

Burnout Syndrome -----In Nursing

K.Nandhini¹, S.V Mathini², K.Kanimozhi³, Ajitha Nancy Rani.R⁴,

Prof.V. Hemavathy⁵.

^{1,2,3}. Lecturer, Sree Balaji College Of Nursing, Chennai

⁴. Associate Professor, Sree Balaji College Of Nursing, Chennai

⁵. Principal, Sree Balaji College Of Nursing, Chennai

Abstract: Originally burnout has been defined as a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment, that occurs in occupations in which a contact with other people constitutes a major part of the task and can be a source of stress . Different symptoms of burn out can seen in different professions, among those nurses are high – it may be depend on the job specificity (for example among medical staff: being insincere, lying about patients chance of recovery, black humour especially about dying etc...). Burn out can be assessed by using Maslach Burnout Inventory (MBI). It contains three general scales that is-- of emotional exhaustion of personal accomplishment of depersonalization. If the individual is under stressful situation they should remember the Four A's---- Avoid the stressor, Adapt to the stressor, Alter the stressor, Accept the stressor which helps to relieve from stress If the individual is under stress there are 3 R approaches helps to bring some calm back into their life. That is Recognize, Reverse and Resilience.

Keywords: emotional exhaustion, personal accomplishment, depersonalization, recognize, reverse, resilience.



I. Introduction

'... I'm under a lot of stress, ... completely burned out..., I'd like to pack it in ..., my battery is flat...!'. Who has not heard similar comments when people are talking about their work?

“Nurses are working conceding their time, some times they are working longer hours, continuing their shifts..... They are devoting more time to tasks that are not personally rewarding... So as a consequence... three things happen: they

- become chronically exhausted;
- become cynical and detached from their work;
- feel increasingly ineffective on the job.”

Burn out as a result of a relationship between job and a person – result of mismatching

“Burnout is the index of the dislocation between
what people are and
what they have to do.”

Definition:

Originally burnout has been defined as a syndrome of emotional exhaustion, depersonalization and reduced personal accomplishment, that occurs in occupations in which a contact with other people constitutes a major part of the task and can be a source of stress .

Do you suffer from?

- Chronic fatigue
- Anger, self-criticism, cynicism, negativity and irritability
- A sense of being under siege
- Frequent headaches

- Gastrointestinal disturbances
- Weight loss or gain
- Sleeplessness
- Depression
- Shortness of breath
- Suspiciousness
- Feelings of helplessness
- An increased degree of risk taking

Causes of Stress:

The following stressors can lead to burnout:

- The current nursing shortage
- Students can feel the stress from floor nurses.
- Work overload
- This can affect the floor nurse and the student nurse.
- Nursing school is difficult and a lot is expected from the students.

These are a few of the causes of stress in the nursing profession that can have an impact on the undergraduate student.

Facts about burnout:

- Nurse burnout has been reported to be as high as 40% (Aiken, 2002, p. 1987).
- Burnout is the single biggest factor driving nurses out of the industry (Erickson, 2007, Retrieved February 14, 2009).
- 1 in 5 nurses report that they intend to leave their current jobs within a year (Aiken, 2007, p. 1987).

Dealing with stressful situations

Remember the Four A's:

- Change the situation. Change your reaction.
*Avoid the stressor. *Adapt to the stressor.
*Alter the stressor. *Accept the stressor.

Stress Management Strategies:

- *Take a deep breath.
- *Clear your mind of all thoughts.
- *Take hardships in stride.
- *Resolve conflict positively.
- *Use humor to deal with challenges. (Make sure the situation is appropriate).

Active Vs Passive Burning Out:

- An active burning out
– caused by institutional aspects, external events and too many demands
- A passive burning out
– internal reaction to those external factors, as a result of too little resilience (some personality traits, lack of distance toward oneself, beliefs)

Burnout Process

- begins from demands, pressure and amount of work exceeding one's ability
- the first burn out symptoms of an individual whose coping capacity becomes insufficient to the amount of stress one experiences
- but at the end one's clients suffer as well, because one is no longer able to give the best to the clients one serves.

Maslach's Burn Out Concept

Psychological syndrome of

- emotional exhaustion – caused by emotional overload
- sense of low personal achievement – feeling of low competence and lack of success at work
- depersonalization expressed in negative attitudes and reaction to recipients of one's service that can concern

- some people,
- working in some professions
- in some special way...

Maslach Burnout Inventory (MBI)

Maslach Burnout Inventory measures 3 main areas:

- **Emotional Exhaustion**** measures feelings of being emotionally overextended and exhausted by one's work. Exhaustion is a depletion of emotional energy, distinct from physical exhaustion or mental fatigue. Emotional Exhaustion is a clear signal of distress in emotionally demanding work.
- **Cynicism or Depersonalization** measures an unfeeling and impersonal response toward recipients of one's service, care treatment, or instruction. The depersonalization measured by this scale is a problem in careers that value and mandate personal sensitivity to service recipients.
- **Professional Efficacy/Accomplishment** measures feelings of competence and successful achievement in one's work. This sense of personal accomplishment emphasizes effectiveness and success in having a beneficial impact on people.

The Questions on the Inventory

- 1) I feel emotionally drained from my work
- 2) I feel used up at the end of the day
- 3) I feel tired when I get up in the morning and have to face another day at work
- 4) I can easily understand how clients feel about things
- 5) I feel I treat some clients as if they were impersonal objects.
- 6) Working with people all day is a real strain for me
- 7) I deal effectively with the problems of clients
- 8) I feel burned out from my work
- 9) I feel I am positively influencing other peoples' lives through my work
- 10) I have become more callous toward people since I took this job
- 11) I worry that this job is hardening me emotionally
- 12) I feel very energetic
- 13) I feel frustrated by my job
- 14) I feel I am working too hard on my job
- 15) I don't really care what happens to some clients
- 16) Working with people directly puts too much stress on me
- 17) I can easily create a relaxed atmosphere with clients
- 18) I feel exhilarated after working closely with clients
- 19) I have accomplished many worthwhile things in this job
- 20) I feel like I am at the end of my tether
- 21) In my work, I deal with emotional problems very calmly
- 22) I feel clients blame me for some of their problems

Red Flag Feelings And Behaviors That Require Immediate Attention!

- Inability to sleep.
- Feeling down, hopeless, or helpless most of the time.
- Concentration problems that are interfering with your work or home life.
- Using smoking, overeating, drugs, or alcohol to cope with difficult emotions.
- Negative or self-destructive thoughts or fears that you can't control.
- Thoughts of death or suicide.

If You Find Stress In Your Life:

If you find that you are experiencing any of the indications of stress or burnout, there are things that you can do in order to bring some calm back into your life.

The Three R Approach:



Recognize



Reverse



Resilience

The Three R Approach:

Recognize: Sometimes it is easy to become so involved in our work that we fail to see what is happening in our own lives. Take the time and review the signs of burnout. **REVERSE:** It is important to remember that you didn't get to this point overnight. However, it is possible to undo the damage by managing stress and seeking support.

Resilience: Learn how to deal with stress in a positive manner. This includes physically and mentally.

Burnout Prevention Tips

- **Start the day with a relaxing ritual.** Rather than jumping out of bed as soon as you wake up, spend at least fifteen minutes meditating, writing in your journal, doing gentle stretches, or reading something that inspires you.
- **Adopt healthy eating, exercising, and sleeping habits.** When you eat right, engage in regular physical activity, and get plenty of rest, you have the energy and resilience to deal with life's hassles and demands.
- **Set boundaries.** Don't overextend yourself. Learn how to say "no" to requests on your time. If you find this difficult, remind yourself that saying "no" allows you to say "yes" to the things that you truly want to do.
- **Take a daily break from technology.** Set a time each day when you completely disconnect. Put away your laptop, turn off your phone, and stop checking email.
- **Nourish your creative side.** Creativity is a powerful antidote to burnout. Try something new, start a fun project, or resume a favorite hobby. Choose activities that have nothing to do with work.
- **Learn how to manage stress.** When you're on the road to burnout, you may feel helpless. But you have a lot more control over stress than you may think. Learning how to manage stress can help you regain your balance

Decreasing Burnout

- Notice self burnout and realistic recognition
- Exercise: A study* show that Physical Exercise **DOES** decrease burnout and depression.
- Supportive help and talking with others about issues and stressors
- Professional resources
- Forming firm Boundaries so to avoid increased stress and problems
- Using Humor and Laughter
- Finding Non-Medical Hobbies
- Working in various clinical settings or changing up clinical duties periodically

Keep This In Mind! "It may seem that there's nothing you can do about your stress level. Your career will always be demanding. But you have a lot more control than you might think. By just realizing the simple fact that you are in control of your life is the foundation of stress management".

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