

Burnout and Coping Patterns among Nurses

Thesis

Submitted for Partial Fulfillment of Master
Degree in Psychiatric Nursing

By

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Dedicate my effort to . . .

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List of Abbreviations

<i>Abb.</i>	<i>Full term</i>
<i>CY</i>	<i>Cynicism</i>
<i>EE</i>	<i>Emotional exhaustion</i>
<i>ED</i>	<i>Emergency department</i>
<i>ICU</i>	<i>Intensive care unit</i>
<i>JD-R</i>	<i>Job Demands-Resources</i>
<i>MBI</i>	<i>Maslach Burnout Inventory</i>
<i>NICU</i>	<i>Neonatal intensive care unit</i>
<i>OH</i>	<i>Open heart</i>
<i>OR</i>	<i>Operation room</i>
<i>PE</i>	<i>Professional efficacy</i>
<i>STS</i>	<i>Secondary traumatic stress</i>
<i>WCS</i>	<i>Ways of coping strategies</i>

ABSTRACT

The aim of study was to assess burnout and coping patterns among nurses working at Sheikh Zayed Specialized Hospital, through assessing the levels and types of burnout among nurses, comparing the levels of burnout in different specialties, and identifying coping patterns used by nurses working at Sheikh Zayed Specialized Hospital. The study conducted on 180 nurses working at Sheikh Zayed Specialized Hospital, affiliated to Ministry of Health, specialized medical centers. **The data collection tools** involved structured interviewing questionnaire to assess socio-demographic characteristics, in addition to burnout scale to assess burnout levels among nurses, and coping patterns scale to assess positive and negative coping patterns among nurses. **The findings** of the study showed that there were many factors that contributed to burnout, The majority of the nurses under the study had “average” level of burnout, and the minority of them suffered from “high” level of burnout. **The study concluded** that there was highly significant positive relationship between socio-demographic characteristics of nurses & different types of stressors experienced by nurses ($p < 0.001$) ; highly significant positive relationship between socio-demographic characteristics of nurses & coping ($p < 0.001$); highly significant positive relationship between stress & coping experienced by nurses ($p < 0.001$). **The study recommended that** Nurses should aim at using positive coping strategies by problem and emotion-solving techniques to decrease burnout and increase productivity.

Keywords: Burnout, coping patterns, and nurses.

INTRODUCTION

Burnout is an occupational condition characterized by emotional exhaustion, depersonalization, and low sense of personal accomplishment. In healthcare, burnout is believed to contribute to poor outcomes, including worse patient safety, and low patient satisfaction. Burned-out employees are more likely to leave their jobs, take sick leaves, and suffer from depression and relationship problems (*Dolan et al., 2015*).

Recent efforts have begun to explore correlates and predictors of burnout in order to design effective interventions to reduce burnout and its subsequent negative effects (*Morse et al., 2012*).

Maslach and Jackson developed the Maslach Burnout Inventory (MBI) for detecting and measuring the burnout syndrome severity. The scale evaluated three domains, namely, emotional exhaustion, depersonalization (negative or cynical attitude toward patients), and loss of feeling of personal accomplishment at work. Clinical symptoms of burnout syndrom are nonspecific and involve tiredness, headache, eating problems, insomnia, irritability, emotional instability, and rigidity in relationships with other people (*Poncet et al., 2007*).

In the area of healthcare, nursing staff face high demands in terms of quality services, and are subjected to many stressful

situations. Therefore, nurses are at risk of burnout (*Garrosa et al., 2010*).

Burnout among nurses can lead to mental fatigue, anxiety, lack of motivation, and absentism, which undoubtedly threatens not only their own health, but also that of their patients (*Li et al., 2014*).

Stress is associated by the coping process (*Gomes et al., 2013*). Coping styles are defined as stable psychological and behavioral strategies to overcome or tolerate external and internal challenges or stressors (*Zhao et al., 2013*).

Some people can cope actively with stress, while others cope passively. Active coping strategies are either behavioral or psychological responses formed to change the stressor nature or how one thinks about it, whereas passive coping strategies lead people into activities or mental states (such as withdrawal) which prevent them from directly addressing stressful events (*Thiruchelvi & Supriya, 2012*).

Individuals coping behaviors contribute to the explanation of why exposure to the same stressors may cause burnout in some subjects, but not in others (*Pejuskovic et al., 2011*).

Nurses need to care for themselves before they can give care for their clients. Given the high stress, difference in coping styles, as well as high workload in nurses, there is a need to

develop an educational program and strategies for burnout prevention among nurses (*Li et al., 2014*).

Training nurses through communication skills improves their self-efficacy, communication capability under critical conditions and has a direct effect on their mental health. It also increases their adaptability, as well as job productivity and success, constructively copes with emotional exhaustion, depersonalization, and improves the sense of personal accomplishment (*Darban et al., 2016*).

Significance of the study

Nurses have many factors inducing burnout such as environmental factors, these are unclearly job description, low level of practical skills, conditions of overtime work forcing one's capacity, low wages, Deficiency of Facilities, too long working hours, and excessive number of patients to give care (*Cam, 2001 and Akroyd, 2002*).

Burnout is the result of the negative interaction between the expectations and behavior of the health care professional and the system within which the professional is working. The following factors may contribute to this negative interaction: low pay, long hours, client losses, lack of appreciation and understanding, powerlessness, role ambiguity, role conflict, lack of support, work over load. Burnout and other forms of work related stress are related to negative outcomes such as

illness, absenteeism, turnover, job dissatisfaction, performance deterioration, and decrease productivity. These outcomes cost the organization and impede quality of care. High levels of burnout are associated with ineffective coping patterns and low degrees of burnout with more constructive coping patterns also demonstrated the importance of teaching individuals with limited coping skills to alter the way in which they currently address problems. So the present study is highly needed to identify the levels and types of burnout among nurses as well as their positive and negative coping patterns.

AIM OF THE STUDY

This study aimed to assess Burnout and coping patterns among Nurses working at Sheikh Zayed Specialized Hospital. This aim will be achieved through:

- Assessing the levels and types of burnout among nurses working at Sheikh Zayed Specialized Hospital.
- Comparing the levels of burnout in different specialties between nurses working at Sheikh Zayed Specialized Hospital.
- Identifying coping patterns used by nurses.

Chapter (1): Overview about Burnout

Burnout

Burnout is one of the work-related syndromes that an individual's perception of the instability between demands and resources. Burnout is characterized by detachment, apathy, and indifference in the relations, and feelings of emotional exhaustion related to less resources and without help. It has caused by the combined effects of the different stressful working environment that exceeds the coping capability of the staff, which forces the individuals to become introverted. In this state, the person is "burned out" not only physically but also socially and psychologically (*Khan et al., 2015*).

Definition of Burnout

Burnout is work-related mental health impairment. There is still no universally accepted definition of this phenomenon: in fact, it still does not appear in the most recent versions of the most common classification systems (ICD-10 and DSM-5) (*McGarry et al., 2013*).

In the World Health Organization International Classification of Diseases, 10th revision, burnout was defined as a "state of vital exhaustion." Although no specific diagnosis of burnout was mentioned in the *Diagnostic and Statistical Manual of Mental Disorders*, burnout is a clear syndrome with significant consequences (*Ishak et al., 2009*).