The balancing act
Maintaining consistent wording over time to track longitudinal patterns.

Implications
Given the high costs associated with employee turnover, healthcare organizations have an incentive to understand and act on the reasons PAs leave their jobs. In 2019 we learned that 13.6% of PAs were leaving their employer due to factors within an organization’s control: Management or environment related to a toxic work environment. While there were two other areas with higher endorsement (work-life balance and moving), this is a factor that employers can act on. Employers can identify additional opportunities to reduce workplace toxicity and therefore reduce turnover of their whole healthcare team. The financial upside of employee retention means that additional effort in refining survey methods and addressing the findings of workforce research offers a high return on investment.

References
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