In one 2010 survey of more than 220,000 Australian consumers, patients said one of their greatest desires was for nurses and doctors to work well together. Collaborative and cohesive teamwork also means lower turnover and less absenteeism, which translate into better employee retention for higher quality patient care.

Figure 7.1
Low Employee Turnover = Lower Patient Mortality

The results from this study show how organizations with low employee turnover experience lower rates of patient mortality. As turnover increases, so does patient mortality.