



Virtual Nursing Insight Survey Report

Chief Nursing Officers See Important Role for Virtual Nursing in Care Delivery

About the Survey

The Virtual Nursing Insight Survey was conducted online within the U.S. by Joslin Insight on behalf of AvaSure between April 10 and 18, 2023. The survey received responses from 789 healthcare professionals primarily working in acute care settings. At least 46% were Nurse Leaders or key decision makers. For this study, the sample data is accurate to within +3.4 percentage points using a 95% confidence level.

789

Healthcare Professionals

2 weeks

April 10 - 18, 2023

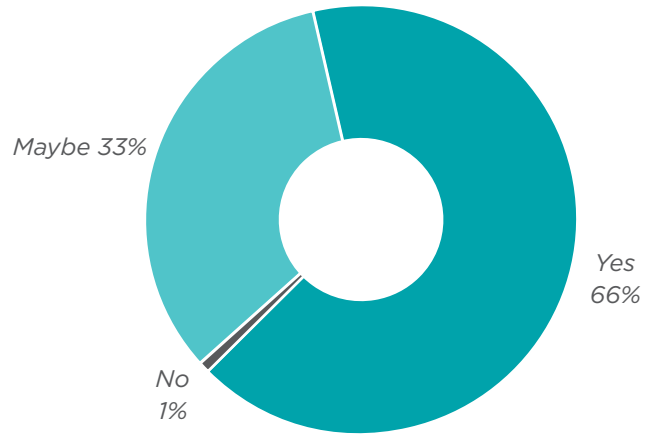
95%

Confidence Level

3.4%

Margin of Error

A vast **majority of CNOs** believe that virtual nursing will become integral to care delivery models in acute patient care.



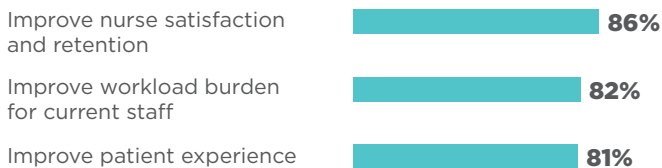
75% view virtual nursing as an opportunity to recruit nurses who are either unable or unwilling to work at the bedside

Do you agree there is an opportunity to recruit nurses who are either unable or unwilling to work at the bedside to work as a virtual nurse?



86% gave improving nurse satisfaction and retention for current staff as key metric for virtual nursing

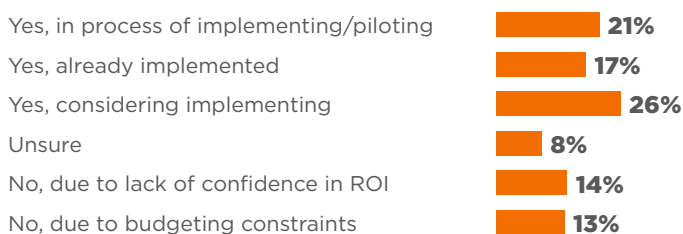
Which of the following metrics are important for measuring the success of virtual nursing?



#1 reason to implement virtual nursing:
Improve nurse satisfaction and retention

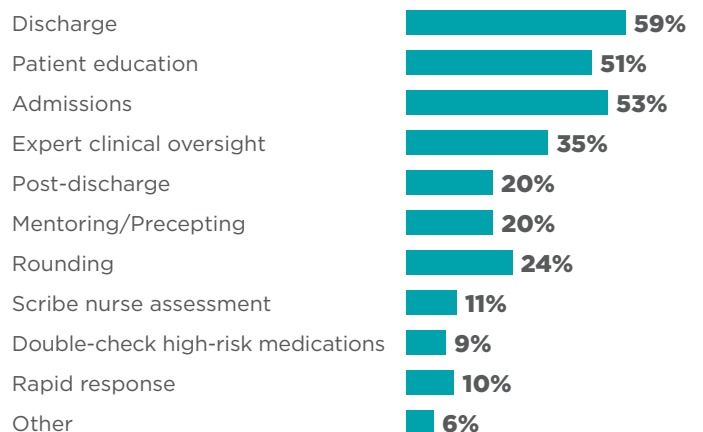
38% have already implemented virtual nursing or are in the process of doing so

Has your organization implemented or considered implementing virtual nursing?



59% cite patient discharge as a top use case for virtual nursing

Which of the following do you feel are the primary use cases for virtual nursing in acute inpatient care?



Most chief nursing officers (CNOs) believe that virtual nursing will become an integral part of care delivery in the future.

Additionally, CNOs believe that the three most important metrics for measuring the success of virtual nursing programs are improving nurse satisfaction and retention (86%), improving workload burden for current staff (82%), and improving patient experience (81%).

The survey results underscore the importance to health systems of using technology to augment front-line staff amid a climate of unsustainable costs and labor shortages. Shortage was the top challenge and area needed for support faced by nurse leaders even prior to the pandemic, according to an [AONL and Joslin Marketing survey](#).

Nursing, in particular, represents a significant staffing crisis for hospitals worldwide. A total of 13 million nurses will need to be replaced globally within the coming years, according to a March report from the [International Council of Nurses](#), a shortage that could result in a “global health emergency.”

As a result, an increasing number of nursing leaders are interested in exploring virtual nursing technology, which uses mobile audio and video monitoring devices to connect bedside staff to a remote care-support team. Virtual nursing technology extends the reach of bedside nurses, giving them more time for direct, hands-on patient care and resulting in reduced costs for health systems.

Virtual Nursing Use Cases

As experts in the field of care delivery, CNOs see numerous use cases in which virtual nursing can deliver a positive impact in acute patient care, with the most frequently cited responses as discharge (59%), admissions (53%), patient education (51%), expert clinical oversight (35%), and rounding (24%).

Another potential benefit of virtual nursing is its ability to extend the careers of veteran nurses who have difficulty with the physical demands of frontline caregiving. For example, 87% of CNOs feel there is an opportunity to recruit nurses who are either unable or unwilling to work at the bedside to work as a virtual nurse.

Among those surveyed, 17% have already implemented a virtual nursing solution, 21% are in the process of implementing or piloting the technology, and 26% are considering implementation.

Virtual nursing has great potential to enhance the nursing profession and it is poised to become an integral part of the healthcare landscape. A reliable platform along with clinical change management expertise will be the key to success for many organizations.