

THE FUTURE OF NURSING:
EMBRACING
TECHNOLOGY
WHILE PRESERVING
HUMANITY



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FOREWORD



"As we navigate the future of nursing, our compass must be set on a dual course: embracing technology to propel us forward while steadfastly preserving the humanity at the core of our profession. In this era of innovation, we must leverage cutting-edge tools to enhance patient care and streamline processes. We can't forget that the heart of nursing lies in the compassionate connection between caregiver and patient. This delicate balance of technology and humanity is charting the course for the future of the healthcare industry."

JOHN A. MARTINS

President & CEO
Cross Country



"Artificial intelligence has transformed how we analyze healthcare data, diagnose and improve patient outcomes. As the nursing industry advances, AI is becoming increasingly integrated into many healthcare settings from hospitals to skilled nursing facilities. At FAU, we are at the forefront of preparing aspiring nurses with the tools and knowledge they require to be successful in this vocation, which includes incorporating AI technology to hone their critical thinking and clinical decision-making skills. AI's ever-evolving nature is intended to complement patient care and streamline and automate administrative tasks. This technology will never replace compassion, empathy, wisdom and intuition, which are the cornerstone of this noble profession."

SAFIYA GEORGE

*Holli Rockwell Trubindky Eminent Dean
and Professor*
Florida Atlantic University Christine E. Lynn
College of Nursing

EXECUTIVE SUMMARY

In the fourth annual nursing survey, “The Future of Nursing: Embracing Technology While Preserving Humanity,” draws input from more than 1,100 nursing professionals and students. We learned:



Nurses are attracted to the profession for the opportunity to do **meaningful work**, the **lifestyle** it provides, and to earn a **good income**.



The profession continues to be plagued with **understaffing** and **stressful** working conditions, resulting in **burnout**.



Most nurses are **uncomfortable using artificial intelligence (AI)** and express concerns about the potential absence of empathy and the diminished patient connection.



Among the minority of employed nurses comfortable with **AI integration**, many recognize its **potential benefits**, particularly in enhancing efficiency, documentation, data analysis/research, upskilling opportunities, and automated monitoring systems.



Critical thinking, effective communication, and teamwork are the **essential skills** nurses employ to deliver quality patient care.



The employed nurses prioritized several critical areas for **improvement**, including increased **staffing** levels, better **compensation**, flexible **scheduling**, and other essential reforms.



Eighty-six percent of employed nurses believe that **national licensure** would allow more nurses to travel where care delivery is needed most, up from 73% in 2023 and 69% in 2022.



Most employed nurses **intend to remain** in the profession for the foreseeable future; however, 28% are contemplating **retirement** or seeking **new positions** outside the profession within the next few years.



Two in five employed nurses and one in two nursing students reported their **mental health** status as feeling “**excellent**,” and the percentage of employed nurses reporting feeling “not well” decreased from 14% to 10% compared to last year.



The most **significant factors** impacting the mental health of employed nurses were staff **shortages**, verbal and physical **abuse** from patients, the high-**pressure** work environment, and concerns about **pay** and benefits.



Employed and student nurses highlighted **employer-paid healthcare** as the most beneficial wellness care, followed closely by fitness reimbursement and Employee Assistance Programs.



Two-thirds of nursing students are **excited** to be nurses, and many feel even more **optimistic** about their career choices since starting the program.



While two-thirds of nursing students admit to being **unfamiliar** with current AI applications in healthcare, more than one in two are **optimistic** about their potential positive impact.



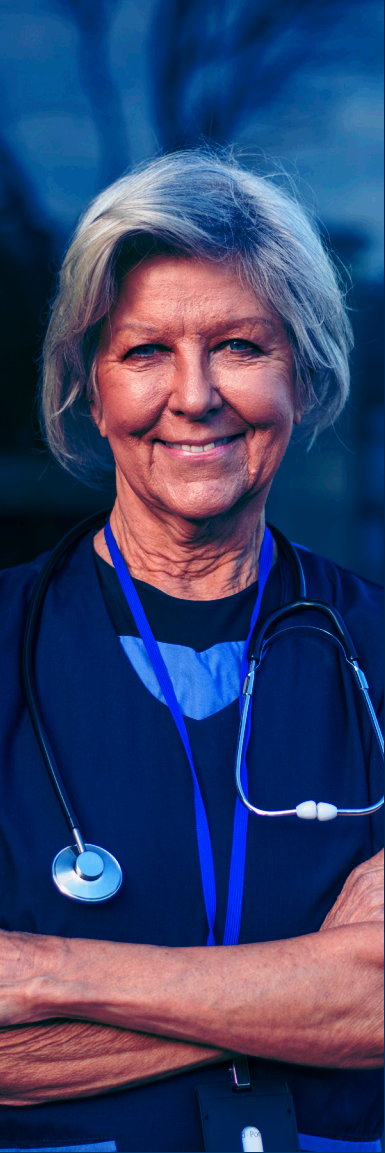
Nursing students identified **balancing** coursework with other responsibilities as the **primary stressor** affecting their mental health, followed by concerns about the **cost of living** and navigating the high-**pressure** academic environment.



Among nursing **students**, a significant proportion—41%—plan to seek **new positions** within the nursing profession within one to two years, while 29% foresee themselves working in the profession for the long term, and 18% are **reconsidering** nursing as a profession.



While technology offers efficiency gains, it's crucial to acknowledge that **skilled talent remains indispensable** for effective healthcare delivery.



INTRODUCTION: CARING IN THE AGE OF TECHNOLOGY

The nursing profession continues to demonstrate remarkable resilience in the face of stressful, understaffed, and under-compensated working conditions. Nurses are now confronted with yet another challenge: the integration of technology, and specifically AI, in healthcare.

Registered nurses (RNs) have vocalized their apprehensions about the encroaching presence of AI technologies in patient care, expressing deep concern over the growing use of AI, contending that it cannot supplant hands-on care or resolve the staffing challenges plaguing the profession.

Contrary to this perspective, others advocate for a proactive approach to embrace AI within healthcare organizations to help build robust talent pipelines, customize benefits, reimagine care teams and models, and adopt a bold digital and automation-driven strategy to enhance productivity.

Amid this debate, the age-old supply and demand problem continues to plague the profession. In 2021, nursing faced a notable setback with a decline of over 100,000 RNs—a significant plunge not seen in four decades. However, a glimmer of hope has arisen – a rebound in RN employment to pre-pandemic levels. By 2023, the nursing workforce surged 6% compared to 2019, tallying 3.35 million RNs—a testament to the profession’s tenacity.

Fast forward to 2035, and projections estimate that 1.2 million full-time RNs will be poised to enter the workforce. This surge is predominantly fueled by demographic shifts among nurses aged 35 to 49. By 2035, this cohort is forecasted to make up a staggering 47% of the nursing workforce, a remarkable leap from the 28% observed in 2022.

To aid healthcare leaders and nurse practitioners in understanding the current landscape and setting strategic workforce priorities, we partnered with Florida Atlantic University’s Christine E. Lynn College of Nursing for our fourth annual nursing survey, involving 1,127 nursing professionals and students. Our findings illuminate a future for nursing defined by resilience and adaptability amid stressful, undervalued, and inadequately compensated work settings and highlight technology’s growing influence, which is introducing novel challenges. While technology offers efficiency gains, it’s crucial to acknowledge that skilled talent remains indispensable for effective healthcare delivery.

Our research is intended to help equip healthcare facility leaders, academia, nursing students, and professionals with an update on pertinent issues, trends, and insights to inform nurses’ evolving and vital role in shaping the future of healthcare.

SURVEY FINDINGS

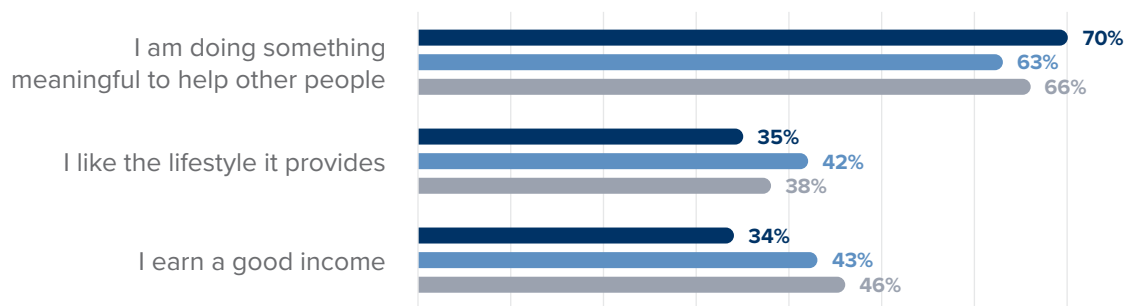
CAREER CHOICES AND CHALLENGES

Nursing extends beyond mere employment—it’s a vocation. This intrinsic calling draws many to the profession year after year as they find fulfillment in meaningful work and appreciate the lifestyle it offers alongside a stable income. Despite these rewarding aspects, a persistent challenge exists in the imbalance between supply and demand in nursing staff. This imbalance often leads to heightened stress and burnout among nurses, as patient needs exceed available resources. These factors—career satisfiers and dissatisfiers—have remained consistent over the past three years, resonating among employed nurses and nursing students.

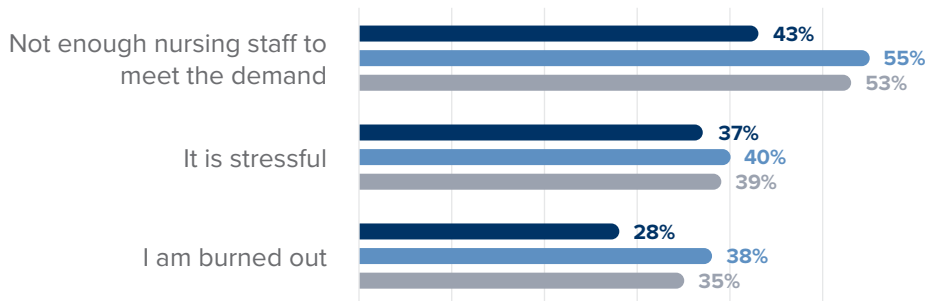
Top 3 Career Drivers

Responses from employed nurses

ENJOY MOST



ENJOY LEAST



● 2024 ● 2023 ● 2022

For the **employed nurses** who selected “other” for what they **enjoy most**, some of their reasons included:

I love working with **geriatrics**.

A sense of **accomplishment**.

I provide a **service** to my people that few people know how to do.

It has a great **impact** on society.

Two-thirds of the nursing students are **COMPLETELY/VERY EXCITED TO BECOME A NURSE**, and 27% say their feelings about a career in nursing have **CHANGED FOR THE BETTER** since they started the program.

Given the choice, **74% OF STUDENTS SAY THEY WANT TO ACCELERATE** the time frame between training and becoming a practitioner.

For the **nursing students** who selected “other” for what they **enjoy most**, some of their reasons included:

I like the **science**.

It's **challenging**.

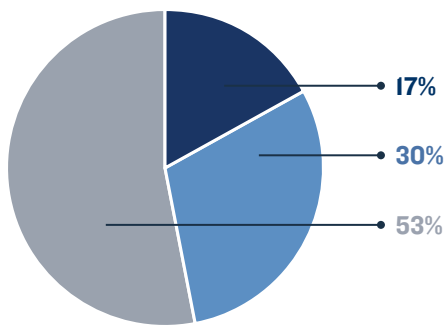


BALANCING TECHNOLOGY WITH HUMAN EXPERTISE

This year, our exploration into technology’s integration in nursing reveals exciting insights. More than half of employed nurses express discomfort with using AI technology specifically, while 38% harbor skepticism regarding AI’s potential to advance the nursing industry.

Comfort Level with Using AI

Responses from employed nurses



- Very/completely comfortable
- Somewhat comfortable
- Not very/not at all comfortable

“In embracing the evolving landscape of healthcare technology, including the promising advancements of AI, we must steadfastly preserve the essence of nursing—the human touch and the nuanced art of human decision-making. While AI can augment our capabilities, we convey comfort, compassion, and reassurance to our patients through the warmth of human connection embodied in touch and eye contact. As we integrate AI into our daily practice, let us remember that delivering exemplary care requires both the precision of science and the empathy of art. In striking this delicate balance, we can truly uphold the sacred trust placed in us as healthcare providers.”

DR. HANK DRUMMOND
Ph.D., MDiv, BA, RN,
Chief Clinical Officer
Cross Country

Among the minority of employed nurses comfortable with AI integration, many recognize its potential benefits, particularly in enhancing efficiency, documentation, data analysis/research, upskilling opportunities, and automated monitoring systems. However, the prevailing discomfort stems from concerns about the absence of empathy and diminished patient connection associated with AI use.

Top 5 Ways AI Can Move Healthcare Forward

Responses from employed nurses who selected they are “comfortable” with using AI

1. Improving efficiency
2. Documentation
3. Data/research
4. Upskilling/simulation training
5. Automated monitoring

Top 5 Concerns About Using AI in Healthcare

Responses from employed nurses who selected they are “uncomfortable” with using AI

1. Lack of empathy and patient connection
2. Job replacement
3. Data security
4. Regulation of emerging technologies
5. Upskilling, learning new technology

While 37% of nursing students admit to being unfamiliar with current AI applications in healthcare, a notable 53% express optimism about the potential positive impact of integrating AI technologies into nursing practices in the future. Despite varying levels of preparedness, with 26% feeling very prepared and 31% somewhat ready to work with AI technologies, there is a collective recognition among students for embracing AI advancements in their future roles.

VIRTUAL NURSING GAINS MOMENTUM

HCA Healthcare highlights the growing importance of virtual nurses, piloting the model in over 10 hospitals across several states. These nurses, operating via TV or tablet screens, handle administrative tasks, allowing bedside nurses to focus on direct patient care. Virtual nurses bring significant value, particularly in admissions, medication history management, discharge education, and rounding.

Early results show positive outcomes, with improved workload balance for bedside nurses and high patient satisfaction rates. HCA Florida University Hospital achieved a perfect 100% satisfaction score, while Mission Hospital reached 88%.

SOURCE: [How virtual nursing is increasing nurse satisfaction and transforming patient care – HCA Healthcare Today](#)



Employed nurses take a divided stance regarding AI's potential to enhance care delivery by streamlining time-consuming tasks devoid of specialized nursing skills or knowledge, with 53% in agreement and 47% in disagreement. They explicitly disagree that AI could manage tasks beyond data-driven functions like empathy, ethical judgment, and intricate decision-making. Notably, nearly two-thirds of employed nurses lacked prior experience with AI technology.

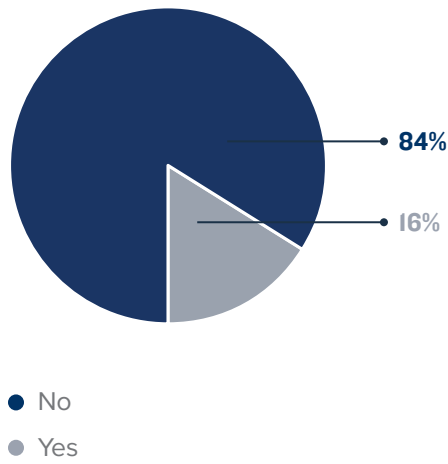
In 2021, FAU's Christine E. Lynn College of Nursing and College of Engineering and Computer Science launched two new combined programs in nursing and artificial intelligence and biomedical engineering.

The innovative combined degree programs provide FAU bachelor's in nursing (BSN) graduates with a leading edge in AI, which includes algorithms, pattern matching, deep learning and cognitive computing to learn how to understand complex data. AI can be applied to almost every field of healthcare, including drug development, treatment decisions and patient care. Graduates of this new program will be able utilize knowledge to tackle complex problems that would otherwise be difficult or very time-intensive to address without AI. FAU BSN graduates who continue on to the master's in science (MS) in the biomedical engineering program will use engineering principles to define and solve problems in biology, medicine, healthcare and other fields.



Can AI handle more than data-driven tasks?

Responses from employed nurses



One in five employed nurses believes that AI's impact on daily nursing workflow has streamlined documentation processes, but that's about it. Most nurses' concerns about using AI in healthcare relate to ethical considerations, data security and privacy, and integration with existing systems. All of the verbatim concerns of the employed nurses relate to not having had a chance to experience AI in their workplace, highlighting that education will be essential to help nurses understand where AI can add value, along with its limitations.

Over half of nursing students harbor apprehensions regarding AI's potential effects on the quality of patient interactions and the human dimension of nursing care.

Specific concerns include error recognition, the prospect of robots and technology supplanting human roles, insufficient support, dehumanizing care, and ensuring safe practice. Additionally, students express worries about the potential loss of empathy and personal connections if AI replaces human nurses in patient care, alongside concerns about the over-reliance on AI-driven diagnostic tools potentially overlooking critical human insights. Despite these concerns, students also demonstrate optimism about implementing AI-based predictive analytics for improving patient outcomes, tempered with apprehensions about potential algorithm biases.

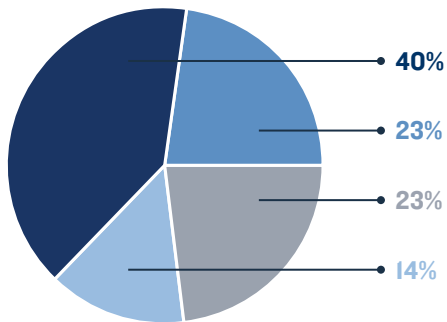


SPOTLIGHT: AI AND MENTAL HEALTH

More than one in four employed nurses did not believe AI or technology could help with their work to reduce some of these mental health symptoms, and a further 17% were unsure how technology or AI could be applied. Of the areas where AI could help to reduce mental health symptoms, the employed nurses cite automating repetitive tasks and reducing workloads, providing real-time data and insights for better decision-making, and offering stress management and relaxation apps.

View of AI-Based Predictive Analytics for Patient Outcomes

Responses from nursing students



- Concerned about potential biases in the algorithms
- Supportive of evidence-based decision making
- Positive, as it can help prevent adverse events
- Indifferent, as long as it doesn't replace clinical judgment

Forty percent of nursing students recognize the significance of integrating AI-related topics and training into the nursing education curriculum, emphasizing its importance for future practice.

However, only one in five feels that their current educational program adequately addresses AI education and training for healthcare.

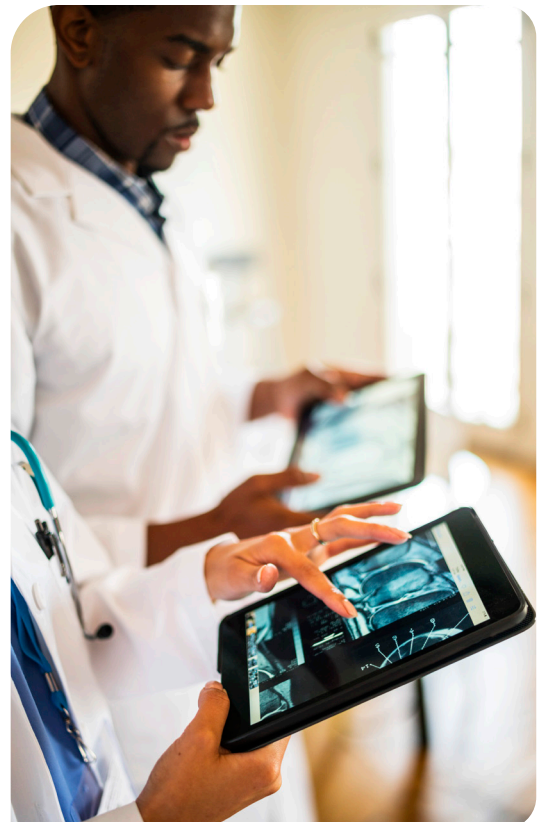
Workshops and hands-on training are the most beneficial training for AI integration (51%), followed by online courses (29%). Conversely, students identify the primary drawback of using AI in nursing education and training as the potential loss of hands-on experience and critical thinking skills (51%), with concerns extending to the perceived diminishment of human touch and empathy in patient care (60%).

More than one in two nursing students expressed concern about AI causing potential job displacement, although 17% were indifferent “as long as AI improves overall healthcare efficiency.”

“Embracing the synergy between technology and human expertise is paramount. While AI promises to revolutionize healthcare, the harmonious blend of technology and compassion truly elevates patient outcomes and experiences. AI streamlines processes, granting healthcare providers the invaluable gift of time to focus on direct patient care, where empathy and understanding flourish, ensuring a brighter future for healthcare.”

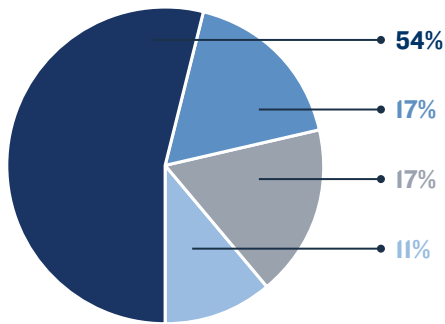
MIKE SKOVIRA

Chief Medical Officer
Cross Country



Perception of AI on Long-Term Job Security

Responses from nursing students



- Concerned about potential job displacement
- Indifferent, as long as AI improves overall healthcare efficiency
- Confident in creating new roles for nurses in AI oversight
- Optimistic about the creation of new, higher-skilled positions

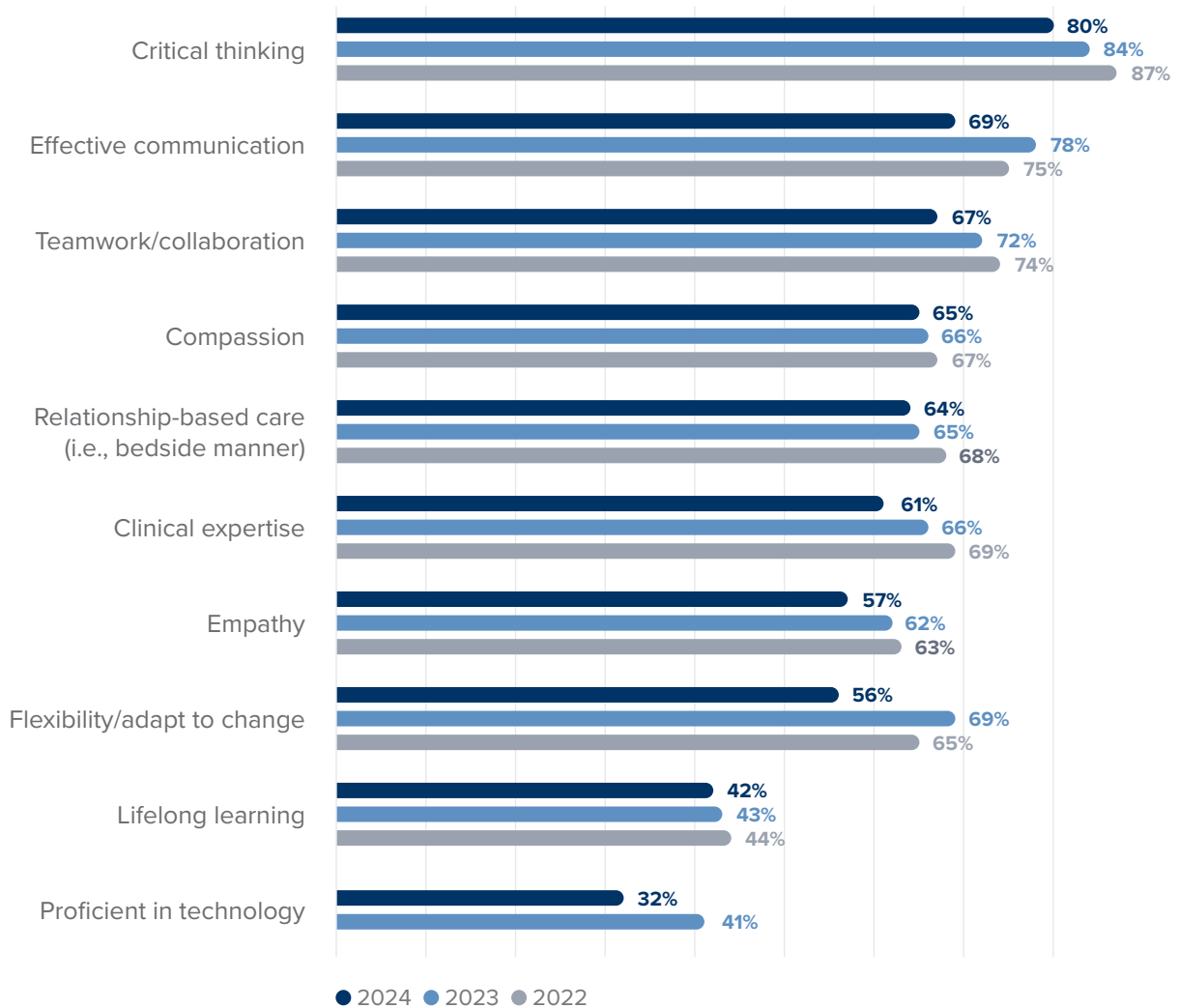
CRITICAL SKILLS REQUIRED FOR SUCCESS

Critical thinking, effective communication, and teamwork are the essential skills nurses employ to deliver quality patient care. These findings were consistent with last year's study. Empathy, clinical expertise, flexibility, and technological proficiency ranked slightly lower than in previous years.



Which skills are the most important in the patient care you provide?

Responses from employed nurses



While proficiency in technology was ranked relatively low in the list, these skills are expected to increase in importance with the broader adoption of AI technologies in healthcare.

When asked if any new skills not listed above are essential for success as a nurse, some of the verbatim responses included:

Speak well and be **patient**.

Being in good **physical** shape.

Having **common sense**.

Familiarize yourself with **emergency** measures.

Ability to remain **calm** in stressful environments.

CHECKING IN ON MENTAL HEALTH

Our recent mental health assessment found that two in five employed nurses and one in two nursing students report feeling “excellent,” consistent with findings from 2023. Notably, the percentage of employed nurses who report feeling “not well” decreased from 14% in 2023 to 10% this year.

Among employed nurses, the most significant factors impacting their mental health were staff shortages, verbal and physical abuse from patients, the high-pressure work environment, and concerns about pay and benefits. Alarming, one in five employed nurses say their mental well-being hasn’t recovered since the onset of the pandemic.

Students identified balancing coursework with other responsibilities as the primary stressor affecting their mental health, followed by concerns about the cost of living and navigating the high-pressure academic environment.

What affects mental health?

EMPLOYED NURSES

Staffing shortages	60%
Verbal and physical abuse from patients	38%
High-pressure environment/crisis scenarios	35%
Pay/benefits	35%
Lack of support resources	30%
Emotional trauma	24%
Being away from family	24%
It hasn’t been okay since the pandemic	21%
All of the above	12%
Other	8%

STUDENT NURSES

Balancing coursework with other responsibilities	46%
Cost of living	34%
High-pressure environment/crisis scenarios	34%
Emotional trauma	26%
Lack of support resources	23%
Verbal and physical abuse from patients	20%
Being away from family	17%
All of the above	23%
Other	14%

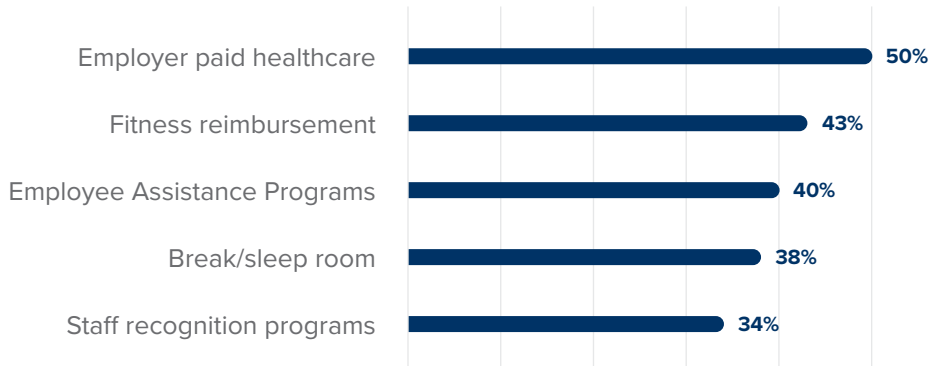


The majority of both employed and nursing students report being free from symptoms of poor mental health. However, 18% of the employed and 17% of the student nurses acknowledge experiencing depression, while 16% of employed nurses and 26% of nursing students admit to experiencing anxiety.

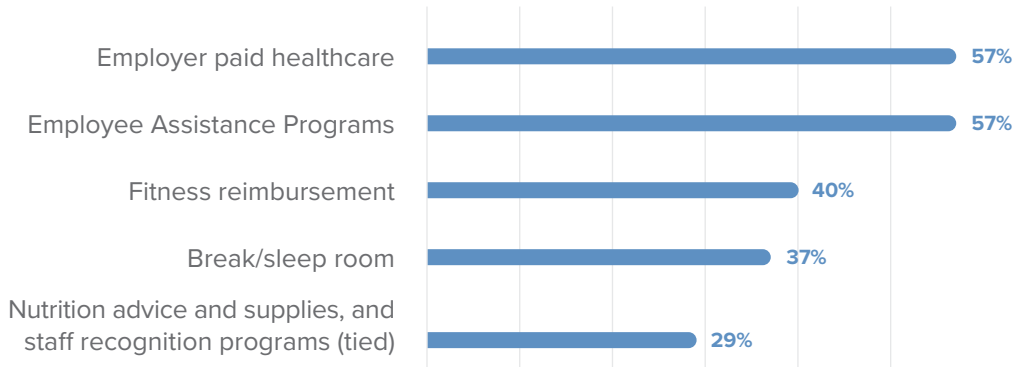
Employed nurses say employer-paid healthcare is the most beneficial wellness care, followed closely by fitness reimbursement and Employee Assistance Programs. These preferences mirror those of the nursing students.

Top 5 Mental Health Support Needed

EMPLOYED NURSES



STUDENT NURSES



MOST EMPLOYED AND STUDENT NURSES FEEL SAFE AT WORK

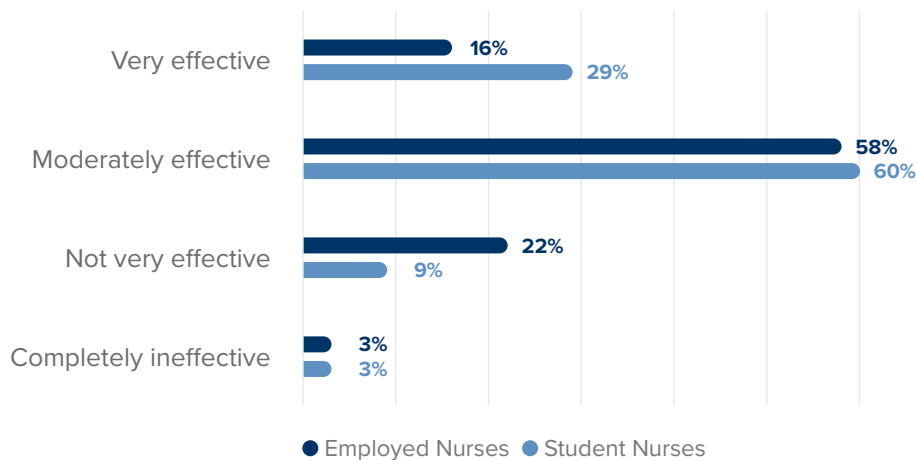
WITH 29% OF BOTH GROUPS FEELING VERY SAFE.

TELEHEALTH QUESTIONED

Most employed nurses (74%) admit to never providing telehealth services and 22% express skepticism about its efficacy in delivering accurate patient care. However, 57% of employed nurses and 63% of nursing students regard telehealth as a viable alternative to traditional in-office patient care.

Students exhibit a more optimistic outlook towards telehealth, with a significant portion believing it to be effective (29%) or moderately effective (60%) in providing accurate patient care, compared to one in four employed nurses who regard telehealth as not very effective/ineffective.

Effectiveness of Telehealth



When looking at the future of telehealth,

37%

of employed nurses completely/strongly agree that **TELEHEALTH SERVICES WILL NEED TO BE A CORNERSTONE OF CARE DELIVERY,**

indicating that this could be a viable career path in nursing as acceptance and use grows.



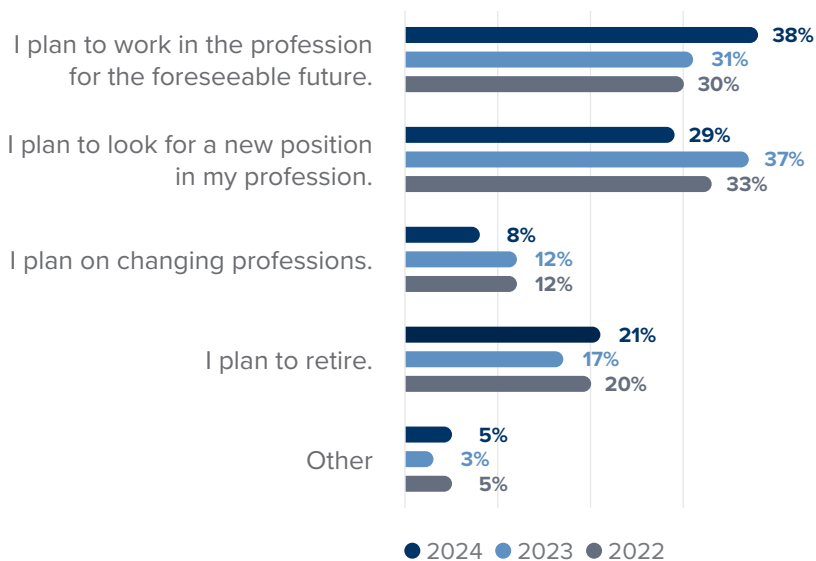
FUTURE CAREER PLANS

Most employed nurses intend to remain in the profession for the foreseeable future, marking a slight increase from previous years. However, nearly one in three are contemplating retirement or seeking new positions outside the profession within the next few years.

Among nursing students, a significant proportion—41%—plan to seek new positions within the nursing profession within one to two years, while 29% foresee themselves working in the profession for the long term, and 18% are reconsidering nursing as a profession.

Career Plans

Responses from employed nurses



EMBRACING CHANGE FOR TOMORROW'S SUCCESS

The consensus among employed nurses is clear: significant change is imperative for future healthcare success. They prioritize several critical areas for improvement, including increases in staffing levels, better compensation, flexible scheduling, and other essential reforms to attract more nurses and retain them for longer.

Future Changes Needed

Responses from employed nurses for “completely/strongly agree.”

Employers will need to increase pay rates/incentives to attract and retain nursing staff.	96%
Healthcare facilities will need to increase their use of flexible scheduling for nurses.	92%
Healthcare facilities need to improve/increase their use of staff resources.	91%
Healthcare facilities will need to improve cross-training among nurses and other staff to adapt to crisis/surge events.	88%
Healthcare facilities will need to utilize more per diem and travel nurses to fill staffing gaps.	76%

The students were asked if they could make changes in healthcare to improve patient care and offered:

Teamwork and culture initiatives to create better work environments.

Be a leader and **lead by example**. Show people the proper way, step up, and report errors.

Provide more **individual care** to patients.

Real **health education** in school for children so that the next generation can better control their health, along with **increased pay** for nurses.

Have **more staff** and **pay more**.

Increase wages and **safe staffing** enforcement

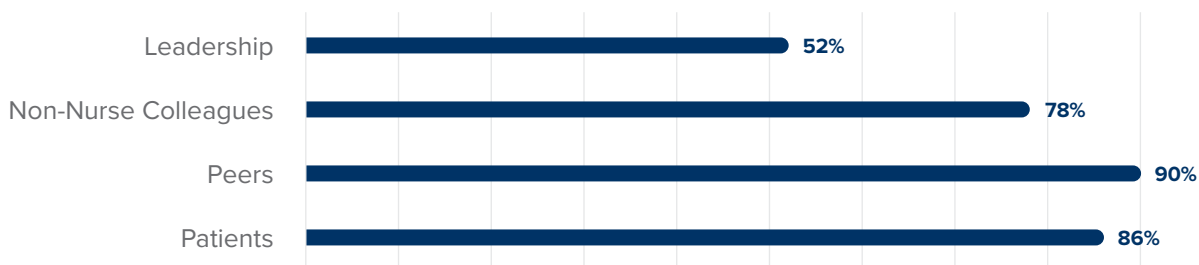
STAFFING, COMPENSATION AND DISRESPECT FUEL GRIEVANCES

When polled about areas needing the most change in the future, two in five employed nurses prioritize staffing levels and recruitment and retention strategies, closely followed by concerns about pay and benefits (32%) and streamlining the credentialing process (7%).

Over half of employed nurses say they do not perceive respect from leadership within their organization. However, they feel respected by their non-nurse colleagues, particularly peers and patients, echoing sentiments consistent with last year's findings.

Do you feel valued and respected?

Responses from employed nurses for "Yes, completely/somewhat"



NURSES CALL FOR LICENSURE CHANGE

The employed nurses report a compelling desire for a centralized licensure system versus a state-by-state function. Eighty-six percent of employed nurses believe that national licensure would allow more nurses to travel where care delivery is needed most, up from 73% in 2023 and 69% in 2022.

How strongly do you agree with the following statement?

Responses from employed nurses for "completely/strongly agree."

National licensure would allow more nurses to travel where care delivery is needed most.	86%
National licensure would have greatly benefited the country during the COVID-19 pandemic.	84%
Nurse licensure should be carried out at a national level instead of state-by-state.	79%
National licensure would greatly improve my career development and prospects.	71%
National licensure would help alleviate staff shortages	65%

When asked their opinions on attracting more nurses to the industry, most of the employed nurses say that appropriate compensation is the top priority to be addressed, followed by more career advancement opportunities and flexible schedules.

ADVICE FOR STUDENTS

Many employed nurses wouldn't recommend shortening the timeframe to accelerate the transition from training to being a practitioner. For those who did, they offered:

<p>Make bridge programs more flexible.</p>	<p>Stop worrying about filling out competency paperwork and be at the bedside.</p>	<p>A higher degree is not required to get a position when a nursing diploma or associate degree is adequate.</p>	<p>Making mandatory precepting requirements for every organization for every facet of advanced nursing.</p>
<p>Keep learning and improving, and broaden your network and social circle.</p>	<p>Get real-life experiences.</p>		
<p>Intensive new grad programs.</p>			

For students entering the profession, the employed nurses offered:

<p>Don't enter the profession for the money. It is more than that. You should be prepared mentally, physically, and emotionally. You are dealing with other's lives almost every day. You have to be willing to make sacrifices.</p>	<p>Be rigorous; the foundation must be solid, and the sense of responsibility must be strong.</p>	<p>Keep studying every day.</p>	<p>Do not go to nursing school thinking you will immediately enter a master's or advanced degree without spending time in a hospital doing bedside. Learn the job before you move on.</p>
<p>It won't always be easy, but it will be worth it.</p>	<p>Never start in a specialty unit. Start at the basic Tele-Med-Surg units.</p>	<p>Be patient and careful.</p>	
<p>There are so many avenues you can go with nursing; it's the best profession.</p>	<p>Take your work seriously.</p>	<p>Set boundaries and be assertive for your well-being.</p>	<p>Learn as much as you can during your orientation.</p>
	<p>Find an area of nursing you love.</p>	<p>Work hard and keep an open mind.</p>	

PUTTING THE HUMAN TOUCH TO TECHNOLOGY'S INTEGRATION IN HEALTHCARE



The debate surrounding integrating AI technologies into nursing and healthcare is multifaceted, with concerns about AI's potential to replace hands-on care juxtaposed against the possibilities for improving productivity and patient outcomes. Ultimately, AI will not replace wisdom – intuition, empathy and experience. Nothing can replace the human experience. However, AI has the potential to free time from routine tasks to help nursing practitioners focus more on their patients and healthcare outcomes.

We suggest the following four ways healthcare organizations can help empower nurses to embrace AI in ways complementary to their work in patient care.



I. EMBRACE TRANSPARENCY

Transparency is paramount as nurses navigate the technological shift of embracing AI in everyday activities. Nurses must understand how AI will influence their roles and the healthcare environment. Healthcare leaders must communicate openly about AI implementation to foster trust and alleviate concerns. Providing clear insights into how AI will be used and its potential impact on nursing workflows can empower nurses to embrace innovation confidently.

Transparency also involves addressing apprehensions regarding job security and privacy. By openly discussing these concerns and outlining the organization's strategies to mitigate them, nurses can feel reassured about their future within the evolving healthcare landscape.

2. RAMP UP TRAINING

As AI becomes increasingly integrated into healthcare settings, ensuring nurses possess the necessary skills to leverage this technology is crucial. Comprehensive training programs tailored to nurses can demystify AI and enhance their proficiency in AI-powered tools.

By investing in ongoing training initiatives, healthcare organizations can equip nurses with the knowledge and skills to embrace AI confidently. This enhances their professional development and fosters a culture of continuous learning within the nursing workforce.

3. TAILOR COMMUNICATIONS

Recognizing the diverse perspectives within the nursing community is essential for effective AI integration. Healthcare leaders should tailor communication strategies to resonate with different nurse personas, acknowledging their unique concerns and preferences.

Whether addressing AI skeptics, cautious believers, or enthusiasts, personalized communication strategies can foster understanding and acceptance of AI among nurses. By actively listening to nurses' feedback and adapting communication approaches accordingly, healthcare organizations can cultivate a supportive environment conducive to AI adoption.

4. LISTEN AND INCORPORATE EMPLOYEE FEEDBACK

Engaging nurses in AI implementation is vital to acceptance and adoption. By soliciting and incorporating nurses' feedback, healthcare organizations can tailor AI solutions to address specific pain points and enhance the nursing experience.

Moreover, highlighting AI's tangible benefits, such as streamlining administrative tasks and improving patient outcomes, can inspire nurses to embrace this transformative technology. By prioritizing employee feedback and emphasizing AI's positive impact on nursing practice, healthcare organizations can foster a culture of innovation and collaboration.

The future of nursing, augmented by AI, holds immense promise for driving positive change, elevating patient experiences, and broadening access to healthcare services. AI's integration has the potential to amplify productivity and streamline care delivery processes, enabling healthcare systems to offer improved services to a larger demographic. Moreover, AI can enhance nurses' professional experience by optimizing their time in direct patient care, consequently mitigating burnout concerns.

While AI technology can offer efficiency gains to supplement staffing levels and reduce stressful working conditions, it is essential to the future success of healthcare that we acknowledge that skilled talent will remain indispensable to effective healthcare delivery and outcomes.

ABOUT CROSS COUNTRY HEALTHCARE

Cross Country Healthcare, Inc. is a market-leading, tech-enabled workforce solutions and advisory firm with 37 years of industry experience and insight. We help clients tackle complex labor-related challenges and achieve high-quality outcomes while reducing complexity and improving visibility through data-driven insights. Diversity, equality, and inclusion are at the heart of the organization's overall corporate social responsibility program. It is closely aligned with our core values to create a better future for its people, communities, and stockholders.

ABOUT THE CHRISTINE E. LYNN COLLEGE OF NURSING

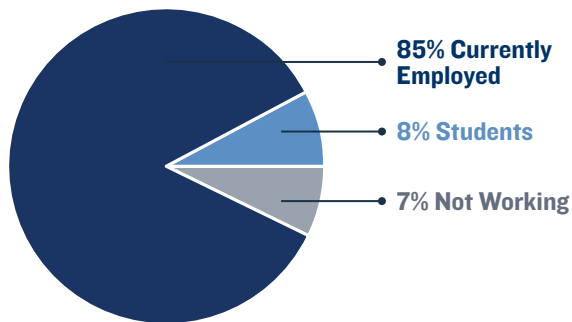
FAU's Christine E. Lynn College of Nursing is nationally and internationally known for its excellence and philosophy of caring science. In 2024, the College was ranked No. 4 for the Family Nurse Practitioner Master's concentration nationwide by U.S. News and World Report, No. 17 for "Best Online Master's in Nursing Administration and Financial Leadership Programs" and No. 32 for the "Best Online Master's in Nursing Programs." In 2023, FAU graduates on the Boca Raton campus earned an 81% pass rate on the National Council Licensure Examination for Registered Nurses (NCLEX-RN®) and a 100% AGNP Certification Pass Rate. The baccalaureate, master's and DNP programs at Florida Atlantic University's Christine E. Lynn College of Nursing are accredited by the Commission on Collegiate Nursing Education. The College is the only one in the U.S. to have all degree programs endorsed by the American Holistic Nursing Credentialing Corporation.

METHODOLOGY

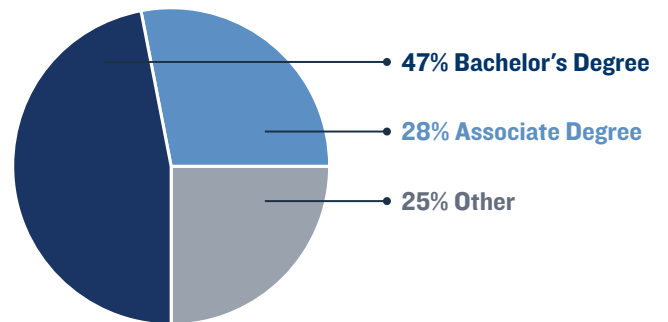
This national survey was conducted with 1,127 nursing professionals and students at healthcare and hospital facilities. The online survey was conducted between January 18 and March 11, 2024, in partnership with Florida Atlantic University's Christine E. Lynn College of Nursing.

SURVEY RESPONDENT CHARACTERISTICS

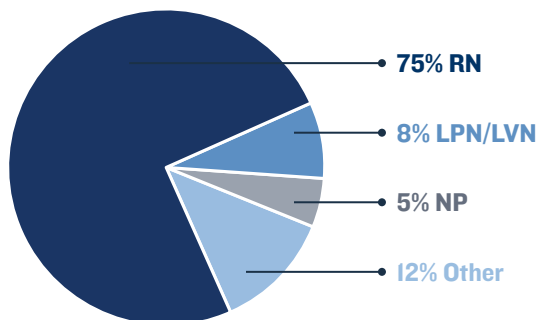
85% were currently employed, 8% were students, and 7% were not working.



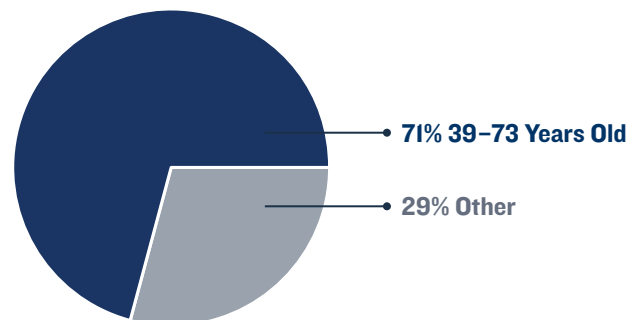
Most respondents had completed a bachelor's degree (47%), and 28% had completed an associate degree.



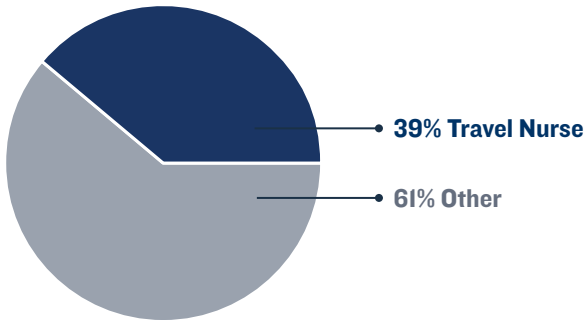
75% were registered nurses (RN), 8% were licensed practical nurses (LPN/LVN), and 5% were nurse practitioners (NP).



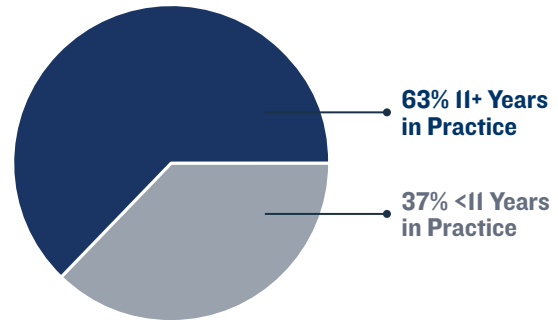
71% were aged 39 to 73 years old.



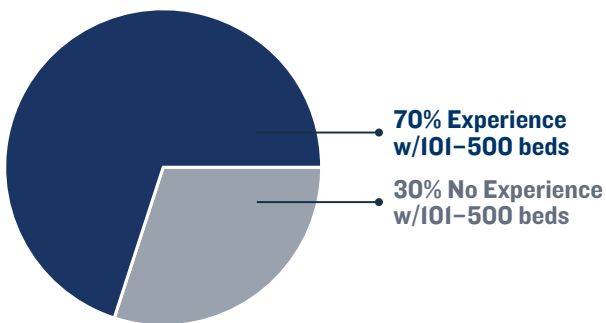
39% were in the role of a travel nurse.



63% had been in practice for 11 or more years.



Most nurses surveyed (70%) had experience working in hospitals with 101 to 500 beds (41%).



If tables and charts do not add up to 100%, it is due to rounding or multiple responses were allowed.

ⁱ [Nurses join striking writers, actors to voice AI concerns \(beckershospitalreview.com\)](https://beckershospitalreview.com)

ⁱⁱ [Talent drain a top risk for healthcare, executives say \(beckershospitalreview.com\)](https://beckershospitalreview.com)

ⁱⁱⁱ [JAMA Health Forum](https://www.jama.com), February 16, 2024



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