

## BACKGROUND

- Burnout due to staffing shortage is plaguing the nursing workforce<sup>1</sup>, and registered nurses (RNs) frequently report intending to leave the workforce due to increased workload and stress.<sup>2</sup>
- Given that demand for bedside RNs is expected to increase over the next decade<sup>3</sup>, innovative solutions are needed to reduce burnout and support this workforce and safeguard the best possible care for patients.

## AIM

Here we demonstrate outcomes associated with a virtual nursing (VRN) program, first implemented in a 14-bed Med/Surg unit and subsequently expanded to an additional 32-bed Med/Surg unit.

## Implementation of VRN Program

### Staffing Structure

Onsite “Bunker”  
9am – 9pm, 7 days a week

### Technology

#### Patient room

Pan/Tilt/Zoom Camera and Monitor, Speakers, iPad with MyChart Bedside for education

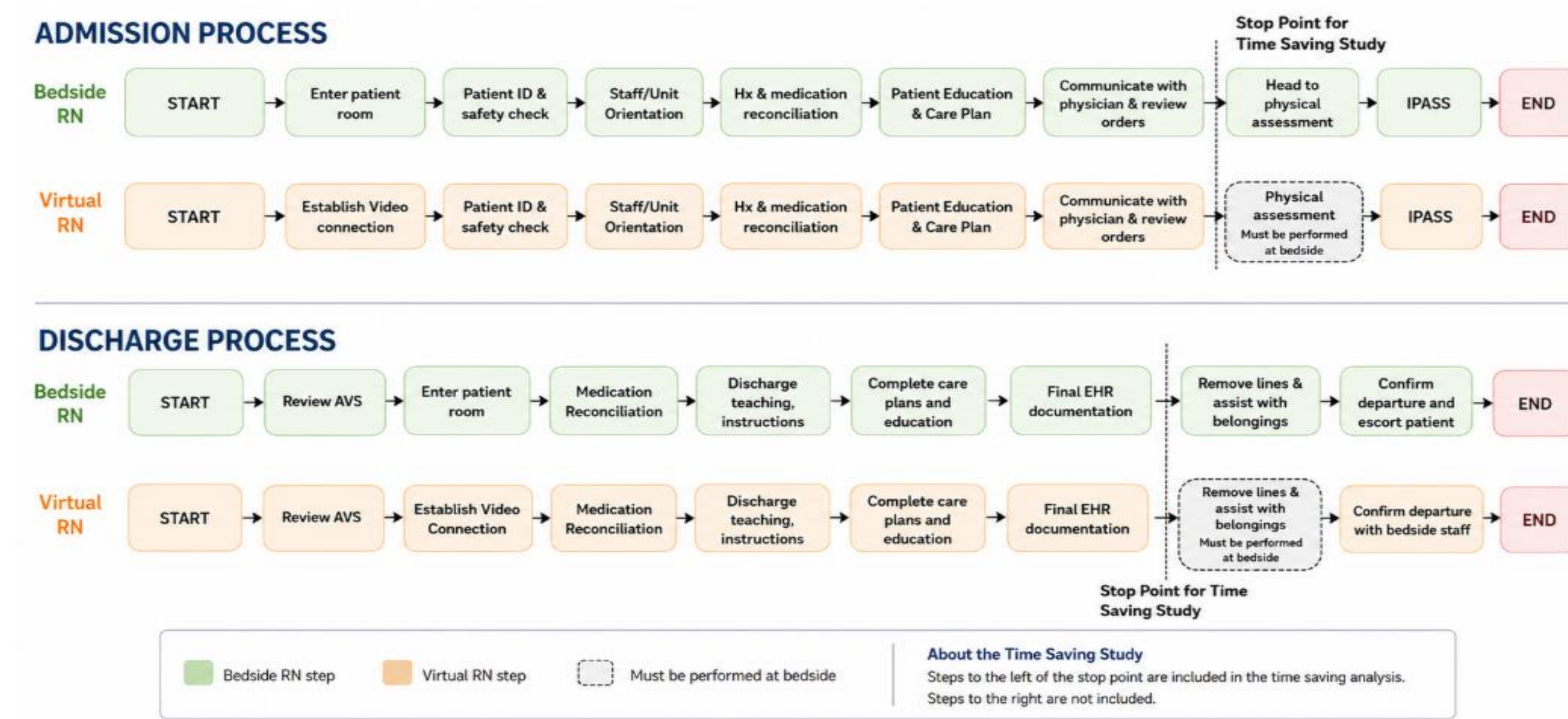
#### Virtual Nurse Bunker

Secure Chat Integrated with EPIC Platform  
4 Screens: Hyperspace, Patient, Video Call, Epic Monitor

## RESULTS



### Time Savings



The VRN program saved the bedside team an average of 17.6 minutes per admission and 45.9 minutes per discharge, totaling approximately 4,406 hours saved over 26 months (4,007 admissions and 4,223 discharges).

WORKFLOW STAGE	n (CASES)	AVERAGE TIME (MINUTES)	STANDARD DEVIATION (SD)
Bedside Admission	11	17.6 min	12.30
Bedside Discharge	12	45.9 min	31.00
Virtual Admission	27	13.7 min	6.25
Virtual Discharge	14	33.6 min	18.30

“VRN is a lifesaver! I am able to provide more 1 on 1 patient care. VRN allows bedside staff to focus on critical tasks such as blood administration or transferring patients to ICU.” – 4N RN

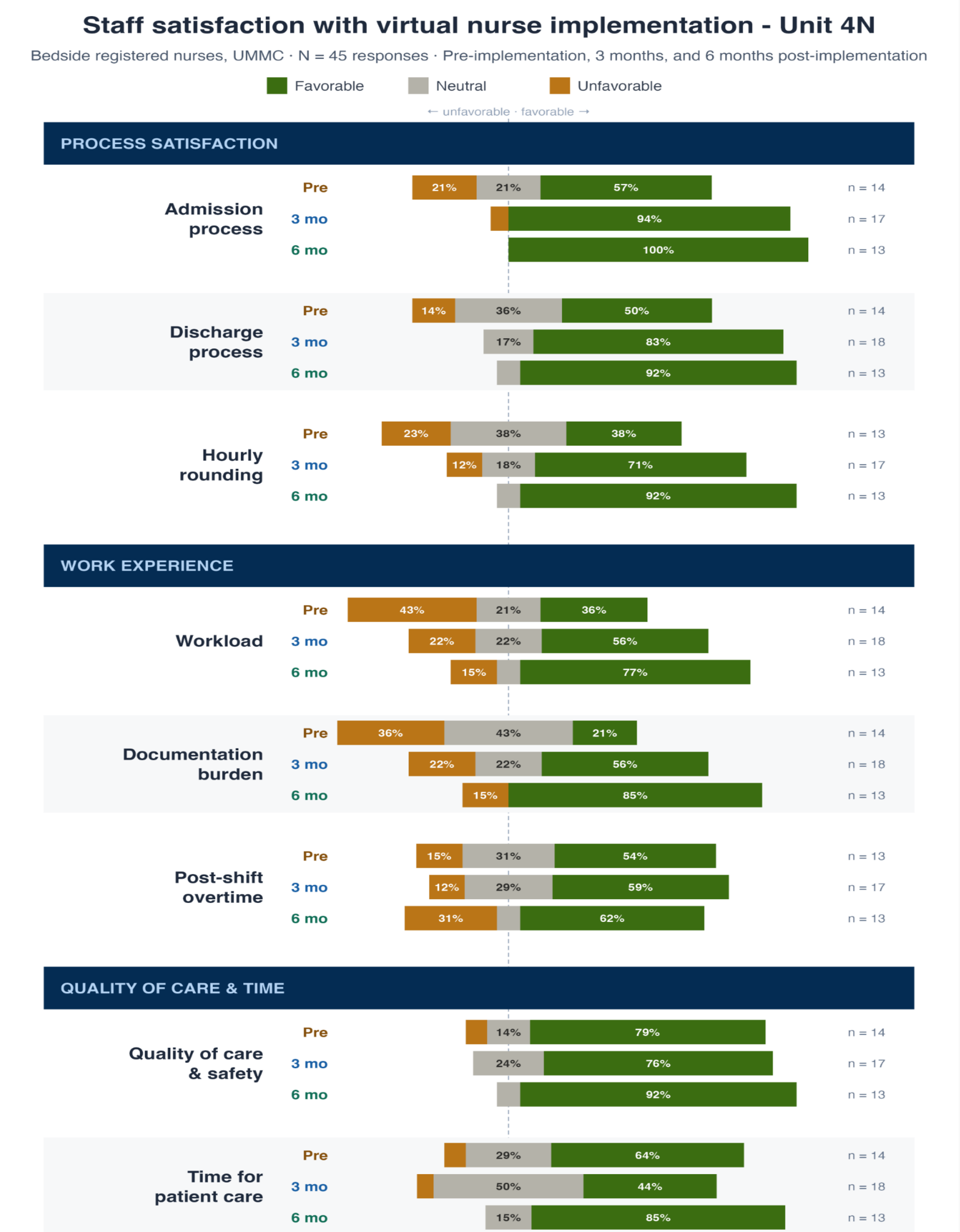
“VRN not only improves patient care, but also decreases stress and fatigue among my coworkers and I.” -6W RN

### Staff Retention

4 North	Involuntary Turnover	Voluntary Turnover	Total Turnover
2023(2/1/23-2/1/24)	4%	30%	34%
2024 (2/1/24-2/1/25) Pre-VRN	7%	29%	36%
2025 (2/1/25-11/25/25) Post-VRN	7%	10%	17%

Presence of the VRN is associated with a **51.4% reduction** in 4N bedside nurse turnover.

### Bedside Nurse Satisfaction



## CONCLUSION

Early findings suggest that virtual nursing can effectively augment nursing care by supporting high-burden workflows and improving staff job satisfaction.

### References

1. Suran M. Overworked and Understaffed, More Than 1 in 4 US Nurses Say They Plan to Leave the Profession. *JAMA*. 2023;330(16):1512–1514. doi:10.1001/jama.2023.10055
2. Smiley et al., *The 2022 National Nursing Workforce Survey*, Journal of Nursing Regulation, 14, S1-S90
3. Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Nurse Anesthetists, Nurse Midwives, and Nurse Practitioners, at <https://www.bls.gov/ooh/healthcare/nurse-anesthetists-nurse-midwives-and-nurse-practitioners.htm> (visited April 08, 2026)