

# The Impact A Nurse Recruiter Has on Nursing Staff Shortages and Nurse Manager Satisfaction in an Acute Psychiatric Facility

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## BACKGROUND

Nursing staff shortages have persisted for the last few decades. Strategies to resolve this enduring challenge continue to drive the creative efforts to attract and retain new staff. These shortages not only affect patient care but can also impact the satisfaction of nurse managers. Little information is available on the effects of a nurse recruiter role on nursing staff shortages as well as nurse manager satisfaction.

## RESEARCH QUESTIONS

The purpose of this project is to assess how implementing a designated nurse recruiter impacts nursing staff shortages and nurse manager satisfaction in an acute psychiatric facility. This project examines two main objectives to: 1) determine the impact of a nurse recruiter on nursing staff shortages in an acute psychiatric facility and 2) examine nurse managers' perceived satisfaction with the nurse recruiter and outcomes.

## METHODS

Objective 1 was accomplished through a quasi-experimental study using a descriptive pre- and post- intervention with data collected from May 2022 to May 2023 (6 months prior to implementing a nurse recruiter and 6 months after implementing a nurse recruiter) and included the time to fill position rate, cost per hire, and new hire turnover rate of all nursing staff excluding travelers. Objective 2 was accomplished through a descriptive research design using an online survey provided to the nurse managers of the acute psychiatric facility.

## RESULTS

Objective 1, implementing a nurse recruiter role showed improvements in reducing new hire turnover rate as well as reductions in cost per hire. There was an increase in the time to fill rate for Registered Nurses (RNs) and no major change for mental health associates (MHAs). For objective 2, 75% of nurse managers agreed that the nurse recruiter allowed them more time on the unit and 100% of the managers believe that the nurse recruiter is an asset to the facility, could be beneficial to other facilities, and has had a positive impact on staffing shortages. Only one nurse manager reported having better job satisfaction since implementing the nurse recruiter and none indicated a better work-life balance.

## CONCLUSION

Implementing a nurse recruiter role in an acute psychiatric facility can significantly improve staffing shortages and impact turnover rates while reducing costs. Additional research with a larger sample size is needed to determine how a nurse recruiter can better impact nurse manager satisfaction.

## OBJECTIVE 1

Time to Fill Rate (Full-time Staff Only)

Position	Pre-Recruiter (May 2022- October 2022)			Post-Recruiter (December 2022- May 2023)		
	Number of positions filled	Days to fill (Range)	Time to fill rate Mean (SD)	Number of positions filled	Days to fill (Range)	Time to fill rate Mean (SD)
RNs	5	24-123	66.4 (37.62)	6	34-187	114.3 (60.12)
MHAs	31	1-206	53.54 (37.39)	35	10-178	66.68 (38.88)

Cost Per Hire

	Pre-nurse recruiter (7.2 average hire)	Post-nurse recruiter (11.2 average hire)
Cadient (\$840/mth)	116.67	75.00
Background Check	64.00	64.00
Drug Screen	59.00	59.00
Onboarding	11.00	11.00
Personnel	48.44	40.37
<b>Total</b>	<b>\$299.11</b>	<b>\$249.37</b>

New Hire Turnover Rate

Month	Pre-Recruiter (May 2022- October 2022)			Post-Recruiter (December 2022- May 2023)		
	Separations	New Hires	Turnover Rate	Separations	New Hires	Turnover Rate
1	9	7	1.3	4	6	0.7
2	7	8	0.9	9	14	0.6
3	6	6	1	8	12	0.7
4	7	6	1.2	6	14	0.4
5	4	11	0.4	10	7	1.4
6	8	5	1.6	16	14	1.1
<b>Mean (SD)</b>	<b>6.83 (1.72)</b>	<b>7.16 (2.14)</b>	<b>1.34 (0.41)</b>	<b>8.83 (4.12)</b>	<b>11.17 (3.71)</b>	<b>0.82 (0.37)</b>

## OBJECTIVE 2

Nurse Recruiter Role (n=4)

Nurse Recruiter Role	Disagree n (%)	Neutral n (%)	Agree n (%)
I understand the job requirements and expectations of the nurse recruiter role in the facility	2 (50%)	n/a	2 (50%)
The nurse recruiter role removes some of the nurse manager workload	1 (25%)	1 (25%)	2 (50%)
The nurse recruiter provides me more time on the unit	1 (25%)	n/a	3 (75%)
The nurse recruiter role has improved the work-life balance for nurse managers	2 (50%)	2 (50%)	n/a
My job satisfaction has improved since adding the nurse recruiter to the facility	1 (25%)	2 (50%)	1 (25%)

Nurse Recruiter Impact (n=4)

Perception of Nurse Recruiter Impact	Disagree n (%)	Neutral n (%)	Agree n (%)
Staffing shortages have improved since we got a nurse recruiter	n/a	n/a	4 (100%)
The nurse recruiter role is an asset to the facility	n/a	n/a	4 (100%)
Other facilities could benefit from a nurse recruiter	n/a	n/a	4 (100%)

New Hires of Nurse Recruiter (n=4)

New Hires of Nurse Recruiter	Unsatisfied n (%)	Neutral n (%)	Satisfied n (%)
Quantity of new hires	1 (25%)	n/a	3 (75%)
Quality of new hires	3 (75%)	1 (25%)	n/a
Your unit's new hires in the last six months	1 (25%)	2 (50%)	1 (25%)
Diversity of new hires	n/a	1 (25%)	3 (75%)
Overall satisfaction with nurse recruiter and outcomes for your unit.	1 (25%)	1 (25%)	2 (50%)
Overall satisfaction with the nurse recruiter and outcomes for the hospital.	1 (25%)	1 (25%)	2 (50%)

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