

# Four Current Challenges for Healthcare Employers

The healthcare industry is dealing with staffing shortages and a burned out labor pool after a two-year battle with COVID-19. Healthcare employers can set themselves up for success by focusing on employee wellness as they strive to rebound.

Discover the current challenges that are affecting healthcare employers and how on-demand pay may help alleviate them by supporting employees.



## Staffing Shortages

Previously existing staffing shortages have been amplified throughout COVID-19. The impact of the pandemic on the healthcare industry has worsened conditions with nearly one in five healthcare workers leaving their jobs during the pandemic.<sup>1</sup> According to a 2021 Mercer report, the U.S. is projected to face a shortage of more than 3.2 million lower-wage healthcare workers by 2026.<sup>2</sup>



## Employee Wellness

The healthcare workforce must provide outstanding care in good times as well as bad. According to a survey by CHG Healthcare, 80% of healthcare providers were suffering some degree of burnout before the pandemic, and 64% of those reported that it was made worse by the pandemic.<sup>3</sup> This burnout threat not only impacts staff but patients as well, leading to potential decreases in quality of care.<sup>4</sup>



## Evolving Patient Experience

Patients expect a more tailored experience that aligns with other aspects of their lives. The increased popularity of healthcare technology like medical monitoring devices and the accelerated adoption of telehealth contributes to creating an on-demand world of empowered consumerism.<sup>5</sup>



## Increased Labor Costs

The average hospital lost \$5.2–9 million in bedside RN turnover costs in 2021, according to the 2022 NSI National Healthcare Retention & RN Staffing Report.<sup>6</sup> Additionally, the average cost of filling a senior-level healthcare role is \$5,699 in recruitment costs and 207 days in time to fill.<sup>7</sup>



## Focus on the Employee Experience to Improve Patient Care

To address these challenges, healthcare employers should focus on how they can potentially improve the overall employee experience, leading to greater patient care.<sup>8</sup> Healthcare employers need to care for their employees the way they care for their patients.

Wellness benefits can help healthcare employers weather challenges and become stronger by supporting their existing staff and attracting new applicants.

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<sup>1</sup> <https://morningconsult.com/2021/10/04/health-care-workers-series-part-2-workforce/>

<sup>2</sup> <https://www.mercer.us/content/dam/mercer/assets/content-images/north-america/united-states/us-healthcare-news/us-2021-healthcare-labor-market-whitepaper.pdf>

<sup>3</sup> <https://chghealthcare.com/blog/survey-healthcare-career-satisfaction-drops-burnout-rises-amid-covid-19/>

<sup>4</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7604257/>

<sup>5</sup> <https://www.ache.org/blog/2021/consumerism-and-the-empowered-patient-experience>

<sup>6</sup> [https://www.nsinursingsolutions.com/Documents/Library/NSI\\_National\\_Health\\_Care\\_Retention\\_Report.pdf](https://www.nsinursingsolutions.com/Documents/Library/NSI_National_Health_Care_Retention_Report.pdf)

<sup>7</sup> <https://www.recruitingnewsnetwork.com/posts/recruiting-time-to-fill-and-costs-spiking-in-healthcare>

<sup>8</sup> <https://www.qualtrics.com/blog/improving-patient-experience-by-engaging-your-employees/>