

# Hospice Nurse Burnout Index

This simple index is designed to help hospice leaders spot early signs of team burnout and evaluate where operational support may be needed. This is not a clinical diagnostic tool, but a conversation starter and internal guide for improving nurse well-being.

## After-Hours Stress & Boundaries

- ☐ Your nurses are still getting overnight calls, even on their days off.
- ☐ Your nurses are expected to "be available" even when not formally scheduled to be.
- ☐ On-call shifts viewed as a source of stress (or even dread) by your team.

## Workload & Time Pressures

- ☐ Nurses regularly chart after hours or on personal time.
- ☐ Nurses hesitate to take time off because they worry about coverage or burdening teammates.
- ☐ One or more RNs left your team in the past year due to burnout or workload concerns.

## Team Dynamics & Support Systems

- ☐ Are emotional debriefings or peer check-ins not a regular part of your team culture?
- ☐ Have you noticed a drop in collaboration across your interdisciplinary team (IDT)?

## Signs of Emotional Fatigue

- ☐ Have staff recently expressed feeling emotionally exhausted, disengaged, or isolated?
- ☐ Have you seen an increase in task-focused visits, with less relational care?

## Scoring

**0–3 YES Answers: Low risk.** Your team may be stretched, but signs of burnout aren't yet widespread. Stay proactive by maintaining clear boundaries, emotional support, and flexible systems.

**4–6 YES Answers: Moderate Risk.** Burnout is emerging. Time to take a closer look at caseloads, on-call expectations, and support systems like after-hours care & technology.

**7–10 YES Answers: High Risk.** Burnout is likely impacting care quality, morale, and retention. It's time to act. **Consider immediate changes like triage outsourcing, emotional infrastructure, and more sustainable staffing models.**

## Next Steps

If you scored between 4 & 10, start by asking your team what support they need.

Hold a 30-minute listening session with front line nurses this month.

**If question #1 is a "yes" - that may be the fastest lever to pull.**

Outsourcing triage gives your nurses protected rest and preserves care continuity after hours.

**Schedule a consultation with our triage experts.**

