



STATE OF HEALTHCARE 2021

What's Next for America's Healthcare Professionals

After interviewing over a thousand nurses, we found that while we may be finally returning back to normal—it's likely that normal, in healthcare, will mean something entirely different.



SURVEY

Vivian Health surveyed nearly 1,300 nurses across the country.

They ranged from all major nursing disciplines and from 1 to over 30 years of experience. We wanted to learn current trends in the nursing workforce, their feelings about healthcare in the U.S., COVID-19 responses, and what's next for them.



DEMOGRAPHIC

Age

18 – 77 years old

Median age: **44**

Experience

1 – 5 years **29%**

6 – 10 years **21%**

11 – 15 years **14%**

16 – 19 years **7%**

20+ years **28%**

Region

Southeast **42%**

Southwest **20%**

Northeast **20%**

West **18%**



THE FUTURE OF HEALTHCARE WORKERS IN AMERICA

Unsurprisingly, **nearly three-fourths (72%) report hospital morale has gotten worse** in their workplace or healthcare facility since this time last year.

“

I feel like nurses are considered a “dime a dozen”. I don’t know what else I’d do, but I’d love to get out.”

— Travel RN, Texas

43%

of respondents are considering leaving the healthcare profession in 2021 (**56% reported that they plan to stay in healthcare field**).

Last year, only 20% of respondents said that they were likely to leave healthcare post-COVID-19.

53%

of healthcare workers surveyed don’t feel optimistic about the future of healthcare in the U.S. (only 20% felt optimistic).

86%

of respondents shared that their hospitals or facilities are still, on average, short staffed.

FRONTLINE WORKERS' MENTAL HEALTH STATE IS LOOKING GLASS HALF-EMPTY

Unsurprisingly, there are a lot of complex feelings around mental health and morale across the healthcare workforce.

Over the course of COVID-19, **nearly 40% of nurses shared they sought extra support** on their own for their mental health and wellbeing.

“

Nurse burnout is real. We all know it—yet there are little helpful changes.”

— Staff/Perm RN, Maryland

Two-thirds (64%) of respondents feel more stressed at their job since this time last year.

Last year, nearly 80% of respondents felt more stressed in their day-to-day job since the COVID-19 crisis elevated.

43% of respondents strongly disagree that their employer is doing enough to support their mental health and wellbeing.

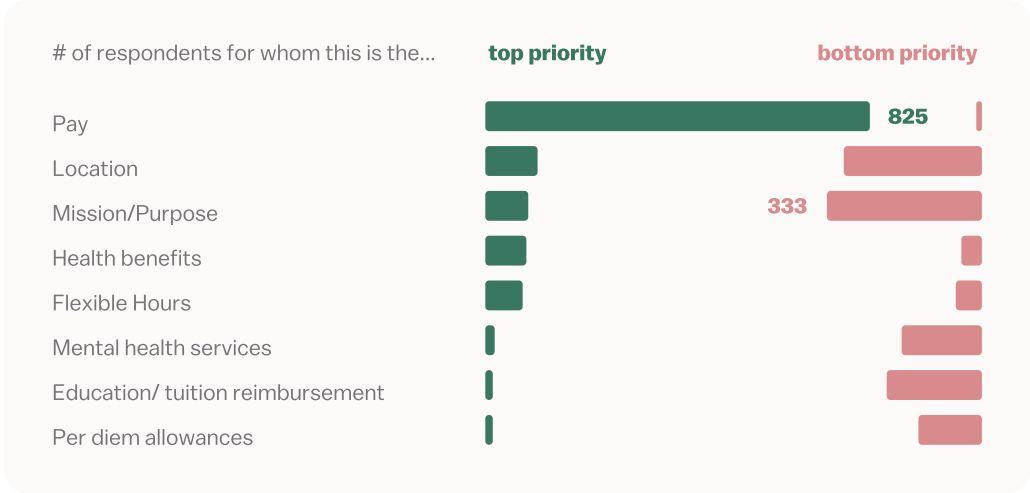
83% felt their mental health has been impacted after working in the healthcare field during COVID-19 this past year, with **36%** feeling significantly impacted.



OUR HEALTHCARE WORKERS AREN'T GETTING THE PAY THEY DESERVE

A challenging year has made a lot of healthcare professionals rethink what matters most. A whopping 78% of respondents said their overall priorities changed in what they look for in a job or assignment in the future.

Nurses rank pay as the most important attribute they plan to look for in a job/career in the future (mission/purpose was ranked least important).



Over 1/3 believe they are compensated less this year than last year, and 80% of HR executives believed they were paying below market rate in a separate survey.*

Vivian Health data show the opposite: 18% average weekly pay increase from before vs. during the pandemic.

(36%) of respondents were extremely dissatisfied with their compensation during the COVID-19 crisis.

*Source: Braffton & Vivian Health Survey of Healthcare Executives, April 2021

FRONTLINE ICU WORKERS HAD A TOUGH(ER) YEAR

Although every single healthcare professional was impacted by the pandemic, **frontline workers were hit especially hard physically, mentally, and emotionally.**



After COVID, I see just how replaceable nurses are. Once considered “heroes”, now we are once again disposable commodities.”

— Staff/Perm RN, Kentucky

Morale at hospitals was rated worse by ICU workers (**77%** thought it'd worsened) than non-ICU (**71%**).



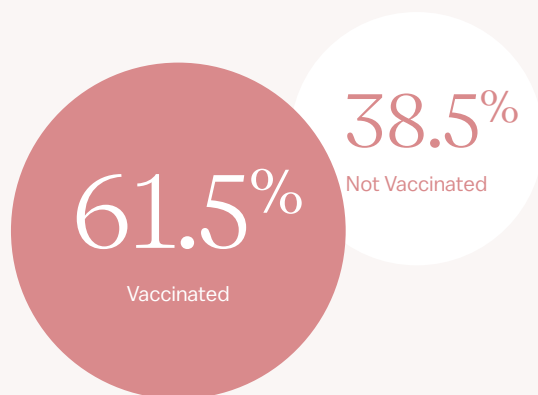
48% of ICU workers are considering leaving the healthcare profession in 2021, versus **40%** amongst non-ICU.

69% ICU workers have been vaccinated versus **59%** of non-ICU nurses.

HEALTHCARE PROFESSIONALS & THE VACCINE ROLLOUT

Vaccination has been a contentious subject amongst the general public. The healthcare industry was not immune to its own challenges with the vaccine rollout.

Surveyed healthcare professionals reported that **61.5%** of them have been vaccinated, while **38.5%** have not.



While, nearly **70%** of ICU/CC workers have been vaccinated.

REPORTED REASONS FOR NOT GETTING VACCINATED

Don't trust the vaccine	22.8%
Waiting for more results	21.5%
Haven't gotten access to it yet	16.1%
Not interested	9.5%
Medical condition*	8.3%
Have or had COVID-19	7.5%
No reason given	5.0%
Pregnancy/Fertility/Breastfeeding	3.9%
Waiting for a specific vaccine	3.3%
Religious/spiritual reasons	1.0%
Other	1.0%

*Excluding pregnancy & COVID-19

“

The vaccine was not available to travel staff. I ended up getting COVID, and now I have to wait 90 days.” — Staff/Perm RN, Kentucky

WHAT'S NEXT?

This survey confirms what has become plain in the past year: the healthcare workforce is in an upheaval. **Despite slowing COVID-19 transmission rates, healthcare workers are expecting more and feeling increasingly burdened by the trauma, lack of benefits, and overextension they've faced.** As nurses evaluate their career options, they will demand a higher bar from their employers.

IT'S A JOB CANDIDATE'S MARKET

As more healthcare workers leave the profession, clinical job candidates are in the driver's seat. **They are beginning to demand better pay, more transparency, and more support services—from mental health to child care.**



HOW CAN EMPLOYERS COMPETE FOR TALENT?

With so many healthcare workers looking for new opportunities, it's time for talent acquisition managers to explore new technologies that attract candidates in the way they are looking. HR leaders must also develop creative retention strategies that include and go beyond pay and benefits.

Healthcare recruitment is not currently designed with the candidate in mind. An experienced candidate might apply to a dozen jobs and get no replies for weeks, at which point a call is scheduled during their day shift, only to learn that the pay is not what they would expect. It's time for healthcare recruiters to be transparent about pay, benefits, and ancillary support services they offer. Adding signing bonuses and relocation bonuses will significantly increase their ability to attract talent.

For retention, employers need to center career development and advancement opportunities on an ongoing basis.

For example, Dr. Jakki Opollo, VP of Nursing Talent Acquisition and Strategy at Atrium Health, saw great success in investing in retraining programs for her nurses during the COVID-19 crisis such that they did not have to lay off any employees during the entire pandemic.* Healthcare employers who navigate this workforce upheaval successfully will be those who defer to the needs of their workers.

Employers need to center career development and advancement opportunities on an ongoing basis.



*Source: HR Healthcare Virtual Conference, Pipelining Healthcare Talent in an Exhausted Labor Market, May 2021.

WHAT DOES THIS MEAN FOR HEALTHCARE PROFESSIONALS?

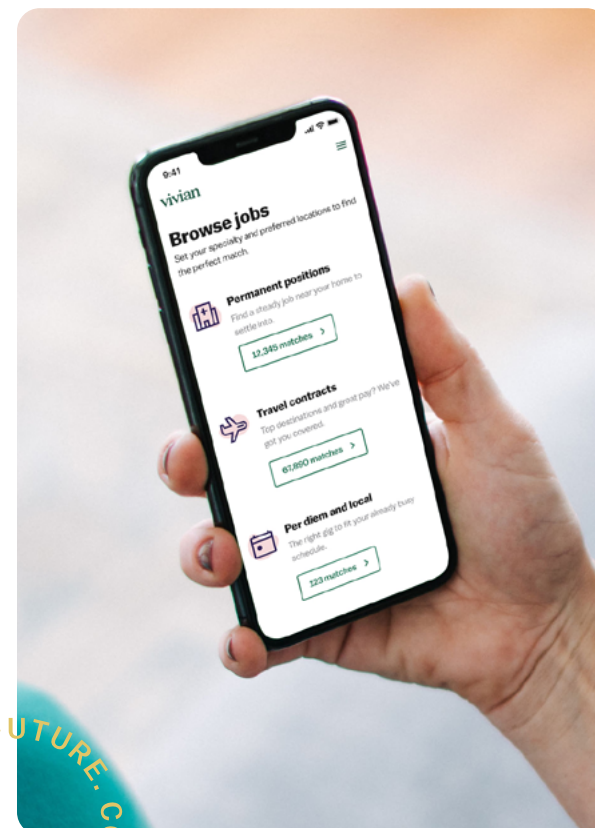
After the year that healthcare professionals have had, it should come as no surprise that there are issues of morale, general frustration, and reservations about staying in healthcare. Throughout the survey, it was very apparent that they continue to feel disrespected, ignored, underpaid, and overworked.

Job candidates are now in the driver's seat in their careers more than ever before. They know how much they are valued, and they have more leverage to negotiate. For those seeking work, transparent information about pay and benefits is crucial. Candidates should take the time to compare offers, consider benefits, and negotiate compensation. Today, it is a candidate's market, and candidates should use that to their advantage.

Candidates should feel empowered to seek out all the information they would need to make the best decision about their careers. As the largest marketplace for healthcare work, Vivian has access to unbiased and

transparent information, including detailed job postings, concrete salary ranges, and authentic company reviews.

Vivian has access to unbiased and transparent information.



WHAT IS VIVIAN?

vivian.com

At Vivian, we ensure your next step is a step forward. That's why we built a jobs marketplace that serves healthcare professionals first. Our mission is to empower every healthcare professional to find their perfect job opportunity, faster and easier than ever before.

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