

# **Burnout among Nurses Working in Psychiatric Hospital**

## *Thesis*

Submitted for Partial Fulfillment of the Master Degree  
in Nursing Science  
(Psychiatric Mental Health Nursing)

*By*

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(BSc in Nursing Science)  
Teacher of nursing

*Faculty of Nursing*  
*Ain Shams University*  
**2016**

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2016*

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

قالوا

سبحانك لا علم لنا  
إلا ما علمتنا إنك أنت  
العليم العظيم

صدق الله العظيم

سورة البقرة الآية: ٣٢



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 **Samah Fathy**



## *Dedication*

*Dedicate my effort to :*

**The most important persons in my life: my husband, daughters, my sisters and my brother for their encouragement and support.**

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## **List of Abbreviations**

| <i>Abb.</i>   | <i>Full term</i>                               |
|---------------|--|
| <b>ANA</b>    | : American Nursing Association                 |
| <b>APA</b>    | : American Psychiatric Association             |
| <b>COR</b>    | : Conservation of Resources                    |
| <b>GHQ</b>    | : General Health Questionnaire                 |
| <b>MHCA</b>   | : Mental Health Council of Australia           |
| <b>SBS-HP</b> | : Staff Burnout Scale for Health Professionals |
| <b>SD</b>     | : Standard deviation                           |
| <b>SPSS</b>   | : Statistical Package of Social Science        |

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## **Abstract**

The aim of study was to assess the level of burnout and to identifying the factors that contributed to burnout among nurses working in psychiatric hospital. The study conducted on 180 nurses working at Abbasyia hospital for psychiatric and mental health, affiliated to Ministry of health, using descriptive design. The data collection tools involved a socio-demographic interviewing sheet, and factors that contribute to the burnout among the studied nurses, in addition to the staff burnout scale for health professionals (SBS-HP), and General Health Questionnaire (GHQ-28). **The findings** of the study showed that there were many factors among nurses who working in psychiatric hospitals that contributed to burnout. The majority of studied nurses had “average” level of burnout, and the minority of them suffered from “high” level of burnout. The **study concluded** that there was statistically significant relation between the level of burnout and the factors contributing burnout ( $p < 0,05$ ), statistically significant relation between the general health status and the factors contributing burnout among the studied nurses ( $p < 0,05$ ), and there was high statistical significant relation between the level of burnout and the general health status of the studied sample ( $p < 0,001$ ). **The study recommended that** the organizations should conduct regular training courses for nurses working in psychiatric hospitals in order to manage the art of stress - management and develop healthy coping strategies to neutralize the negative impacts of workload - provide save environment for psychiatric nurses - improving and maximizing hospital resources.

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**Keywords:** Burnout, factors contribute burnout and Psychiatric Nurses.

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## Introduction

**B**urnout is defined as a state of fatigue or frustration that resulted from professional relationships that failed to produce the expected rewards, causes psychological syndrome involving emotional exhaustion, depersonalization, and a diminished sense of personal accomplishment that occurred among various professionals who work with other people in challenging situations (*Poghosyan et al., 2009*).

Burnout recognized as a problem among the nursing staff which leads to ill-health for the individuals, poorer quality of patient care and occupational attrition with related expenses. During such interaction, environmental demands exceeding individual resources may be perceived as stressful and result in negative outcomes such as low job satisfaction, burnout and illness (*Leineweber et al., 2014*).

Burnout in workplaces has been attributed to some factors, which can be broadly classified organizational and individual factors. Some organizational factors which contribute to stress include: workload, work conflicts, diminished resources, job insecurity, effort reward imbalance, and delayed gratification, understaffing and continuing rapid organizational changes. Burnout has been attributed to occur in nurses as a result of failure to cope with occupational stress, especially nurses requiring intensive communication and interaction with patients (*Aguwa et al., 2014*).

Nurses are especially vulnerable to burnout syndrome, and this is of particular concern for several reasons; first, nurses represent the largest faction of healthcare professionals, and they are the frontline for direct patient care in hospitals. Second, job dissatisfaction and subsequent burnout have been strongly linked to nursing turnover, which has led to the nursing shortage. Third, and most important, the inadequate nursing staffing levels caused by excessive turnover have been significantly associated with nursing errors and poorer patient outcomes. Thus, enhancing job satisfaction and avoiding burnout is crucial to maintaining an adequate population of nurses and maintaining high-quality patient care (*Alexander et al., 2012*).

The psychiatric and mental health sector and its nursing staff are exposed to a unique range of workforce pressures, which are in addition to the pressures affecting the general health industry. However the increasing number of mental health clients compared to the decreasing number of beds and qualified staff, means that nurses who working in psychiatric hospitals are spending less time per patient and potentially providing a reduced level of care. In addition, nurses who works in psychiatric hospitals are often confronted with caring for patients in inappropriate settings, with a reduced level of support and increased administrative

pressures all leading to an increase in stress and burnout (*Schultz et al., 2007*).

Nurses who work in psychiatric hospitals work in demanding situations, hold high expectations for them, and believe they should be able to handle anything no matter what the challenge. Fortunately, job-related stress is both “treatable” and preventable. Psychiatric nurses can learn to cope with stress and burnout by gaining an understanding of stress and stressors, recognizing the signs and symptoms of job burnout, acquiring skills to manage its destructive effects, and preventing its occurrence in the future (*Hamilton et al., 2015*).

## **Significance of the Study**

The nurses who work in psychiatric wards are considered to be a high-risk group for burnout, due to a lack of community support, low staffing levels, stigma and client pressures including the risk of violence, caring for patients in an inappropriate settings, with a reduced level of support and increased administrative pressures all of those leading to an increase in stress and burnout among nurses who work in psychiatric hospitals (*Rudraprosad et al., 2012*).