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## **I Quit!**

*New Study Reveals What Could Improve Nurse Job Satisfaction and Retention*

**AURORA, Colo.** (June 14, 2021) –Even before patients overwhelmed emergency rooms with the novel coronavirus, nurses reported high levels of stress and depression, leading them to make more [medical errors](#). In fact, a [JAMA study](#) reveals one-third of nurses who quit their jobs in 2018 cited burnout and a lack of good management and leadership as their reasons for leaving.

The current nurse turnover rate is as high as 37% depending on the region and nursing specialty. With continuous nurse turnover, patients and healthcare workers suffer from the loss of teamwork, trust and effective communication.

That’s why a new study at the University of Colorado College of Nursing focused on developing tools to measure how well nurse leaders communicate with staff nurses on the front line. Better communication could improve nurse engagement, commitment and job satisfaction, according to the report.

The study called “Developing an Instrument to Assess Empowering Nurse Leader Communication Behaviors” was conducted by Susan Hopkinson, PhD, RN; Lori Trego, PhD, CNM, FAAN; Dale Glaser, PhD, and Cheryl Napier, MS, MPA3. It was published in the [Journal of Nursing Management May 2021](#).

Nurses surveyed said they feel most empowered when supervisors give them clear instructions, pay attention while they talk, ask for input and give them positive feedback. Nurses said they do not like being interrupted, dismissed and ignored.

The study concluded that leaders have a responsibility to create better working environments to make nurses feel empowered to perform at work. That includes giving nurses public praise, being clear about objectives and expectations, coaching instead of commanding, and providing a safe environment for voicing opinions.

To conduct their study, researchers developed a process to measure the communication between nurses and their supervisors working in the U.S. military at health care facilities. It was the first assessment to identify and categorize management behaviors with the hope that hospitals will

create empowerment-based leadership development programs to keep more nurses happy and on the job.

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The University of Colorado Anschutz Medical Campus is a world-class medical destination at the forefront of transformative science, medicine, education, and patient care. The campus encompasses the University of Colorado health professional schools, more than 60 centers and institutes, and two nationally ranked independent hospitals that treat more than two million adult and pediatric patients each year. Innovative, interconnected and highly collaborative, together we deliver life-changing treatments, patient care, professional training, and conduct world-renowned research. For more information, visit [www.cuanschutz.edu](http://www.cuanschutz.edu).

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