

Towards a better understanding of long-term economic impacts associated with nurse turnover in healthcare

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Location: Engineering Building R15

Zoom Link: <https://binghamton.zoom.us/j/2256152652>

Abstract

Human factors experts working in healthcare often worry about proving their own worth in monetary terms. If HF expert recommendations about optimal tools or process changes carry significant price tags, they may struggle to justify recommendations to organizational partners who may not understand why the investment is necessary. In recognition of this struggle, HF experts may benefit from tools which help them to capture the longer-term economic benefits which can be gained by investing in tools and updates which can sustainably improve the lives of staff and patient safety.

This project uses nurse turnover as a focal point for a beginning model, and works to encapsulate the factors which contribute to, and are impacted by, nurse turnover within an institution. Nurse turnover is a measurable and important variable to understand patient outcomes and organizational expenditures, and relates to a complex set of social factors influencing nurse decisions to leave an organization or the profession. It is also a factor that is undervalued as many elements such as expertise are difficult to quantify. Through literature review, process mapping the causes and effects of nurse turnover, and creating an agent based model, this project works to improve Human Factors and Hospital Professionals ability to understand and measure the monetary impact of nurse turnover and its wider impact on the hospital ecosystem.