



# Strategies for Overcoming Healthcare Workforce Challenges

A Report by Nasium Training



# TABLE OF CONTENTS

Introduction	1
Top Healthcare Workforce Challenges Today	2
Personnel Shortages	2
Retention and Recruitment Issues	2
Worker Skills Gaps	2
The Transformative Role of Workforce Training Solutions & Partnerships	3
The Value of Worker Upskilling	3
Advantages of Reskilling Employees	4
Benefits of Training Partnerships	5
3 Strategies for Building a Stronger, More Resilient Healthcare Workforce	6
#1: Invest in Career Pathing and Mobility Solutions	6
#2: Develop and Institute Retention Initiatives	7
#3: Prioritize Patient-Centered Care	8
The Importance of An Action-Oriented Mindset	9
The Nasium Training Workforce Solutions Approach	10

# Introduction



Healthcare organizations face a growing crisis. A projected 16.9 million positions will need to be filled from 2023 to 2033, contributing to workforce shortages across several roles and functions.<sup>1</sup> From clinical care to administrative support, the strain on staffing can make it increasingly difficult to meet patient needs and maintain operational efficiency. These shortages – compounded by high turnover rates and widespread burnout<sup>2</sup> – are not isolated incidents but systemic challenges.

Clearly identifying some of the most common healthcare workforce challenges is a good first step in finding ways to resolve these problem areas. Once armed with the knowledge of where the biggest workforce challenges lie, we can better devise and implement strategies that provide a pathway for resolving these challenges long-term, thereby improving the strength and resilience of the healthcare workforce overall. Here's what we know.



## TOP HEALTHCARE WORKFORCE CHALLENGES TODAY

Healthcare organizations today may deal with any number of workforce challenge issues. Many can be categorized broadly as follows:

**PERSONNEL  
SHORTAGES**

**RETENTION AND  
RECRUITMENT  
CHALLENGES**

**WORKER  
SKILLS GAPS**

# TOP HEALTHCARE WORKFORCE CHALLENGES TODAY

## PERSONNEL SHORTAGES

The American College of Healthcare Executives issues an annual survey to learn more about the issues hospitals face. Since 2004, financial challenges held the top slot; yet, in 2021, personnel shortages took over as the #1 challenge for these healthcare institutions.<sup>3</sup> The most recent survey, the results of which were released on February 17, 2025, indicates that workforce challenges remain an issue of great concern.<sup>4</sup>

Some healthcare organizations are even reaching out to the government for help. For example, on February 16, 2023, the American Hospital Association (AHA) issued a statement to the U.S. Senate, asking collectively: “Where do we go from here?”<sup>5</sup>

In their statement, the AHA warned that hospitals and health systems are at the crux of a “national staffing emergency.” It stated this was due in part to a retiring workforce and an inadequate number of training sites and faculty. The AHA further indicated that one of the areas facing significant worker shortages is allied health.

## RETENTION AND RECRUITMENT ISSUES

Additional workforce challenges faced by healthcare organizations today are related to worker retention and recruitment. According to the 2025 NSI National Health Care Retention & RN Staffing Report, the overall turnover rate for hospitals in 2024 was 18.3%, causing healthcare executives concern since turnover is directly related to a hospital’s finances and both patient and employee satisfaction.<sup>6</sup>

Not only are healthcare systems and companies having a hard time retaining workers, but they’re also struggling to hire them in the first place – which can be an issue since the Bureau of Labor Statistics (BLS) predicts that healthcare occupations are projected to grow much faster than average between 2024 and 2034, resulting in roughly 1.9 million new positions.<sup>7</sup> If organizations can’t find enough workers to fill these positions, in addition to filling open positions

created by employees who quit or retire, the workforce shortage issue could worsen.

## WORKER SKILLS GAPS

Another pain point for healthcare organizations is worker skills gaps. Some technical skills gaps are created by the “digital era of medicine,” which refers to a growing reliance on technologies for measuring and improving human health.<sup>8</sup> In cases such as this, workers must obtain the skills needed to adapt to the changing industry.

Others contend that there are also gaps in healthcare workers’ soft skills due to both an increased focus on technology and higher levels of stress.<sup>9</sup>

These skills are often called “people skills” and include those related to communication, problem-solving, and teamwork, among others.

Empathy is another important soft skill for healthcare workers.

An analysis of 78 studies revealed that empathetic healthcare workers are more efficient in obtaining therapeutic change because they better understand the needs of their patients while also making the patients feel safe in communicating their thoughts and concerns.<sup>10</sup> Thus, closing this skills gaps could benefit both practitioners and patients.

### Top 5 Core Skills in 2025<sup>11</sup>

- Analytical thinking
- Resilience
- Flexibility and agility
- Leadership
- Social influence

# THE TRANSFORMATIVE ROLE OF WORKFORCE TRAINING SOLUTIONS & PARTNERSHIPS

Workforce training plays a key role in helping healthcare organizations address some of their top staffing challenges, with several pieces of research highlighting the value of employee upskilling and reskilling — approaches that can lead to workplace transformation.

## THE VALUE OF WORKER UPSKILLING

Upskilling refers to employees learning new skills to help them better perform their current job functions. This can help boost their efficiency, productivity, and performance while also teaching them how to utilize newer technologies or techniques and navigate industry changes.<sup>12</sup>

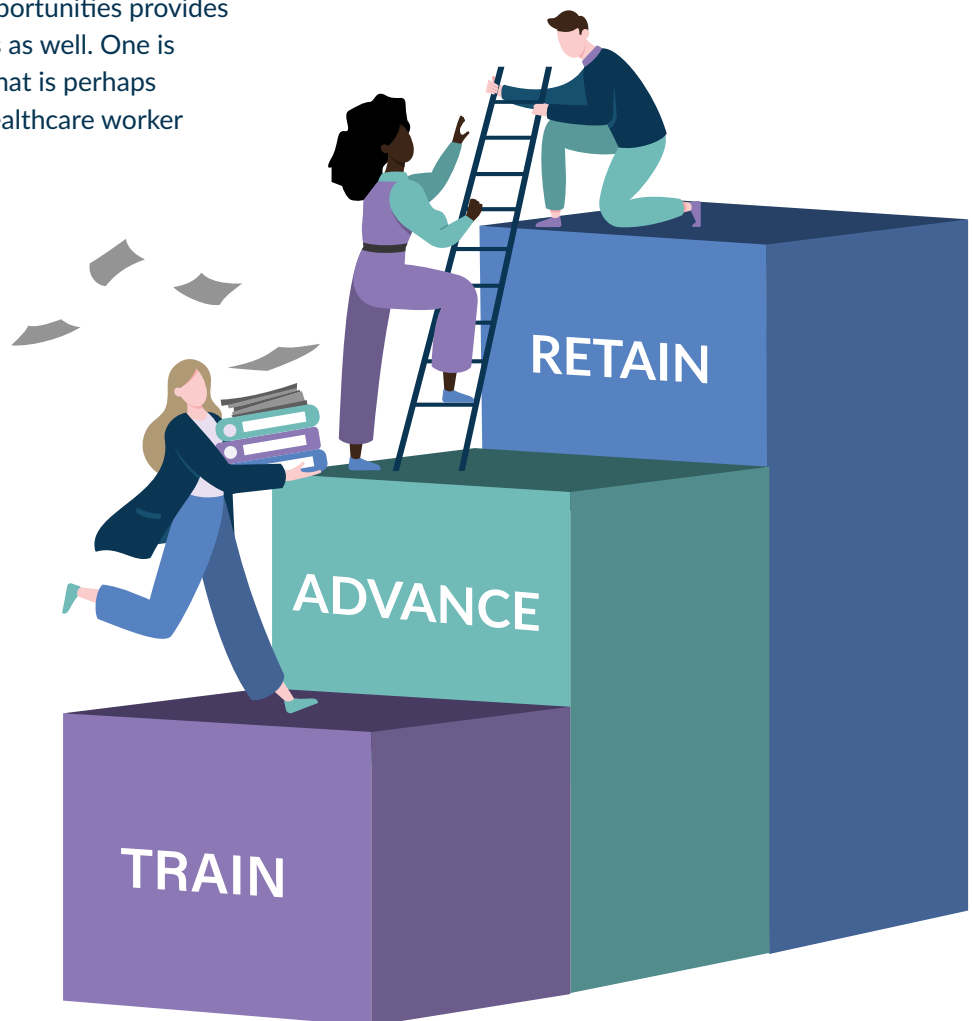
Offering workers access to upskilling opportunities provides several benefits to healthcare employers as well. One is improved employee retention, a factor that is perhaps even more critical during the looming healthcare worker shortage.

A study by Workplace Intelligence found that almost three in four millennial and Gen Z employees would likely leave their employers within the upcoming year due to no access to skills development training.<sup>13</sup> For the employees surveyed, skills development represented a wider door to career advancement, which would lead to improved work-life balance and a greater sense of purpose.

Another advantage of upskilling is being a more attractive employer for job applicants. According to a Gallup survey of 15,066 U.S. adults, 65% of workers indicated that employer-provided upskilling was very important when considering whether to pursue a particular role with a new employer.<sup>14</sup>

If your goal is to close skills gaps within your organization, upskilling assists with this as well. According to a 2024 Healthcare Industry Statistics Report:<sup>15</sup>

- 3 out of 4 healthcare providers believe that upskilling reduces staff turnover
- 85% of healthcare executives agree that continuous professional development is key to future growth
- 72% of healthcare organizations now include reskilling in their strategic plans



# ADVANTAGES OF RESKILLING EMPLOYEES

Reskilling is another approach for improving retention and recruitment efforts while reducing skills gaps. Reskilling involves employees learning new skills that allow them to move into different positions while remaining with your healthcare organization.

For example, an uncertified medical assistant can take a short, state-approved training program to prepare for certification. Similarly, in some states, approved limited scope radiography programs can serve as accessible upskilling pathways.<sup>16</sup>



## What We Know About Upskilling and Reskilling<sup>18</sup>

- Before 2027, 60% of workers will likely require training — yet only half are expected to have access to training opportunities.
- Learning programs and on-the-job training are two of the most common strategies used by organizations to hit their business goals.

One way in which reskilling provides benefits related to recruitment and retention is by demonstrating that management “values them and is willing to support their individual improvement.”<sup>17</sup> Put another way, it helps show current and prospective employees that you care enough about them to support their career goals by providing the necessary training.

If you have open positions at your organization, reskilling allows you to move your top staff into their preferred positions versus losing them to another healthcare business. You give them the opportunity (and encouragement) to remain with your organization simply by investing in their training, even if that training is for a different position.

# BENEFITS OF TRAINING PARTNERSHIPS

Some healthcare education training programs come pre-designed. Others are tailored based on your needs and goals. The latter involves working as partners with the training agency, which can provide a few benefits.

For example, Nasium Training provides wraparound support. Learners are provided with coursework support and academic guidance, including tutoring if needed. Additionally, employers receive weekly reports as to their learners' performance and progress throughout the course.

Effective healthcare training equips employees with the knowledge and skills they need to deliver high-quality patient care. Supporting their training and professional development can:<sup>19</sup>

- Improve employee retention, satisfaction, and competency
- Enhance recruitment by appealing to top talent
- Provide up-to-date skills needed for high-quality patient care
- Improve staffing levels, promoting practice efficiency

Nasium Training's healthcare programs can help you address your workforce challenges. Our accelerated courses are designed for organizations looking to upskill and reskill their clinical and non-clinical staff. To do this, we utilize a three-pronged approach focused on helping our partners train, develop, and retain healthcare talent.



## Nasium Training's current program offerings include:

Medical Assistant Training

Medical Assistant Certification Preparation

Limited Scope Radiography Training

Cardiovascular Technology Training

Sterile Processing Training

Mental Health Foundations Training

Pharmacy Technician Training

Licensed Health Agent Training

Nasium Training is UMA Education, Inc.'s workforce solutions arm, offering allied healthcare training in a hybrid format. Our workforce solutions are designed to meet the needs of our employer partners, providing access to upskilling and reskilling opportunities tailored to their organization's staffing goals.

Our programs include:

- Real-world, onsite clinical training solutions
- Flexible online instruction through an intuitive technology platform
- Live and remote instruction and support

# 3 STRATEGIES FOR BUILDING A STRONGER, MORE RESILIENT HEALTHCARE WORKFORCE

Upskilling and reskilling your healthcare employees can help set the foundation for a workforce that is better able to withstand industry-wide challenges. Here are three strategies that can help your organization get started.

## 1. Invest in Career Pathing and Mobility Solutions



Career pathing involves creating a sort of road map that enables your employees to identify and reach their professional goals, preferably while also remaining with your organization. Investing in this process can offer many organizational benefits, including:<sup>20</sup>

- Improved retention
- Increased output
- Higher job satisfaction levels
- Aids in succession planning

Similar to career pathing is the implementation of mobility solutions. Identify positions within your healthcare organization that employees could transition to from other positions with some training. Implementing reskilling programs to enable this mobility allows you to retain your top performers while filling open positions.

**Key Takeaway:** Continuous learning and skill development are important components of career pathing and mobility.<sup>20</sup>

# 3 STRATEGIES FOR BUILDING A STRONGER, MORE RESILIENT HEALTHCARE WORKFORCE

## 2.

## Develop and Institute Retention Initiatives



Improving worker retention is another way to build a more dedicated and higher-performing workforce.<sup>21</sup> This begins with understanding what is behind turnover rates that are higher than you'd like, then developing and instituting a plan to help resolve the contributing factors.

If you're unsure what is causing your employees to leave, ask them. Conduct exit interviews when a staff member quits to learn the reasons behind their decision. Also, hold regular one-on-one meetings with current employees to see what they identify as problem areas. Once you've identified the pain points, create plans to reduce or eliminate them.

For instance, a study published in the *Journal of General Internal Medicine* reported that 54.1% of clinical healthcare staff are experiencing burnout, along with 45.6% of non-clinical staff, contributing to a higher turnover rate.<sup>22</sup> Finding ways to reduce feelings of burnout, then, could go a long

way in improving worker retention. Training can assist with this — in particular, training that is designed to help workers improve their communication skills.

Case in point: some healthcare practitioners working for the Mayo Clinic participated in communication training and were given a subsequent three-question survey. Of those completing the survey, 72.7% indicated that the communication training protocol helped prevent feelings of burnout.<sup>23</sup>

**Other evidence-based guidelines for reducing employee burnout include:**<sup>24</sup>

- Offering training focused on stress management
- Providing workers with opportunities for development
- Allowing workers the ability to choose tasks that align with their strengths

# 3 STRATEGIES FOR BUILDING A STRONGER, MORE RESILIENT HEALTHCARE WORKFORCE

## 3.

### Prioritize Patient-Centered Care & Outcomes

While more research is needed, there does appear to be a positive association between patient-centered care and a healthcare professional's level of job satisfaction, burnout, and intent to leave their employer.<sup>25</sup> This suggests that creating a workplace focused on patients' individual healthcare goals and needs may reduce worker burnout while potentially improving retention.

Patient-centered care encourages patients to take an active role in the care process. The Centers for Medicare and Medicaid Services (CMS) refers to this as person-centered care, which involves:<sup>26</sup>

- Providing care that is aligned with the patient's values, preferences, and goals
- Measuring success based on outcomes reported by the patient
- Coordinating care among all the patient's healthcare providers and systems
- Managing patient health conditions that are chronic and complex
- Building relationships based on trust and a commitment to the patient's long-term well-being

Patient- or person-centered care can help improve disease control and treatment adherence.<sup>27</sup> For healthcare systems, good patient outcomes can lead to a reduced risk of medical malpractice and increased patient loyalty.<sup>28</sup>

To prioritize patient-centered care, the Agency for Healthcare Research and Quality (AHRQ) recommends the SHARE Approach.<sup>29</sup> The SHARE Approach is a 5-step shared decision-making process for healthcare professionals to utilize when working together with their patients to create treatment plans.

### The 5-Step SHARE Approach<sup>30</sup>

1. **S**eek the patient's participation
2. **H**elp the patient explore and compare treatment options
3. **A**ssess the patient's values and preferences
4. **R**each a decision with the patient
5. **E**valuate the patient's decision

# THE IMPORTANCE OF AN ACTION-ORIENTED MINDSET



A good first step to addressing today's top healthcare workforce challenges is developing an action-oriented mindset. As the models of care continue to change, taking no action to keep up with these changes can set your organization back in a competitive healthcare market. That's why it's important to look for steps you can begin to take to boost the strength and resilience of your workforce – not just today or tomorrow, but for years to come.

Those who act now have a greater chance of making the near-term impact that is necessary to continue to deliver the care and range of services for their customers or patients. If you are unable to retain a certain level of staff or your employees don't have the needed skill sets, individuals who once relied on your products or services may go somewhere else. This can hurt your bottom line, in addition to negatively impacting workplace morale.

When deciding which actions to take, it's helpful to look for local solutions that can be scaled for your organization. It can also be beneficial to choose a partnership model that allows for your input when investing in your people and their career-pathing plans.

**LOCAL**



Accessible

**PARTNERSHIP MODEL**



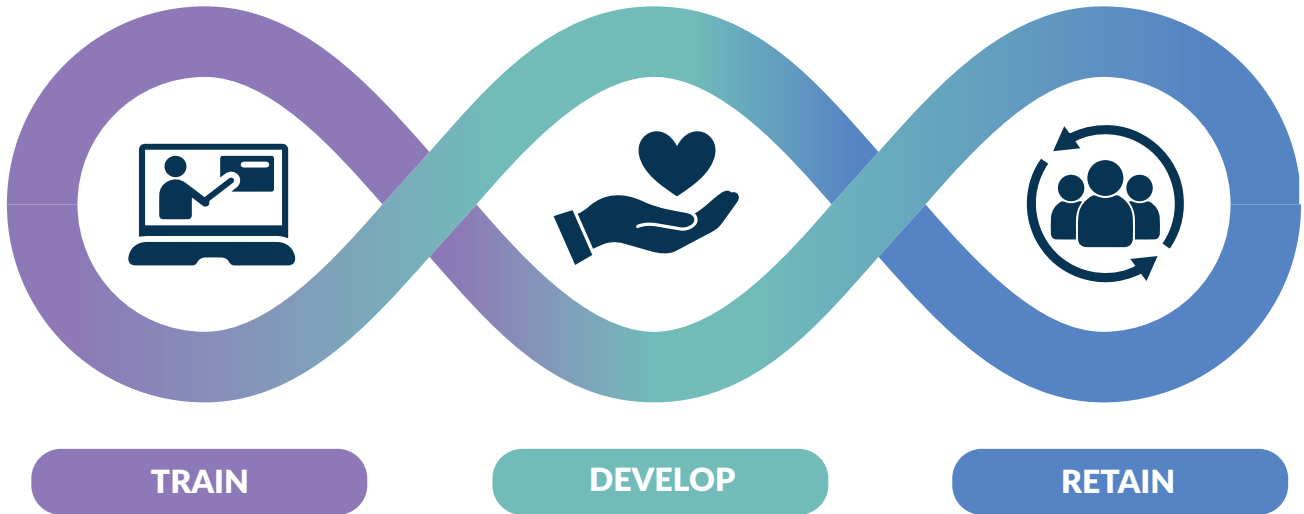
Created With Your Input

**SCALABLE**



Grows With You

# THE NASIUM TRAINING WORKFORCE SOLUTIONS APPROACH



Nasium Training embraces a consultative approach to building training solutions with employers across the country. These partnership solutions are designed to meet both current and future employment needs while also addressing trends in retail health, primary care, diagnostics, and healthcare support services.

Our programs are designed to meet the needs of your healthcare organization, whether you supply products or services in a clinical or non-clinical setting. Nasium Training can also help prepare your employees to meet certification requirements.

## Employer-based benefits of Nasium Training include:

- Access to a dedicated customer service manager
- White glove onboarding based on your preferences
- Strategy sessions to fully identify and develop your employees' needs
- Personalized product walkthroughs to set training expectations
- Strategic planning for your career pathing and retention success

## Staff-related benefits of Nasium Training include:

- Instruction from subject-matter experts in the healthcare space
- Access to both synchronous and asynchronous learning tools
- Instructor-led and self-study options to prepare learners for current and future roles
- Certification and licensure preparation

**Contact us today** to learn more about how we can help you address your top workforce challenges and discuss training options for your organization.

# SOURCE PAGE

1. Bureau of Labor Statistics. Table 1.2 Occupational projections, 2023–2033, and worker characteristics, lines 414-K and 478-K. <https://www.bls.gov/emp/tables/occupational-projections-and-characteristics.htm>
2. American Hospital Association. 2025 Health Care Workforce Scan, para. 2. <https://www.aha.org/system/files/media/file/2024/11/2025-Health-Care-Workforce-Scan-Executive-Summary.pdf>
3. American College of Healthcare Executives. Personnel Shortages Top Issue Confronting Hospitals in 2021, para. 2. <https://www.healthcareexecutive.org/archives/march-april-2022/personnel-shortages-top-issue-confronting-hospitals-in-2021>
4. American College of Healthcare Executives. Financial Challenges, Workforce Challenges Cited as Top Issues Confronting Hospitals; para. 2. <https://www.ache.org/learning-center/publications/newsletters/ache-news/february-17-2025>
5. American Hospital Association. AHA Senate Statement on Examining Health Care Workforce Shortages: Where Do We Go From Here? <https://www.aha.org/testimony/2023-02-15-aha-senate-statement-examining-health-care-workforce-shortages-where-do-we-go-here>
6. NSI. 2025 NSI National Health Care Retention & RN Staffing Report, “Executive Summary,” pp. 1 and 3. [https://www.nsinursingsolutions.com/Documents/Library/NSI\\_National\\_Health\\_Care\\_Retention\\_Report.pdf](https://www.nsinursingsolutions.com/Documents/Library/NSI_National_Health_Care_Retention_Report.pdf)
7. Bureau of Labor Statistics. Occupational Outlook Handbook. Healthcare Occupations. <https://www.bls.gov/ooh/healthcare/home.htm>
8. Goldsack, J.C., & Zanetti, C.A. Defining and Developing the Workforce Needed for Success in the Digital Era of Medicine. Digital Biomarkers, p. 137. <https://karger.com/dib/article-pdf/4/Suppl.%201/136/2576185/000512382.pdf>
9. Davila, L. An Absence of Essential Skills in the Current Healthcare Landscape. Pharmacy Times, para. 2. <https://www.pharmacytimes.com/view/an-absence-of-essential-skills-in-the-current-healthcare-landscape>
10. Moudatsou, M., et al. The Role of Empathy in Health and Social Care Professionals. Healthcare, abstract. <https://www.mdpi.com/2227-9032/8/1/26>
11. World Economic Forum. The Future of Jobs Report 2025, para. 11. <https://www.weforum.org/publications/the-future-of-jobs-report-2025/digest/>
12. Elliot, J. Upskilling vs. Reskilling. U.S. Chamber of Commerce, para. 5. <https://www.uschamber.com/co/run/human-resources/upskilling-vs-reskilling>
13. Workplace Intelligence. Upskilling Study, para. 1. <https://workplaceintelligence.com/upskilling-study/>
14. PR Newswire. New Gallup & Amazon Upskilling Study Finds That 48% of American Workers Would Switch to a New Job if Offered Skills Training Opportunities, para. 3. <https://www.prnewswire.com/news-releases/new-gallup--amazon-upskilling-study-finds-that-48-of-american-workers-would-switch-to-a-new-job-if-offered-skills-training-opportunities-301372643.html>
15. Worldmetrics.org. Upskilling and Reskilling In the Healthcare Industry Statistics, “5. Workforce Reskilling and Upskilling Initiatives,” bullets 13, 19, and 30. <https://worldmetrics.org/upskilling-and-reskilling-in-the-healthcare-industry-statistics/>
16. The length of Nasium Training’s Limited Scope Radiography course varies based on state regulations, ranging from 14 to 52 weeks.
17. Barton, R. Solve Your Business’s Talent Crisis with Upskilling and Reskilling. U.S. Chamber of Commerce, para. 5. <https://www.uschamber.com/co/run/human-resources/reskilling-upskilling-talent-shortage>
18. World Economic Forum. Future of Jobs Report 2023, para. 7. [https://www3.weforum.org/docs/WEF\\_Future\\_of\\_Jobs\\_2023.pdf](https://www3.weforum.org/docs/WEF_Future_of_Jobs_2023.pdf)
19. Oluwaseyi, R.O., et al. Human resources management in healthcare: recruitment, retention, and workforce development: A review. World Journal of Advanced Research and Reviews. <https://wjarr.com/sites/default/files/WJARR-2024-0522.pdf>
20. Heine, A. The importance of Career Pathing: A Definitive Guide. Indeed Career Guide, “Why is career pathing important?” <https://www.indeed.com/career-advice/career-development/importance-of-career-pathing>
21. BenefitHub. 5 Ways to Increase Employee Retention, para. 2. <https://www.benefithub.com/blog/5-ways-to-increase-employee-retention>
22. Rotenstein, L.S., Brown, R., Sinsky, C., & Linzer, M. The Association of Work Overload with Burnout and Intent to Leave the Job Across the Healthcare Workforce During COVID-19. Journal of General Internal Medicine, abstract. <https://link.springer.com/article/10.1007/s11606-023-08153-z>
23. Wert, K., et al. Communication Training Helps Reduce Burnout During COVID-19 Pandemic. Health Services Research and Managerial Epidemiology, abstract/results. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9900648/>
24. Gabriel, K.P., & Aguinis, H. How to Prevent and Combat Employee Burnout and Create Healthier Workplaces During Crises and Beyond. Business Horizons, sect. 3, Table 1. <https://www.sciencedirect.com/science/article/pii/S0007681321000392>
25. van Diepen, C., Fors, A., Ekman, I., & Hensing, G. Association Between Person-Centred Care and Healthcare Providers’ Job Satisfaction and Work-Related Health: A Scoping Review. BMJ Open, abstract/conclusion. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7722824/>
26. Centers for Medicare & Medicaid Services. Person-Centered Care, the relationship between value-based care and person-centered care. <https://innovation.cms.gov/key-concept/person-centered-care>
27. Grover, S., et al. Defining and Implementing Patient-Centered Care: An Umbrella Review. Patient Education and Counseling, intro, para. 3. <https://www.sciencedirect.com/science/article/abs/pii/S0738399121007254>
28. Agency for Healthcare Research and Quality. Why Improve Patient Experience?, sect. 2C <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/2-why-improve/index.html>
29. Agency for Healthcare Research and Quality. The SHARE Approach—Achieving Patient-Centered Care with Shared Decisionmaking: A Brief for Administrators and Practice Leaders. <https://www.ahrq.gov/health-literacy/professional-training/shared-decision/tool/resource-9.html>
30. Agency for Healthcare Research and Quality. The SHARE Approach. <https://www.ahrq.gov/sdm/share-approach/index.html>