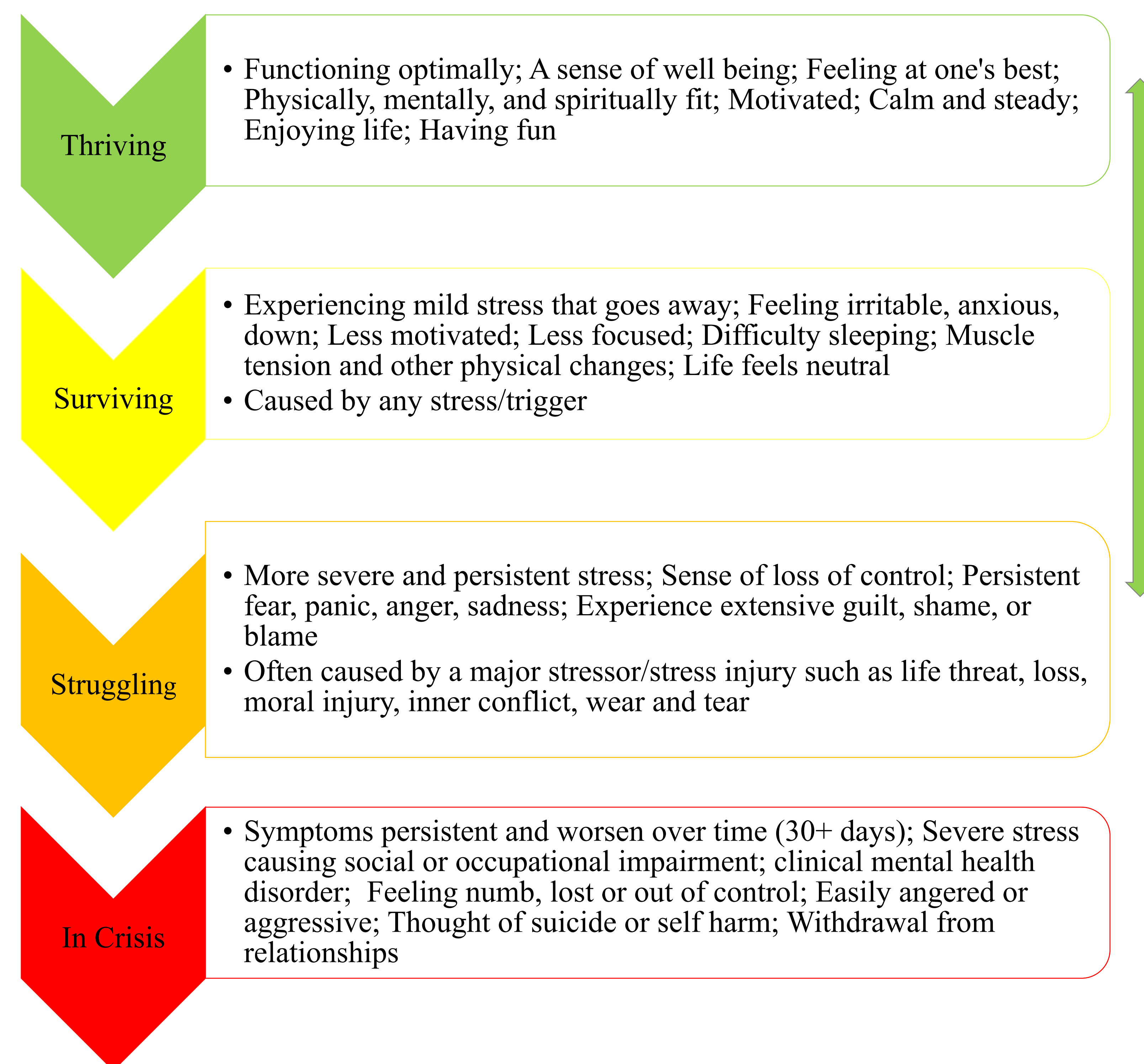
Purpose

To design and implement a program to impact turnover intention by addressing perceived stress in nursing.

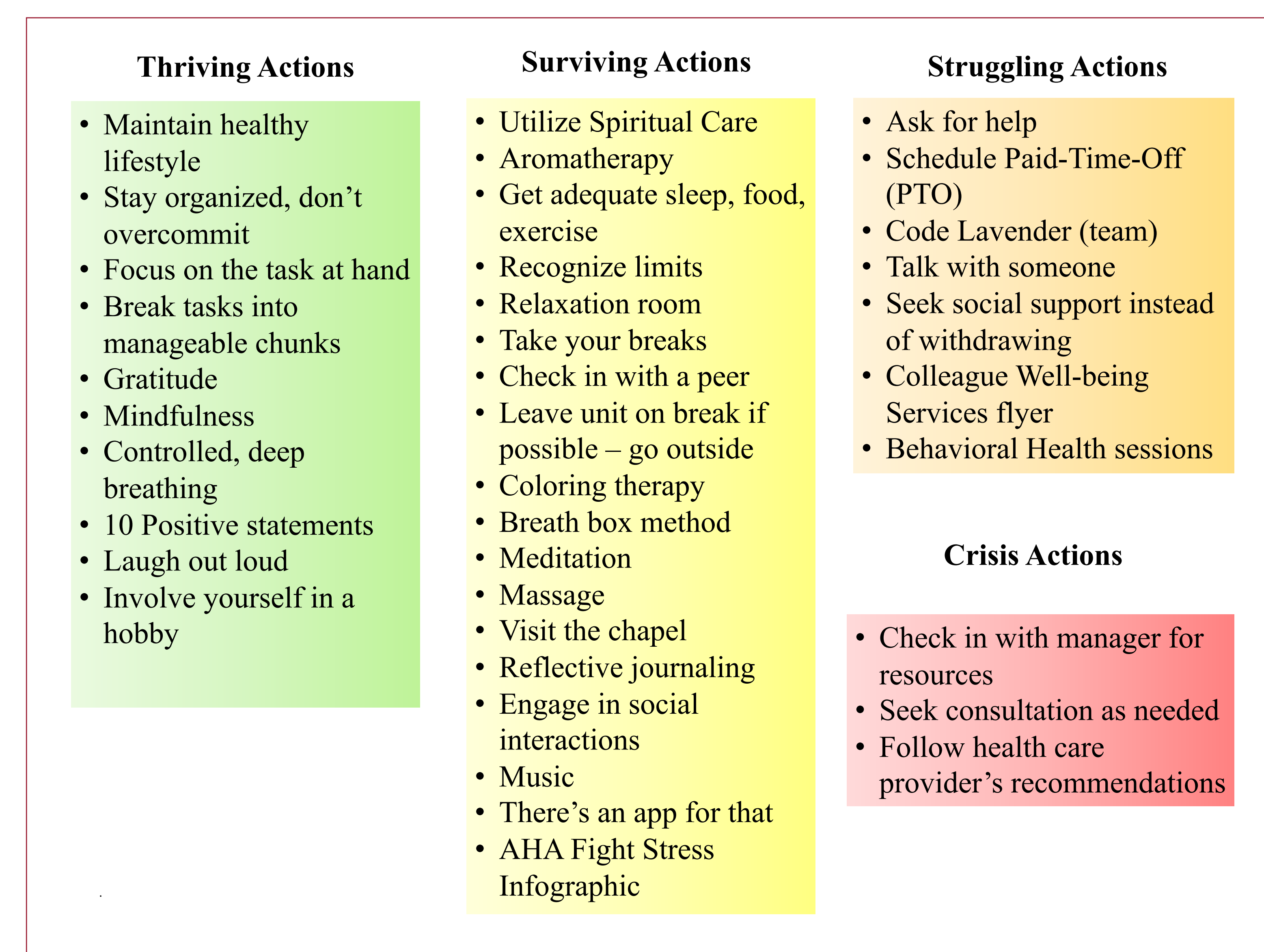
Method

- Designed and implemented perceived stress project on 3 units in an urban hospital.
- Posted project outline and stress management resources on a bulletin board in each unit.
- Participants (registered nurses, licensed practical nurses, and patient care technicians)
 - Completed a demographic survey, the Perceived Stress Scale (Cohen et al., 1983) & the Turnover Intention Scale (Cohen, 1988) ($n=25$)
 - Performed a stress self-assessment based on the stress continuum model (Nash, 2011) definitions at shift start
 - Linked stress levels to relevant stress management action
 - Could reflect on action effectiveness at the end of the shift
 - Repeated the Perceived Stress Scale & the Turnover Intention Scale after 3 months ($n=11$)

Stress Continuum Model Self-Assessment



Stress Management Actions



Results

Fisher-Freeman-Halton Exact Test

| <i>N</i> =36 | Value | Exact Significance (2-sided) |
|--|-------|------------------------------|
| Perceived Stress | 6.351 | 0.041 |
| Turnover Intention # 3 "As soon as possible, I will leave the organization." | 7.104 | 0.041 |

Perceived Stress

- The perceived stress level score for the pre-group was higher ($m = 19.84$, $SD = 6.29$) than the perceived stress level score for the post-group ($m = 14.36$, $SD = 6.23$). Statistically significant at the 0.05 level ($t = 2.413$, $df = 34$). (Independent samples *t*-test).

Turnover Intention

- Slight decrease in overall turnover intention.

Discussion

- An independent samples *t*-test was completed to determine the significance of the perceived stress data. Since the sample was small and the chi-square assumption was violated, Fisher's exact test was used to examine the categorical data.
- Participants noted the stress continuum model was effective in assessing stress and easily aligned with the stress management actions.
- Limitations:
 - Small sample size
 - Limited time
 - Inability to link data pre and post implementation
 - Lack of manager involvement
 - Unable to evaluate number of self-assessments and stress management actions

Conclusion

- Project facility plans to implement project framework in all nursing units.
- Goal is to address perceived stress to decrease turnover intention and actual turnover rates.
- Recommend
 - Increased manager involvement
 - Replicating project with larger sample sizes
 - Address mental health needs