

**CASE STUDY**

# **Reducing Nurse Burnout at a Large Pediatric Hospital and Research Center**



## SYNOPSIS

# A globally recognized large pediatric hospital and research center, known for its dedication to improving patient outcomes, faced a mounting crisis with nurse burnout.

The issue was pervasive across the organization, impacting nurse retention, morale, and the quality of patient care. Over half of the hospital's nursing staff reported moderate to high levels of burnout in 2023. This burnout, manifesting as emotional exhaustion, depersonalization, and reduced professional efficacy, took a significant toll on nurses, ultimately affecting patient safety and increasing operational costs.

To tackle these challenges, the hospital partnered with **SE Healthcare** to implement its comprehensive **Nurse Burnout Prevention Program**, which aimed to reduce burnout, identify key stressors, and offer personalized support to the nursing staff.

### Client:

Large Pediatric Hospital and Research Center

### Challenge:

High levels of nurse burnout impacting well-being, staff retention, and patient care

### Solution:

SE Healthcare's Nurse Burnout Prevention Program

## CHALLENGES

# At this Pediatric Hospital, the Extent of Burnout was Severe

Burnout in healthcare, particularly among nurses, has long been a significant concern. The emotional and physical toll of caring for critically ill patients, combined with the operational pressures within hospitals, creates a high-risk environment for burnout.

- **56.4% of nurses** reported moderate to high levels of burnout in 2023.
- **Turnover in nursing increased to double digits** from a traditional low single digits.
- Burnout affected nurses across all departments, including **Clinical Logistics, Surgical Services, and Nursing Administration**.
- **Absenteeism and turnover rates were rising**, resulting in staff shortages that compounded the problem.
- **Patient care quality suffered**, with burnout contributing to increased medical errors, reduced patient satisfaction, and higher rates of healthcare-associated infections.

## CHALLENGES

# Key Stressors Included:



### Heavy Workloads, Long Hours

Nurses worked extended shifts, often under-staffed, leading to physical and emotional exhaustion.



### Staffing Shortages

High turnover rates, exacerbated by burnout, created a cycle of strain on remaining staff.



### Emotional Strain

Nurses in pediatric care often face emotionally taxing cases, such as terminally ill or critically injured children, leading to **compassion fatigue**.



### Leadership Gaps

A perceived lack of transparency and support from leadership further contributed to nurse dissatisfaction and burnout.

Burnout's impact on **nurse retention** was particularly acute. In addition to **low morale**, the high cost of turnover—estimated between \$37,700 and \$58,400 per nurse replaced—was unsustainable for the hospital. Moreover, studies show a **14% increase in patient mortality rates** when nurse burnout leads to higher turnover.

## THE SOLUTION

# SE Healthcare's Nurse Burnout Prevention Program

In response, SE Healthcare implemented its **Nurse Burnout Prevention Program**, a holistic approach combining advanced data analytics, microlearning, and leadership training to address the root causes of burnout.



## THE SOLUTION

# Key Elements of the Program Included:

### Comprehensive Burnout Surveys:

From **September 5, 2024, to September 30, 2024**, SE Healthcare conducted detailed surveys across all departments to measure burnout levels and gather direct feedback from nursing staff. These surveys achieved a **49.4% completion rate**, with **356 surveys completed** during the 25-day period. This high participation indicated strong engagement and trust in the program.

- **25-day period**
- **356 surveys completed**
- **49.4% completion rate**

### Targeted Microlearning Modules:

Nurses accessed **bite-sized educational content** designed to help them manage stress, build resilience, and improve work-life balance. Over **203 microlearning sessions** were completed, with **114 continuing education credits claimed**. Microlearning is proven to be particularly effective, with nurses seeing up to a **32% reduction in burnout symptoms** when using this method. This flexibility allowed nurses to engage with the content during short breaks or at home, fitting into their already demanding schedules.

- **203 Microlearning Sessions**
- **114 CE Credits**
- **32% Reduction in Burnout**

## THE SOLUTION

# Key Elements of the Program Included:

### Data-Driven Insights and Dashboards:

SE Healthcare's data analytics platform provided **custom dashboards** that allowed hospital leadership to monitor real-time burnout trends, identify high-risk areas, and tailor interventions accordingly. This data-driven approach helped pinpoint specific stressors by department, shift, and role, enabling targeted action where it was needed most.

- **Real-time Trends**
- **High Risk Areas**
- **Pinpointed Stressors**

### Leadership Support and Development:

The program included tools for **leadership training** and development, helping supervisors recognize burnout early and implement strategies to support their teams. Workshops on stress management, transparent communication, and effective leadership were introduced to enhance the hospital's culture of support.

- **Leadership Training**
- **Stress Management**
- **Improved Communication**

## THE RESULTS

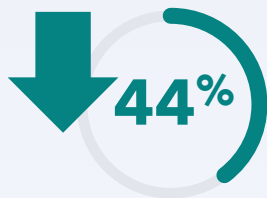
# After one year of the program's implementation, the hospital saw measurable improvements across key metrics

### Reduction in Severe Burnout:

These reductions were achieved by addressing key stressors such as staffing shortages, excessive workloads, and the need for better leadership support.



**Level 3 Burnout**  
(high-moderate)  
decreased by 15%



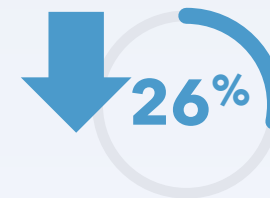
**Level 4 Burnout**  
(severe)  
dropped by 44%



**Level 5 Burnout**  
(extreme)  
dropped by 28%



**16% Reduction**  
for nurses  
under 28 and  
aged 28-34



**26% Reduction**  
for nurses  
aged 35-44



**41% Reduction**  
for nurses  
aged 45-54

### Age Group Improvements:

Significant reductions in burnout were observed across all age groups



## THE RESULTS

### Shift-Based Burnout Trends:

- Weekday shifts saw a **34% reduction** in burnout
- Night shifts experienced an **11% reduction**.
- However, **weekend day shifts** saw an increase in burnout by **21%**, highlighting the need for additional support during these times.

### Departmental Burnout Reduction:

**Clinical Logistics: 61% reduction.**

**Surgical Services: 55% reduction.**

**Nursing Administration:** Only a **3% reduction**, indicating ongoing leadership and support challenges.

# Key Success Metrics



## High Engagement in Microlearning:

Nurses demonstrated high levels of commitment to their own wellness, engaging with over **203 microlearning sessions**. The microlearning approach offered quick, impactful sessions designed to fit into a nurse's demanding schedule. In particular, **stress management and leadership development** modules were the most accessed, providing nurses with practical strategies to cope with daily pressures.



## Improved Leadership Support:

Leadership at the hospital used the SE Healthcare dashboard to monitor burnout trends in real-time, providing **data-driven insights** that allowed for more strategic decisions around staffing and support.



## THE RESULTS

# Cost Savings

The financial benefits of the program were substantial. By reducing burnout and turnover, the hospital saved approximately **\$1.5 million** in recruitment and training costs.

## NEXT STEPS

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# The reduction in nurse burnout had far-reaching implications for both patient care and organizational efficiency:



### Improved Patient Outcomes:

Burnout directly impacts patient safety, with exhausted nurses more likely to make critical errors. By reducing burnout, the hospital saw improvements in **patient satisfaction scores** and a **reduction in medical errors**.



### Enhanced Organizational Culture:

Implementing the Nurse Burnout Prevention Program signaled to staff that their well-being was a priority, contributing to a more positive workplace culture. Nurses felt more supported, and the organizational culture began to shift towards one that emphasized mental health, open communication, and mutual respect.

## NEXT STEPS

**To continue building on the program's success, SE Healthcare recommended several initiatives for long-term sustainability:**



### **Leadership Dashboards for Continuous Monitoring:**

Leadership will receive real-time insights into burnout trends, enabling proactive interventions before burnout escalates.



### **Targeted Interventions for Weekend Shifts:**

Special focus will be placed on **weekend day shifts**, which showed an increase in burnout.

## CONCLUSION

# Happier Staff, Healthier Patients

By partnering with SE Healthcare, this large pediatric hospital made remarkable strides in reducing nurse burnout, improving staff retention, and enhancing patient care.

The success of the Nurse Burnout Prevention Program was rooted in its use of **data-driven insights**, **personalized microlearning**, and **real-time leadership support**.

Through the program, the hospital has established a sustainable framework for ongoing burnout prevention.





# Get Your Complimentary Burnout Assessment Today

SE Healthcare is offering a unique opportunity to assess the state of burnout in your nursing staff. Our complimentary burnout assessment provides healthcare organizations with valuable insights and actionable recommendations.

[GET IN TOUCH](#)

