



VOICES OF CARE

UNDERSTANDING OUR NATION'S CAREGIVERS

Medical
Solutions™

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INTRODUCTION & METHODOLOGY

INTRODUCTION

This market study examines survey responses from **Registered Nurses (RNs)** to provide insights that can better inform healthcare facilities about the characteristics, attitudes, and behaviors of these nurses. The goal is to improve our understanding of key factors in recruiting and retaining clinicians.



Alexandria H.
ER RN

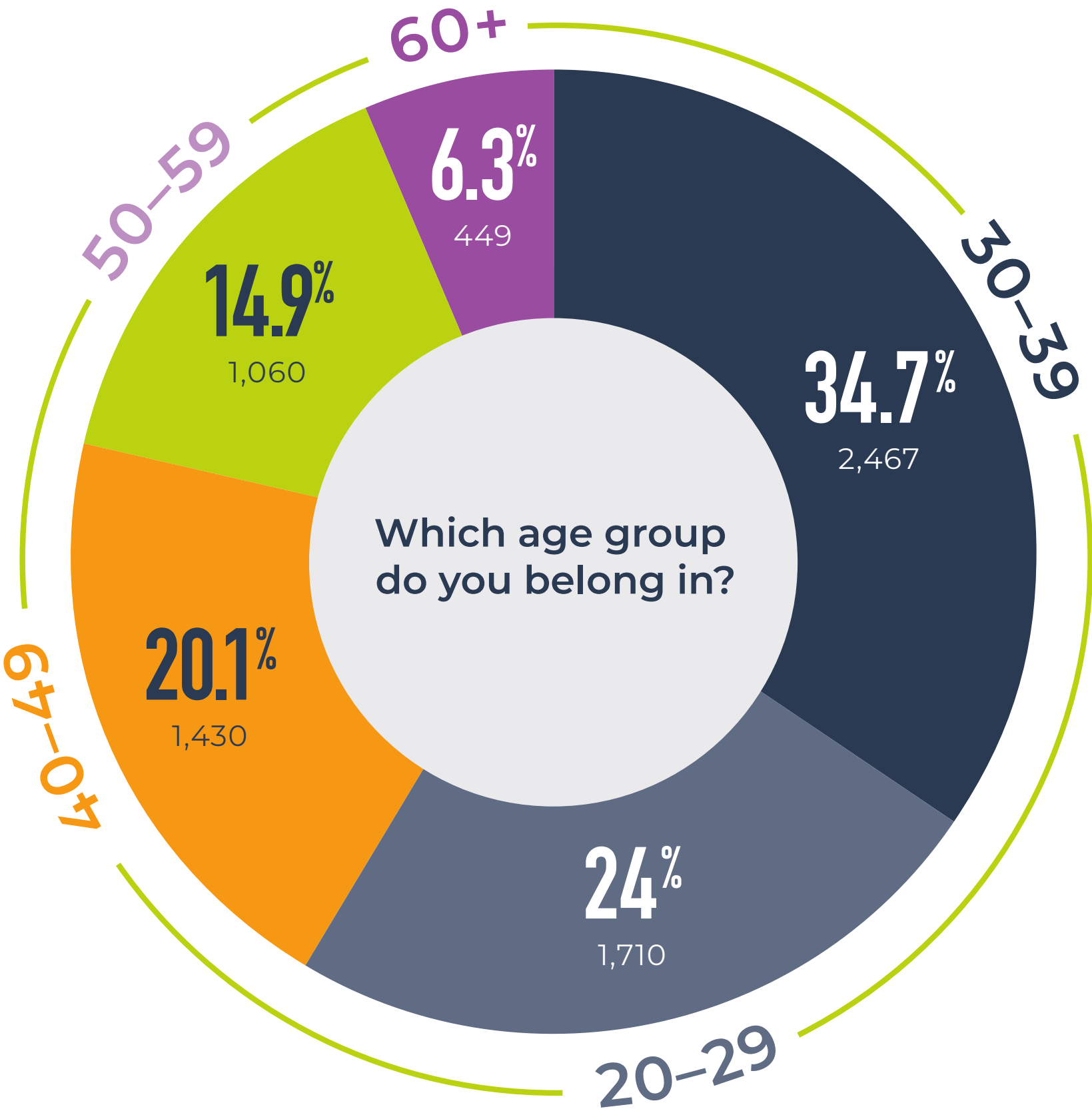
METHODOLOGY

The 2023 Voices of Care Survey gathered responses in December 2023, with 7,117 individuals self-reporting their current medical profession as **RNs (Registered Nurses)**. These results account for 4,875 prospects and 2,242 current employees.

WHO THEY ARE

AGE

Aligned with 2022, the **30-39** age group continues to have the highest concentration of nursing respondents.



McKenna & Melissa
ICU RNs

WHO THEY ARE

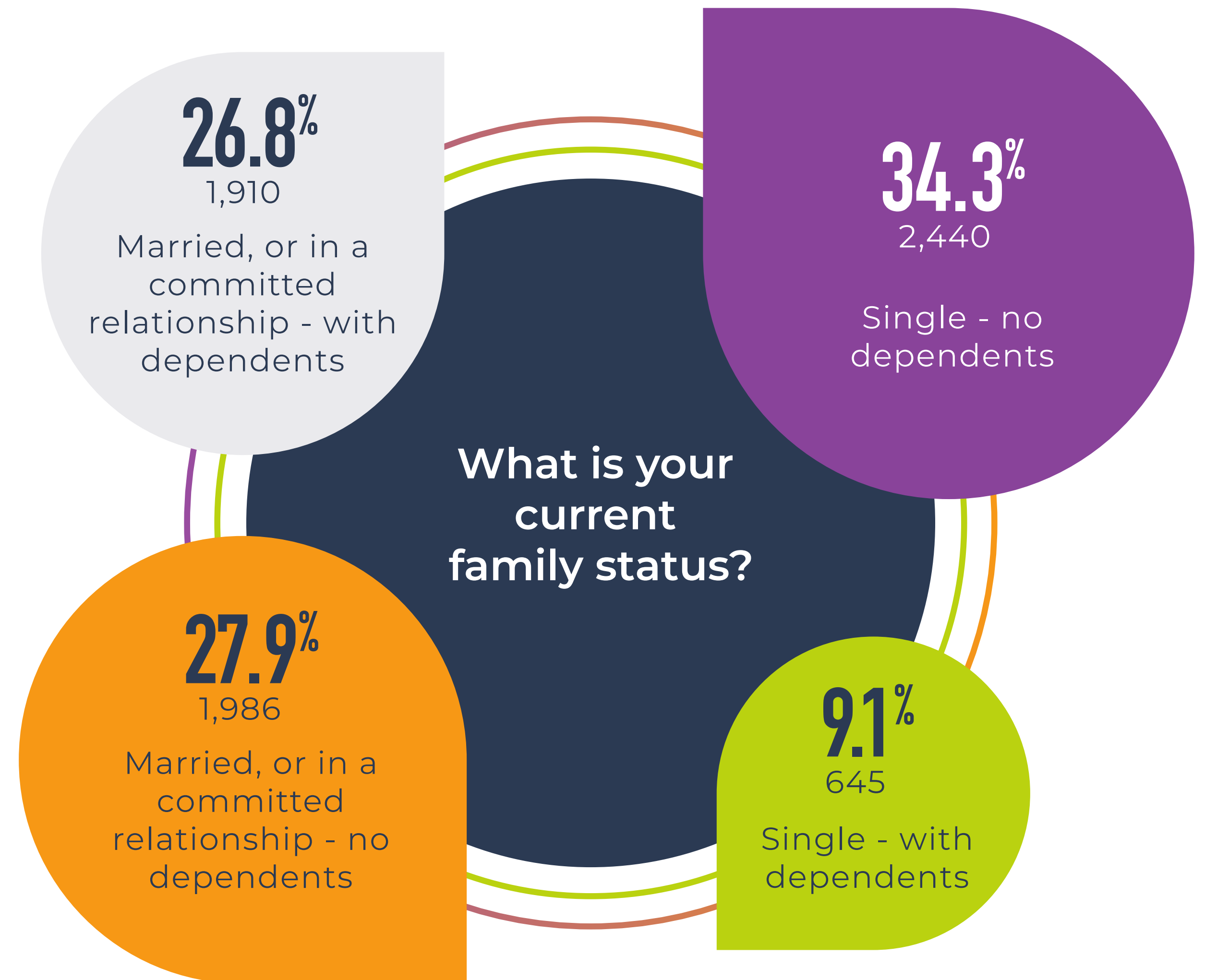
FAMILY STATUS

When considering family status, most nursing respondents indicated being **single with no dependents**.

However, when examining the data separately, **55% are married**, **43% are not married**, **36% have dependents**, and **62% do not have dependents**.



Danielle, Osbaldo, & Cole
ICU Travel Team

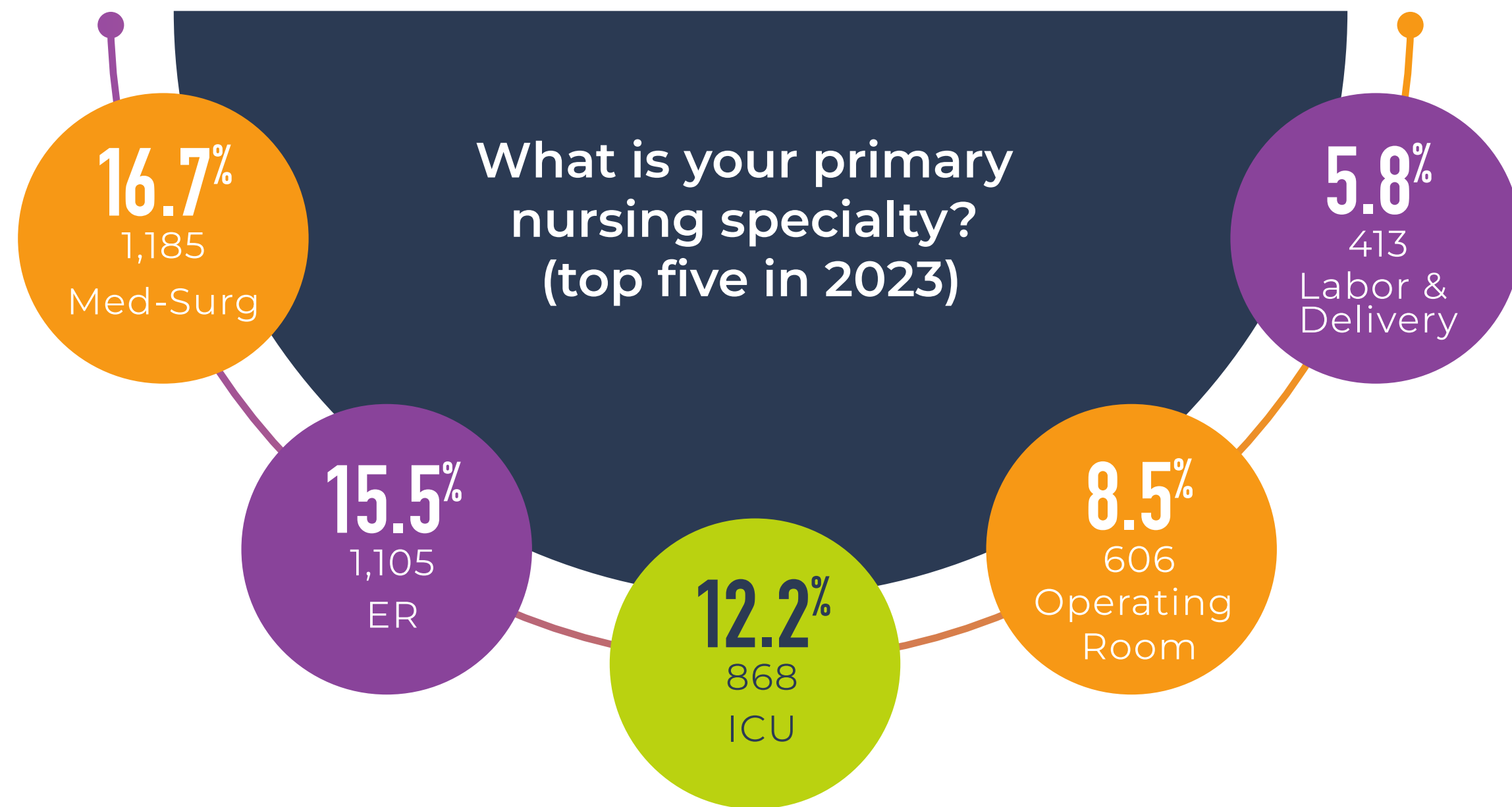


*1.9% (136) Prefer not to disclose

WHO THEY ARE

NURSING SPECIALTY

This study examined data from nurses across 26 distinct specialties, with the top five areas being Medical-Surgical, Emergency Room, Intensive Care Unit, Operating Room, and Labor and Delivery. These percentages remain consistent with the findings from 2022.



WORK EXPERIENCE

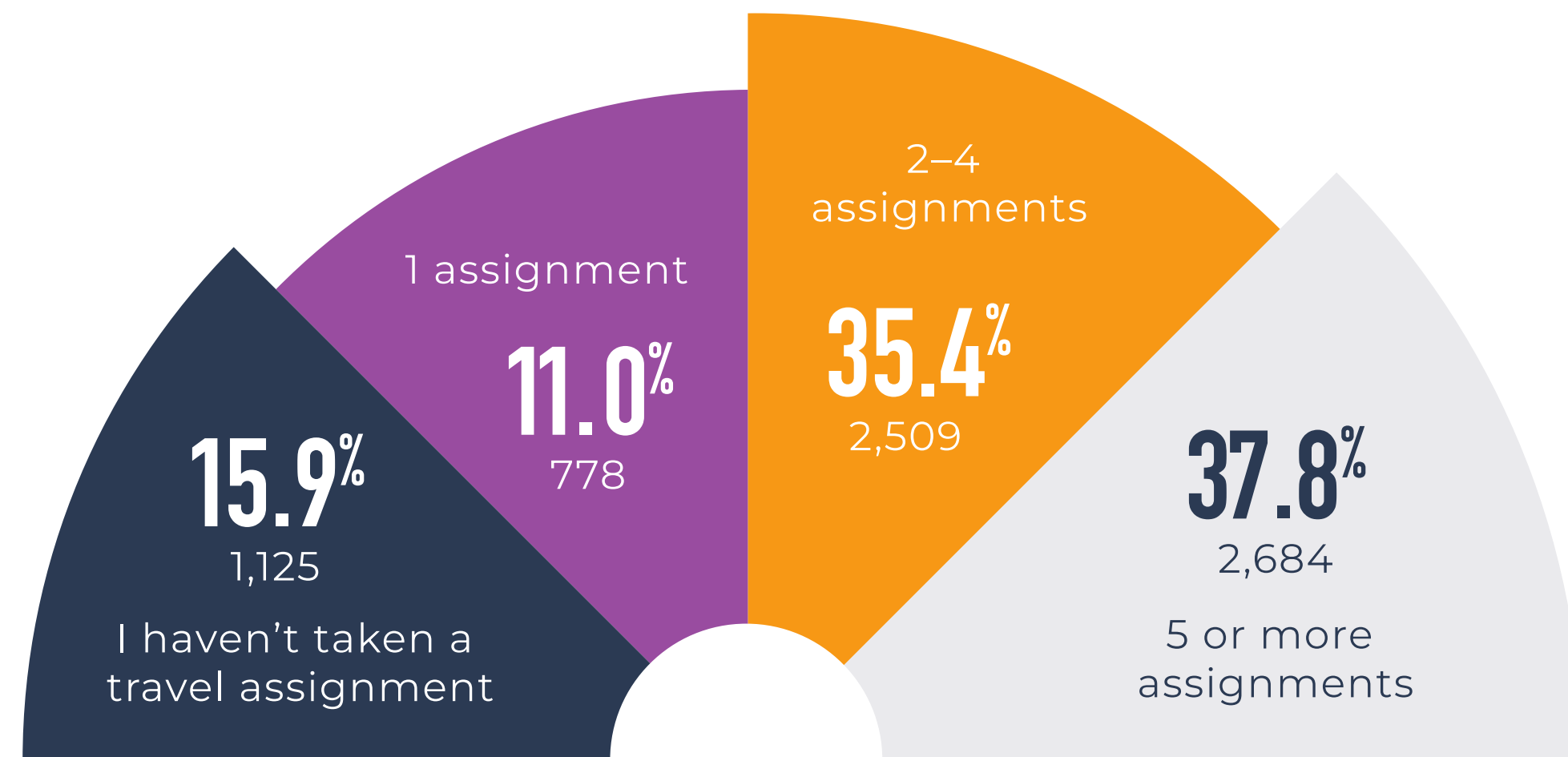
Similar to 2022, most nursing respondents have accumulated more than 10 years of experience in the nursing field.



WHO THEY ARE

TRAVEL HISTORY

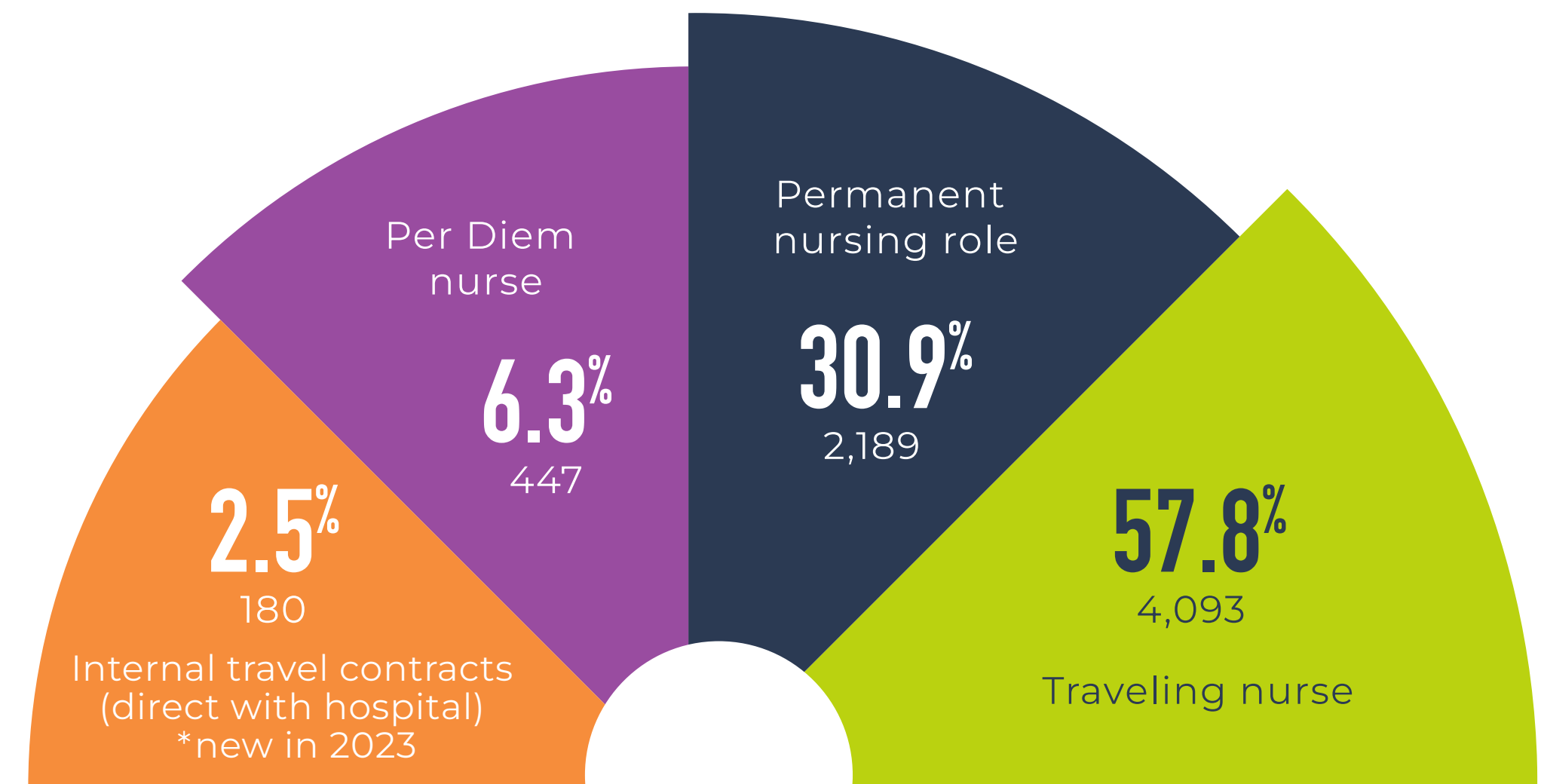
84% of nursing respondents have taken at least one travel assignment in their nursing career.



How many travel assignments have you taken in your nursing career?

ALLOCATING TIME

Over half of the participating nurses dedicate most of their working hours to **traveling**. In 2023, a slight change occurred in the distribution between traveling and permanent nursing roles compared to 2022. **We saw a decrease of 8.5% in traveling nurses** and an **increase of 6.2% in permanent** nursing roles.



How do you allocate the majority (at least 75%) of your working hours?

2.5% (177) Other/Did not continue in survey

WHY THEY TRAVEL



In both 2022 and 2023 nurses prioritized **better salaries, reduced involvement in workplace politics, and flexible scheduling** as the most significant factors when choosing to travel.



Similar to 2022, **trying new workplaces before committing long term** remained the least important factor.

Why did you choose Travel Nursing or Internal Travel Contracts versus a Permanent position or Per Diem?	Important		Neutral		Not Important	
	%	N	%	N	%	N
Better salary than permanent	97.2%	4,104	2.6%	110	0.2%	9
Reduced involvement in workplace politics	85.2%	3,598	11.6%	490	3.2%	135
More flexible scheduling	85.1%	3,595	12.3%	518	2.6%	110
Broadened experience and skills	81.7%	3,452	14.9%	629	3.4%	142
Traveling to new places	73.9%	3,120	18.7%	788	7.4%	315
Change of work environment	73.8%	3,116	20.8%	878	5.4%	229
Job security with options available nationwide	73.5%	3,101	21.5%	907	5.1%	215
To try new workplaces before committing long term	58.2%	2,458	24.6%	1,038	17.2%	727



***Important** = Very Important and Moderately Important combined.
Not Important = Not Very Important and Not At All Important combined.

WHY THEY'RE PERMANENT

In both 2022 and 2023 nurses placed **consistent income, spending time with family**, and **residing at home** as the top considerations when choosing a permanent nursing role. Like we saw in 2022, about half of nurses chose permanent roles due to the **stress of traveling**.

Allie S.
LPN/LVN



Why did you choose a Permanent position versus Travel Nursing, Internal Travel Contracts, or Per Diem?	Important		Neutral		Not Important	
	%	N	%	N	%	N
Consistent income	85.9%	1,817	10.3%	217	3.8%	81
To be with my family	82.7%	1,750	11.5%	244	5.8%	121
Prefer to live at home	71.3%	1,509	18.8%	398	9.9%	208
Working with a consistent team	67.1%	1,420	21.5%	454	11.4%	241
Consistent policies and procedures	64.0%	1,353	25.7%	544	10.3%	218
Career development within facility	59.3%	1,254	24.9%	527	15.8%	334
Focus of role lends itself to a permanent setting	51.7%	1,092	34.1%	721	14.3%	302
Traveling can be stressful	47.8%	1,012	33.1%	701	19.0%	402



***Important** = Very Important and Moderately Important combined.
Not Important = Not Very Important and Not At All Important combined.

WHY THEY'RE PER DIEM

In both 2022 and 2023, nurses prioritized **flexibility to work more or less, freedom to choose shifts, and avoiding burnout and stress** as the most important factors when opting for a per diem nursing role. **Trying new things/workplaces before committing long term** was the least important factor in 2023 whereas **freedom to work in different locations** was the least important factor in 2022.



Why have you chosen Per Diem versus a Permanent position, Internal Travel Contracts, or Travel Nursing?	Important		Neutral		Not Important	
	%	N	%	N	%	N
Flexibility to work more or less	98.1%	424	1.9%	8	0.0%	0
Freedom to choose shifts	96.7%	418	3.0%	13	0.2%	1
Avoids burnout and stress	94.6%	409	4.2%	18	1.1%	5
Better salary than permanent	86.8%	375	10.6%	46	2.6%	11
Shift opportunities are plentiful in my area	80.3%	347	18.1%	78	1.6%	7
Reduced involvement in workplace politics	80.3%	347	14.4%	62	5.3%	23
Try new things/workplaces before committing long term	68.2%	295	20.4%	88	11.3%	49
Freedom to work in different locations	67.4%	291	22.5%	97	10.2%	44

JOB/FACILITY SENTIMENT

As we also found in 2022, the sentiment statement **“I feel that my work is rewarding and meaningful”** remained a prevailing feeling across all nursing career types (traveler, permanent, or per diem), with over 70% of respondents expressing agreement with this statement.

In the overall comparison between 2022 and 2023, the most significant change in the data was observed in the statement **“I am paid fairly for the work I do,”** with a notable **11% decrease in the agreement** percentage and a **5% increase in disagreement**.

How well do the following statements describe your work situation in general at the facility?	Agree		Neutral		Disagree	
	%	N	%	N	%	N
I feel that my work is rewarding and meaningful.	71.8%	4,805	22.8%	1528	5.4%	360
I normally feel like I belong on the team at work.	65.5%	4,382	27.4%	1834	7.1%	477
I normally have a safe work environment.	65.5%	4,381	25.9%	1732	8.7%	580
I am satisfied with my career in nursing overall.	60.7%	4,064	28.0%	1873	11.3%	756
My workload is normally manageable.	60.6%	4,055	28.0%	1873	11.4%	765
I am satisfied with my current job situation overall.	57.3%	3,837	31.3%	2097	11.3%	759
I am normally respected and heard at work.	57.2%	3,831	32.4%	2166	10.4%	696
I normally feel valued by the facility I work at.	49.4%	3,303	34.6%	2315	16.1%	1,075
Travel and Per Diem nurses are normally treated well by facility staff.	46.0%	3,076	38.1%	2550	15.9%	1,067
I am paid fairly for the work I do.	42.8%	2,866	33.0%	2207	24.2%	1,620
My hard work is normally recognized.	40.0%	2,676	37.0%	2477	23.0%	1,540
(negative statement) I have a lot of stress and burnout from work.	39.2%	2,624	38.9%	2606	21.9%	1,463
(negative statement) I often feel like quitting.	23.4%	1,566	32.9%	2201	43.7%	2,926

JOB/FACILITY SENTIMENT [CONT.]

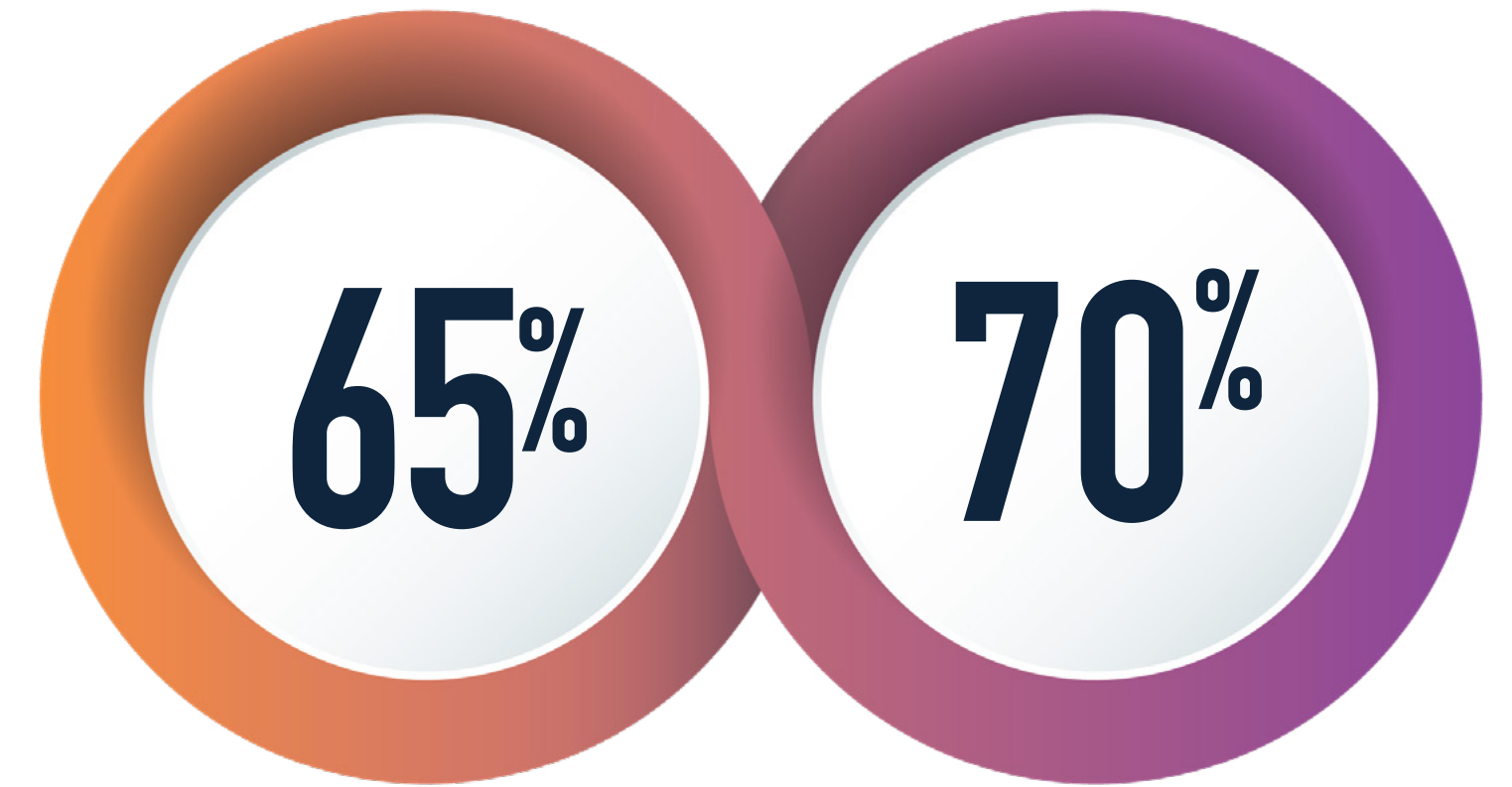
When analyzing data for each nursing career type, **positive sentiment questions** reveal distinct trends.

TRAVELING NURSES:

- ▶ 65% feel they typically **work in a safe environment**.
- ▶ 20% express dissatisfaction with the **recognition of their hard work**.
- ▶ The most significant change from 2022 to 2023 is in the statement **“I am paid fairly for the work I do,”** showing a 13% decrease in agreement and a 6% increase in disagreement.

PERMANENT NURSES:

- ▶ 70% feel a sense of **belonging to their work team**, which is slightly higher than per diem and traveling nurses at 64%.
- ▶ Almost 35% believe they are **not adequately compensated** for their work.
- ▶ The notable shifts from 2022 to 2023 include a 6% decrease in agreement and a 4% increase in disagreement for **“Travel and Per Diem nurses are normally treated well by facility staff.”**
- ▶ On the positive side, agreement increased over 5% for the statement **“I normally have a safe work environment.”**



of traveling nurses feel they typically work in a safe environment.

of permanent nurses feel a sense of belonging to their team

Ron A.
PACU



JOB/FACILITY SENTIMENT [CONT.]

PER DIEM NURSES:

65% feel they work **in a safe environment**, a **7%** increase from the previous year.



33% express dissatisfaction with the **fairness of their compensation**.

The most significant negative change from 2022 to 2023 was in the statement **“My hard work is normally recognized,”** with an **8%** decrease in agreement.



Addressing the negative sentiment questions, the statements **“I have a lot of stress and burnout from work”** and **“I often feel like quitting”** showed slight improvement overall, with both statements having a positive shift for traveling and permanent nurses. Contrarily, for per diem nurses, there was a marked increase in the percentage of those agreeing to the negative statements.



Bria D.
Med Surg RN

CHOOSING AN AGENCY

(TRAVEL NURSE ONLY)

Similar to the data from 2022, 9 out of 10 of the factors influencing a travel nurse’s agency selection have an importance rating of **94% or higher**, making almost all factors “important.”

The top factor of **“competitive salary and benefits”** was also (unsurprisingly) the top factor in 2022 and saw a **0.5% increase** in importance compared to last year.

Contrastingly, **“offers clinical nursing support on assignment”** remains the least crucial factor for travel nurses in agency selection. This category exhibits the most notable shift in data from 2022 to 2023, with a 3% decrease in importance and a 2% increase in the percentage of not important.



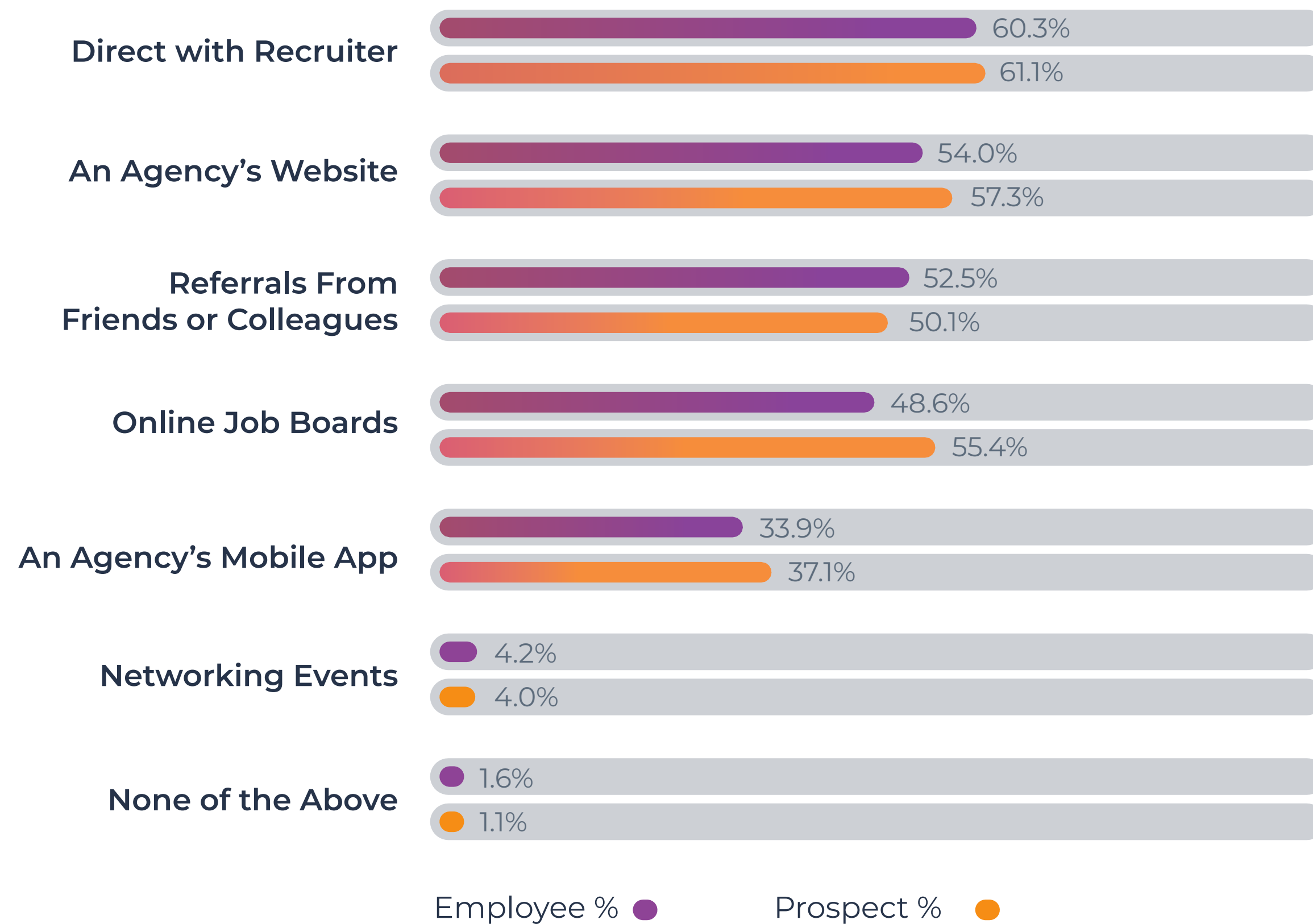
***Important** = Very Important and Moderately Important combined.
Not Important = Not Very Important and Not At All Important combined.

As a Travel Nurse, how important are the following factors when selecting an agency?	Important		Neutral		Not Important	
	%	N	%	N	%	N
Competitive salary and benefits	99.7%	3,951	0.3%	13	0.0%	0
Understands and responds to my needs and requests	98.8%	3,915	1.1%	43	0.1%	6
Is transparent in their practices	98.2%	3,891	1.7%	67	0.1%	6
Acts as my advocate throughout the process	97.5%	3,867	2.2%	86	0.3%	11
Holds themselves accountable for recognizing and resolving challenges	97.3%	3,857	2.5%	99	0.2%	8
Has assignments available in desirable locations	96.6%	3,829	2.9%	116	0.5%	19
Has assignments available in desirable facilities	96.1%	3,811	3.3%	130	0.6%	23
Works to ensure a successful fit for my assignments	95.9%	3,802	3.4%	135	0.7%	27
Has a seamless experience	94.0%	3,728	5.4%	215	0.5%	21
Offers clinical nursing support on assignment	78.7%	3,117	5.4%	588	6.5%	259

JOB SEARCH

(TRAVEL NURSE ONLY)

Before committing to a staffing agency, where do you typically search for job opportunities?
(multiple select - new in 2023)



Emma K.
Med Surg RN



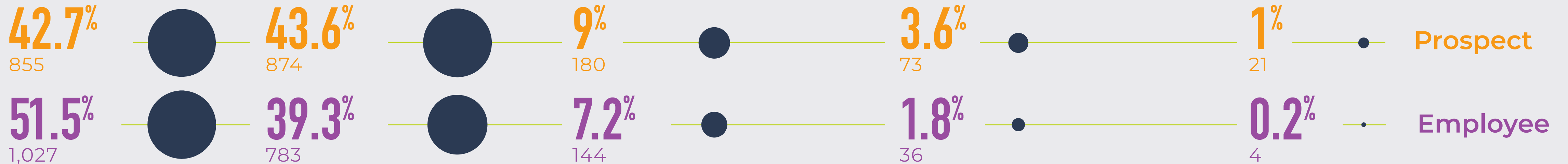
When seeking job opportunities, travel nurses commonly initiated their search by **directly working with their recruiter**, followed by **consulting an agency's website** and **exploring online job boards**. The information remains consistent regardless of whether the individual is a current employee or a potential candidate.

JOB SEARCH [CONT.]

(TRAVEL NURSE ONLY)

The majority of travel nurse respondents, accounting for **88.5%**, express a preference for a **high** or **moderately high** contact process when finding and starting a new job. They prefer to work with a recruiter either throughout the entire process or for a significant portion of it. The information remains consistent regardless of whether the individual is a current employee or a potential candidate.

Which process do you prefer most for finding and starting a new job in nursing? (New answer options in 2023)



High Contact
Working with a personal recruiter throughout the whole process.

Moderate High Contact
Search for jobs myself and work with recruiter starting at job submission/interview.

Moderate Contact
Manage the job search, submission, interview, and placement at a job independently but work with a recruiter during the onboarding process.

Low Contact
Initiate the job search independently then engage with automated systems from submission to start date with the option to involve a recruiter if I need help.

Very Low Contact
Use an automated job matching process through a digital application and engage with automated systems from the onboarding process through start date with no recruiter contact.

What are your work plans for the coming year?

Continue at my role with current employer/agency **54.2%**
3,575

Seek new work in nursing at a new employer/agency **12.5%**
827

Unsure/Something Else **11.1%**
736

Transition to a Traveling nurse **9%**
594

Transition to a Permanent nurse **5.8%**
383

Transition to a Per Diem nurse **2.9%**
192

Leave job and seek new career outside of nursing **1.9%**
128

Leave job to pursue further education in nursing **1.6%**
107

Retire **.6%**
40

Leave workforce entirely for now **.3%**
19

NURSE RETENTION

In line with 2022, **more than half** of the nursing respondents intend to **remain in their current role with their existing employer/agency**. However, **12.5%** express a desire to **explore opportunities with a different employer/agency**.

Upon examining the data for each nursing career type, there emerges opportunities for Medical Solutions:

TRAVELING NURSES:

- ▶ 70% (1,462) of current Medical Solutions and Aureus Medical travelers plan to **continue their role with their current employer/agency**.
- ▶ 18% (376) of prospective travel nurses express their intent to **seek employment with a new employer/agency**.

PERMANENT NURSES:

- ▶ 19% (382) of permanent nurses plan to **transition to a traveling nurse role**.

PER DIEM NURSES:

- ▶ 14% (59) of per diem nurses are actively **seeking work with a new employer/agency**.
- ▶ 14% (57) of per diem nurses indicate an intention to **transition to a traveling nurse role**.

NURSE RETENTION [CONT.]

Regardless of the nursing career type, the primary reasons prompting a nurse to consider leaving the profession are the pursuit of **better salary and benefits**, along with **job-related mental health issues, stress, or burnout**.

***Note:** This cannot be directly compared to 2022 as only specific respondents were asked to answer in 2022, whereas all respondents were asked in 2023.

What are/would be the major reasons for you to decide to leave nursing? (pick top 3)	%
Seeking better salary and benefits	47.0%
Job-related mental health issues, stress, or burnout	40.2%
Unsafe work conditions	34.8%
Unmanageable workloads	27.5%
Feel undervalued or unsupported by organization	27.2%
Spend more time with family	22.2%
No longer rewarding as a career	19.1%
Focus on other life goals (non-work)	17.2%
Need more schedule flexibility	16.0%
Became interested in a different career path	15.0%
Personal illness	10.3%
Tension with coworkers/staff	3.3%
Other (please specify)	3.1%



Alfred D. · RN

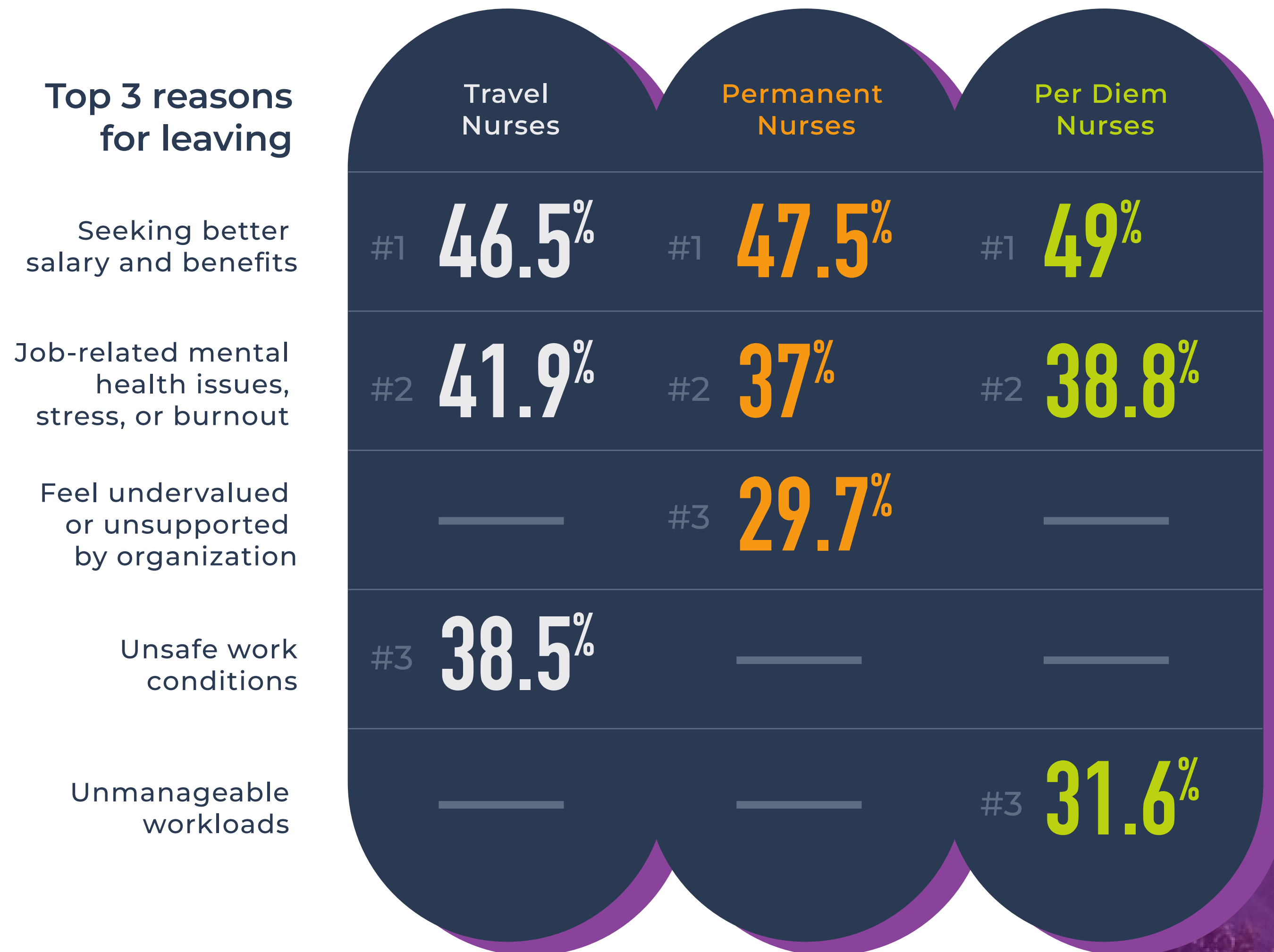
47%

cite better **salary and benefits**.

40%

cite **mental health, stress, and burnout**.

NURSE RETENTION [CONT.]



While the top reasons are consistent across all nursing career types, after the top two reasons they consider leaving, results slightly vary among the different career categories.



Gianna L. ICU

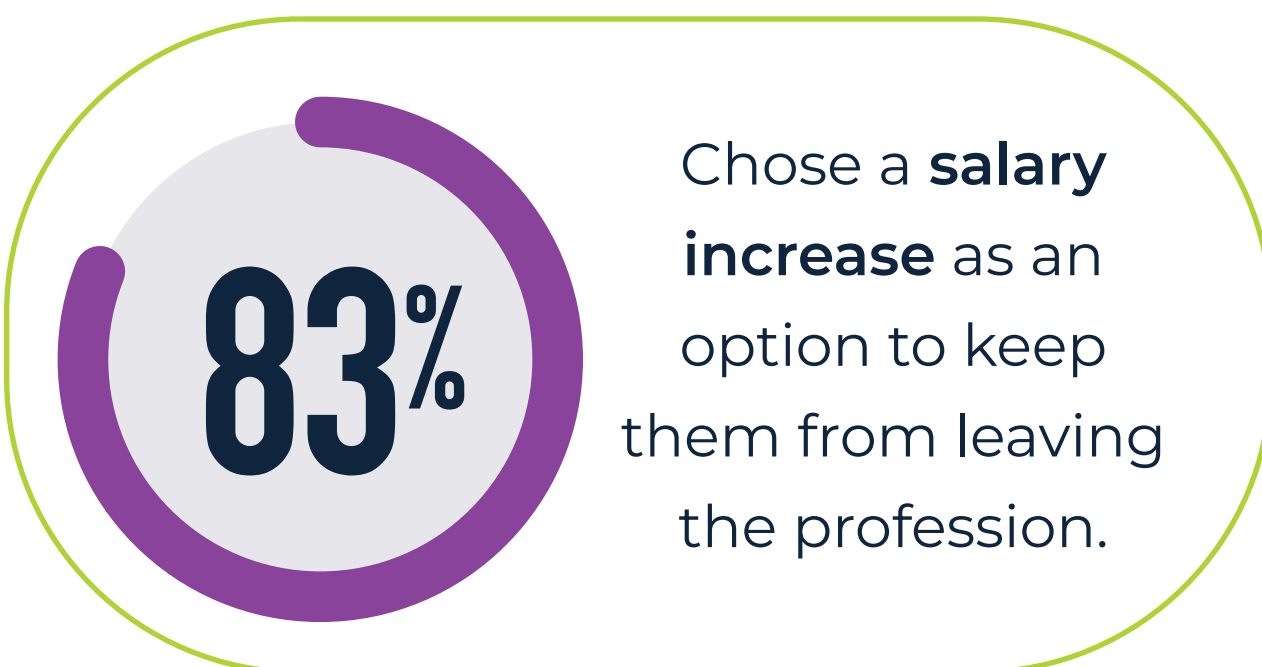
NURSE RETENTION [CONT.]

Sierra & Xavier
ICU RNs

Regardless of the nursing career type, the primary factors that significantly contribute to retaining nurses in the profession are **salary increases** and the **hiring of additional staff to alleviate workload pressures**.

***Note:** This cannot be directly compared to 2022 as only specific respondents were asked to answer in 2022, whereas all respondents were asked in 2023.

When looking at the different career categories, there is little variability in the results. The top four reasons for considering leaving nursing careers are consistent across all types of nursing, with minimal variation in their order. See appendix for details.



What main factors would be most influential in keeping you in the nursing profession? (pick top 3)	%
Salary increase	82.8%
Hire more staff to improve workloads	46.6%
Offer bonuses	36.3%
More schedule flexibility	34.4%
Improve workplace safety	23.2%
Increase quality of care	18.7%
More recognition and support from organization	17.3%
Offer more career development opportunities	14.9%
Offer more mental health support	7.0%
Offer more skills training	6.9%
Successful conflict resolution	3.3%
Other (please specify)	1.5%



RESULTS SUMMARY

This comprehensive survey showed valuable insights from Registered Nurses (RNs), that allows us to have a deeper understanding of their characteristics, attitudes, and behaviors. Below are the highlights and key takeaways for 2023.

- ▶ 84% of nursing respondents have taken **at least one travel assignment** during their career and of that group, 58% still allocate the majority of their working hours to **travel nursing**.
- ▶ Key priorities for nurses choosing to travel include **better salaries, reduced involvement in workplace politics, and flexible scheduling**.
- ▶ Travel nurses frequently opt for **direct collaboration with recruiters** when seeking job opportunities, and they express a preference for a **high or moderately high contact process** when initiating a new job search. This trend is observed among prospective candidates and current employees alike.
- ▶ 18% of **prospective travel nurses** surveyed express intent to **seek employment with a new employer/agency**.
- ▶ 19% of **permanent nurses** plan to **transition to a travel nursing role**.
- ▶ 14% of **per diem nurses** indicate an intention to **transition to a travel nursing role**.
- ▶ Primary reasons prompting nurses to **consider leaving** the profession are the pursuit of **better salary and benefits**, along with **job-related mental health issues, stress, or burnout**.
- ▶ **Salary increases** and **hiring additional staff to alleviate workload pressures** are the primary factors contributing significantly to **retaining nurses** in the profession.



The Voices of Care Survey was independently run by Medical Solutions to illustrate the attitudes and priorities of nursing staff in facilities and organizations throughout the country.

Medical Solutions™



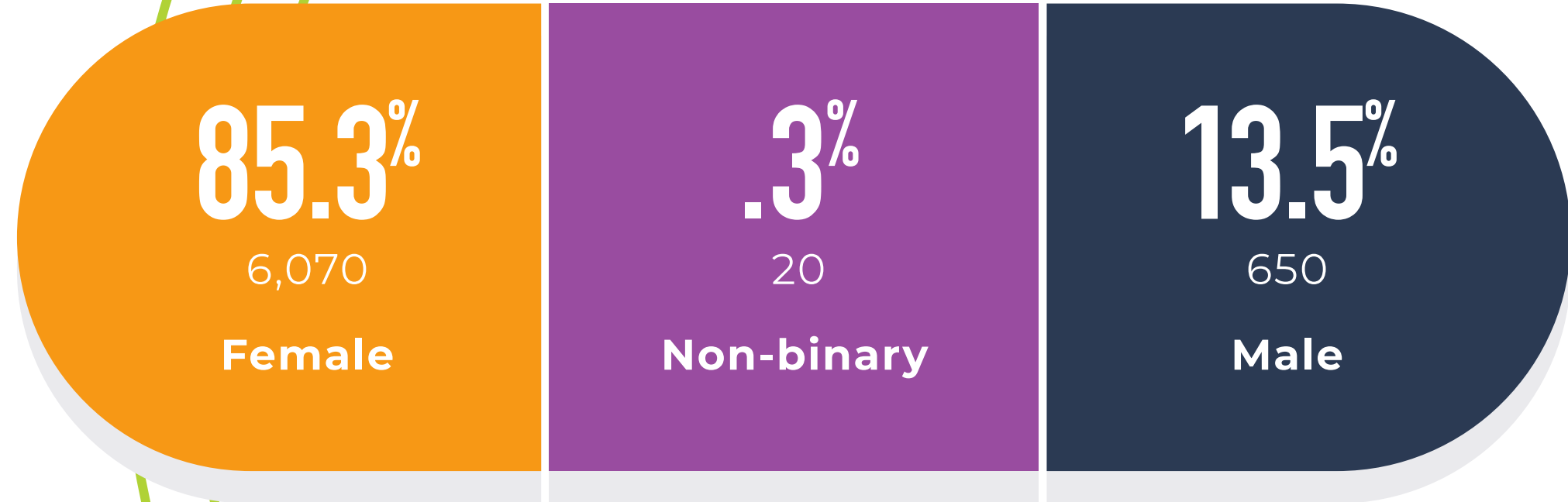
APPENDIX



APPENDIX – WHO THEY ARE

GENDER

The majority of nurses are female, with **women comprising 85%** of the respondents for both 2022 and 2023.



*0.9% (63) Prefer not to disclose

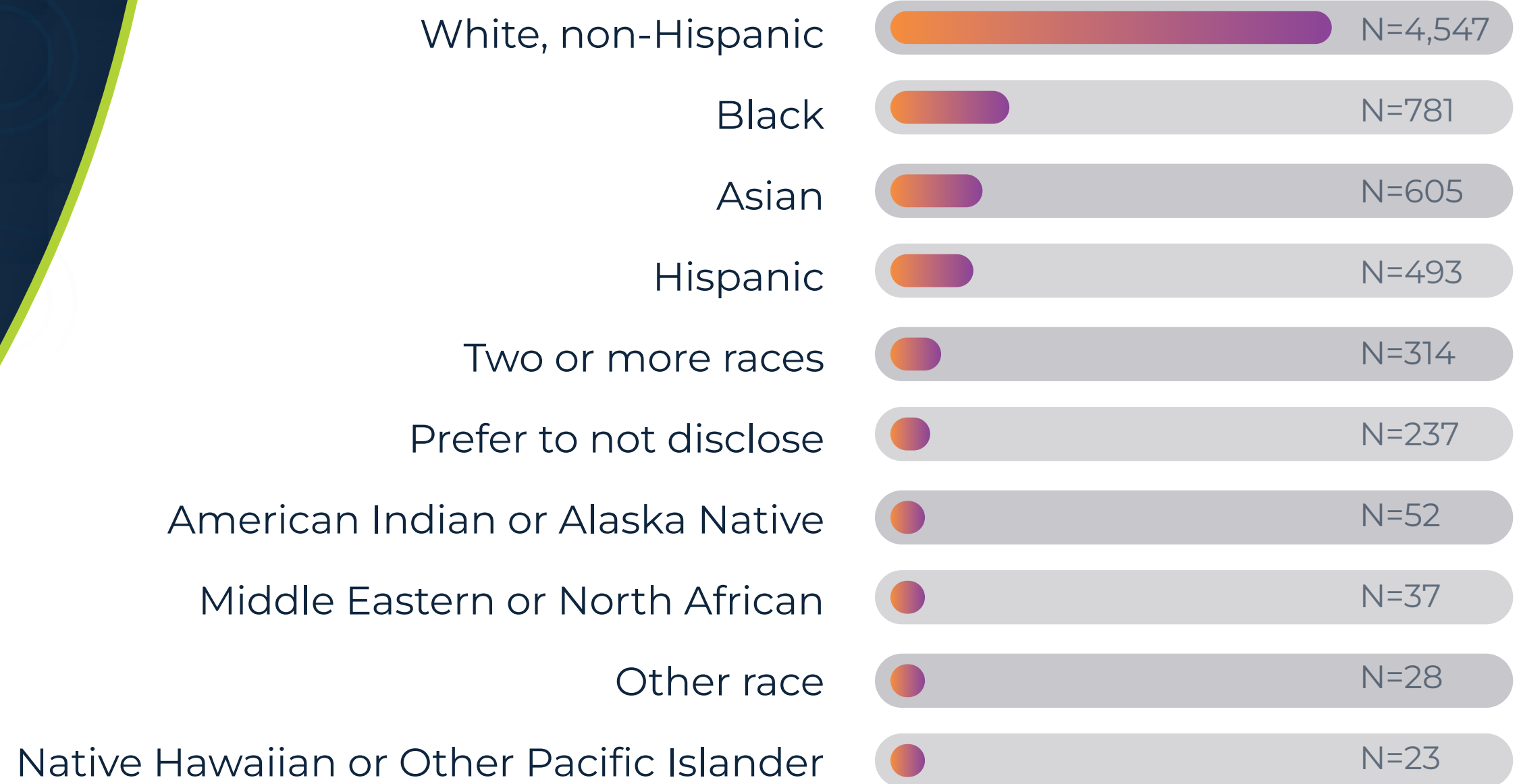


Laurel M.
L&D

APPENDIX – WHO THEY ARE

RACE/ETHNICITY

Consistent with 2022, most nursing respondents selected **“White, non-Hispanic”** as their race.

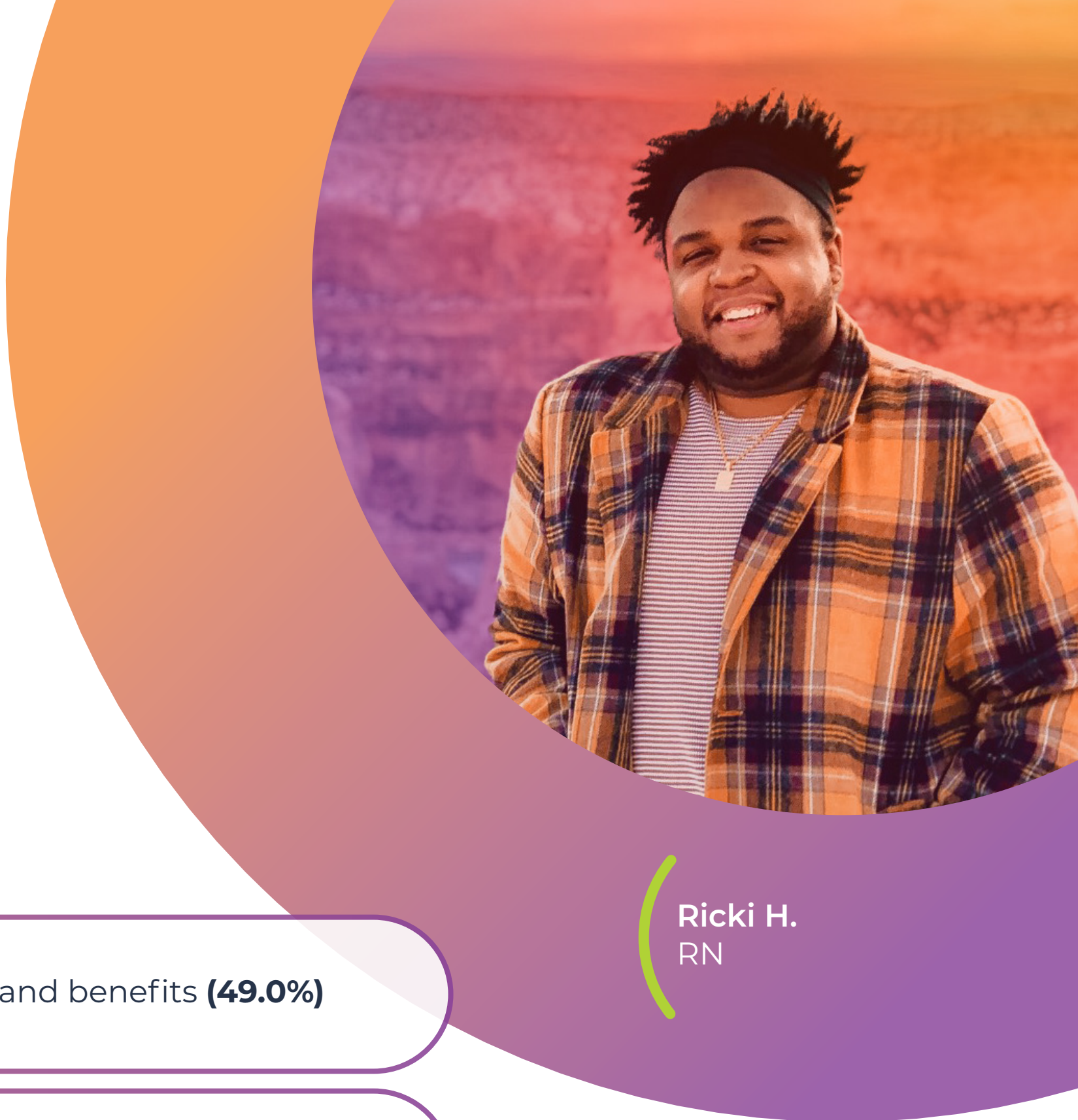


APPENDIX – NURSE RETENTION

While the top reasons are consistent across all nursing career types, after the top two reasons they consider leaving, results slightly vary among the different career categories.

What are/would be the major reasons for you to decide to leave nursing? (pick top 3)

	Travel Nurses	Permanent Nurses	Per Diem Nurses
#1	Seeking better salary and benefits (46.5%)	Seeking better salary and benefits (47.5%)	Seeking better salary and benefits (49.0%)
#2	Job-related mental health issues, stress, or burnout (41.9%)	Job-related mental health issues, stress, or burnout (37.0%)	Job-related mental health issues, stress, or burnout (38.5%)
#3	Unsafe work conditions (38.8%)	Feel undervalued or unsupported by organization (29.7%)	Unmanageable workloads (31.6%)
#4	Unmanageable workloads (28.5%)	Unsafe work conditions (27.8%)	Unsafe work conditions (31.0%)
#5	Feel undervalued or unsupported by organization (26.2%)	Unmanageable workloads (24.6%)	Feel undervalued or unsupported by organization (24.6%)



Ricki H.
RN

APPENDIX – NURSE RETENTION [CONT.]

When looking at the different career categories, there is little variability in the results. The top four reasons remain consistent across all nursing career types with minimal variations in the order in which they consider leaving with the remaining reasons. See appendix for details.

What main factors would be most influential in keeping you in the nursing profession? (pick top 3)

	Travel Nurses	Permanent Nurses	Per Diem Nurses
#1	Salary increase (84.2%)	Salary increase (79.4%)	Salary increase (85.0%)
#2	Hire more staff to improve workloads (48.4%)	Hire more staff to improve workloads (42.7%)	Hire more staff to improve workloads (49.0%)
#3	Offer bonuses (35.1%)	Offer bonuses (38.7%)	More schedule flexibility (37.9%)
#4	More schedule flexibility (35.0%)	More schedule flexibility (32.5%)	Offer bonuses (36.7%)
#5	Improve workplace safety (26.7%)	More recognition and support from organization (20.1%)	Increase quality of care (22.2%)



Courtney & Steven D. PTs