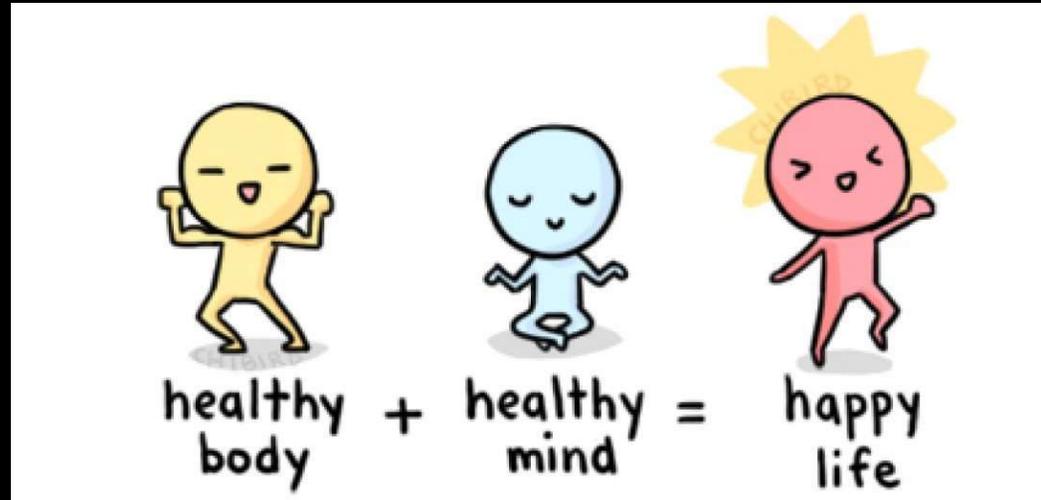
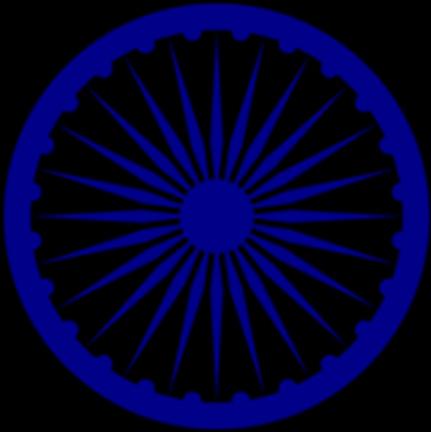


Preventing Burnout among Health Care Workers



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Challenges for Healthcare Personnel During Infectious Disease Outbreaks

- **Surge in care demands.** Many more people present for care, while increased healthcare personnel are sick or caring for family.
- **Ongoing risk of infection.** Increased risk of contracting dreaded illness and passing it along to family, friends, and others at work.
- **Equipment challenges.** Equipment can be uncomfortable, limit mobility and communication, and be of uncertain benefit; shortages occur as a result of increased, and sometimes unnecessary, use.
- **Providing support as well as medical care.** Patient distress can be increasingly difficult for healthcare personnel to manage;
- **Psychological stress in the outbreak settings.** Helping those in need can be rewarding, but also difficult as workers may experience fear, grief, frustration, guilt, insomnia, and exhaustion.

Overview of the presentation

- Disclosure
- Evolution
- Extent of the problem
- Causes
- Symptoms
- Consequences
- Prevention & Treatment
- Summary

Disclosure

- No conflict of interest

Evolution

- First described by Dr. Herbert Freudenberger (Psychologist) in 1974.
- No DSM-IV code: closest is V62.4 – Acculturation problems.
- No ICD-9 code: closest is V69.8 – Other problems related to lifestyle.
- *ICD-10 code: Z73.0 – Burn-out (state of vital exhaustion).*

Extent of the problem

- Occurs most frequently in people whose work requires an intense involvement with people – physicians, nurses, social workers and teachers.
- Personal burnout was 44.6%, Work-related burn-out was 26.9%, Female respondents had higher prevalence.

ORIGINAL RESEARCH

Burnout among Healthcare Workers during COVID-19 Pandemic in India: Results of a Questionnaire-based Survey

Ruchira W Khasne¹, Bhagyashree S Dhakulkar², Hitendra C Mahajan³, Atul P Kulkarni⁴

ABSTRACT

Background: Burnout, a state of physical and emotional exhaustion, in healthcare workers (HCWs) is a major concern. The prevalence of burnout, due to COVID-19 pandemic in India, is unknown. We therefore conducted this survey.

Materials and methods: A questionnaire-based survey using Copenhagen Burnout Inventory was carried out among HCWs looking after COVID-19 patients. Questionnaire was sent to the HCWs, using WhatsApp Messenger, and voluntary participation was sought. We received responses from 2026 HCWs. Burnout was assessed in personal, work, and client-related (COVID-19 pandemic-related) domains. Burnout was defined at a cut-off score of 50 for each domain.

Results: The prevalence of personal burnout was 44.6% (903), work-related burn-out was only 26.9% (544), while greater than half of the respondents (1,069, 52.8%) had pandemic-related burnout. Younger respondents (21–30 years) had higher personal and work-related burnout. The prevalence of personal and work-related burnout was significantly ($p < 0.01$) higher among females. The doctors were 1.64 times, and the support staff were 5 times more likely to experience pandemic-related burnout.

Conclusion: There is a significant prevalence of burnout during the COVID-19 pandemic among HCWs, in particular, doctors and support staff. Female respondents had higher prevalence. We suggest that the management should be proactive and supportive in improving working conditions and providing assurance to the HCWs. The long-term effects of the current pandemic need to be assessed later.

Keywords: Burnout, Copenhagen burnout inventory, COVID-19 pandemic, Mental health.

Indian Journal of Critical Care Medicine (2020): 10.5005/ijcc-journals-10071-23518



Over
30%

of remote & Firstline
workers say the
pandemic has increased
burnout at work

70%

of people say
meditation could
help decrease
work-related stress

Source: Harris Poll survey commissioned by Microsoft in August 2020 among 6,165 total adults ages 18+ who are information and firstline workers across Australia, Brazil, Germany, Japan, India, Singapore, UK and US. Microsoft Disclosure: Microsoft takes privacy seriously. We do not use personal data, organization identifying data, or customer content to produce data visualizations.

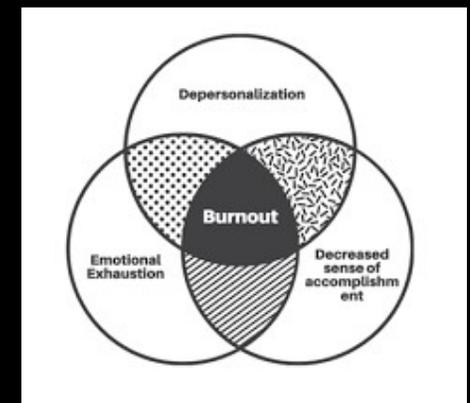
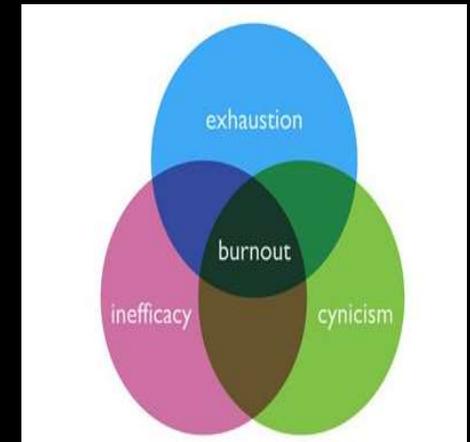
BURNOUT

Burnout is a condition that evolves slowly over a period of prolonged stress. It wears down and wears out energy exhaustion due to excessive demands which may be self-imposed or externally imposed by families, jobs, friends, value systems or society. This depletes one's energy, coping mechanism, and internal resources. It leads to a feeling state that is accompanied by an overload of stress, and eventually impacts one's motivation, attitudes, and behaviours.

(Smith, Jaffe-Gill & Segal, 2007)



"You're in a hospital, Nurse Hill. If you collapse from exhaustion, the emergency room is just down the hall."



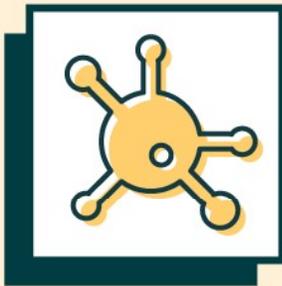
Job Depression

Copyright 2001 by Randy Glasbergen. www.glasbergen.com



"It's a special hearing aid. It filters out criticism and amplifies compliments."

The Impact of Nurse Burnout



MORE INFECTIONS

Nurse burnout is correlated with an increased risk of infection in patients.



LOWER RATINGS

Nurses experiencing burnout receive lower patient satisfaction ratings.



HIGHER MORTALITY

7% increased risk of patient mortality when nurses have more than four patients.

Sources: Health Affairs³, American Journal of Respiratory Critical Care Medicine⁴

Why is teamwork so important in healthcare?

- A healthcare system that supports effective teamwork can improve the quality of patient care, enhance patient safety and reduce workload issues that cause burnout among healthcare professionals



Causes

* HCW are exposed to **stressors** from emotions and situations that arise **outside the doctor–patient relationship** too

- **Increasingly litigious and unforgiving environment**

- **Bureaucratic requirements (imposed upon) are increasing and keep changing**

* Healthcare resources are limited in most countries and the environment is unforgiving of mistakes

Causes

- Not Your Fault
- Not an indicator of failure or weakness
- Often stems from **job**
- Other factors: **lifestyle and personality traits**

Stages

THE 5 STAGES OF BURNOUT

1- Honeymoon:

High job satisfaction, commitment, energy, and creativity.

2- Stress:

Some days are better than others regarding how well you handle the stress on the job.

3- Chronic

Stress: You feel powerless and unfulfilled.

4- Crisis: You see no way out and develop an "escapist mentality".

5- Burnout: You feel you can't do it anymore (physical and/or mental collapse)

Sx



Being tired all the time

Sleepless nights

Aches and pains

High anxiety

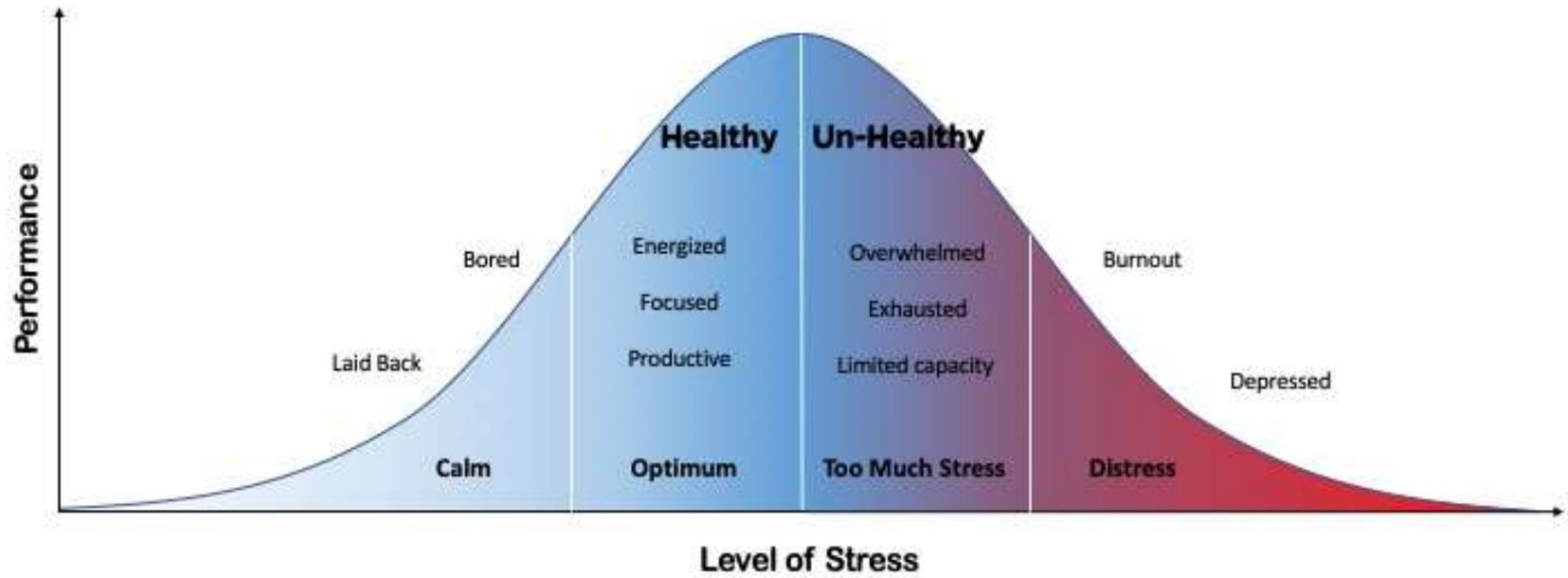
Weight gain

Inability to keep things straight

Anger issues at work

Depression

Stress Curve



STRESS VS. BURNOUT

✓ Characterized by over-engagement

Characterized by disengagement ✓

✓ Results in a loss of energy

Results in a loss of motivation ✓

✓ Primarily takes a physical toll

Primarily takes an emotional toll ✓



Burnout is the accumulation of unchecked stress over long periods . You can have stress without burnout, but you cannot have burnout without stress

Excessive & Prolonged stress

**Overwhelmed, Emotionally drained &
Unable to meet constant demands**

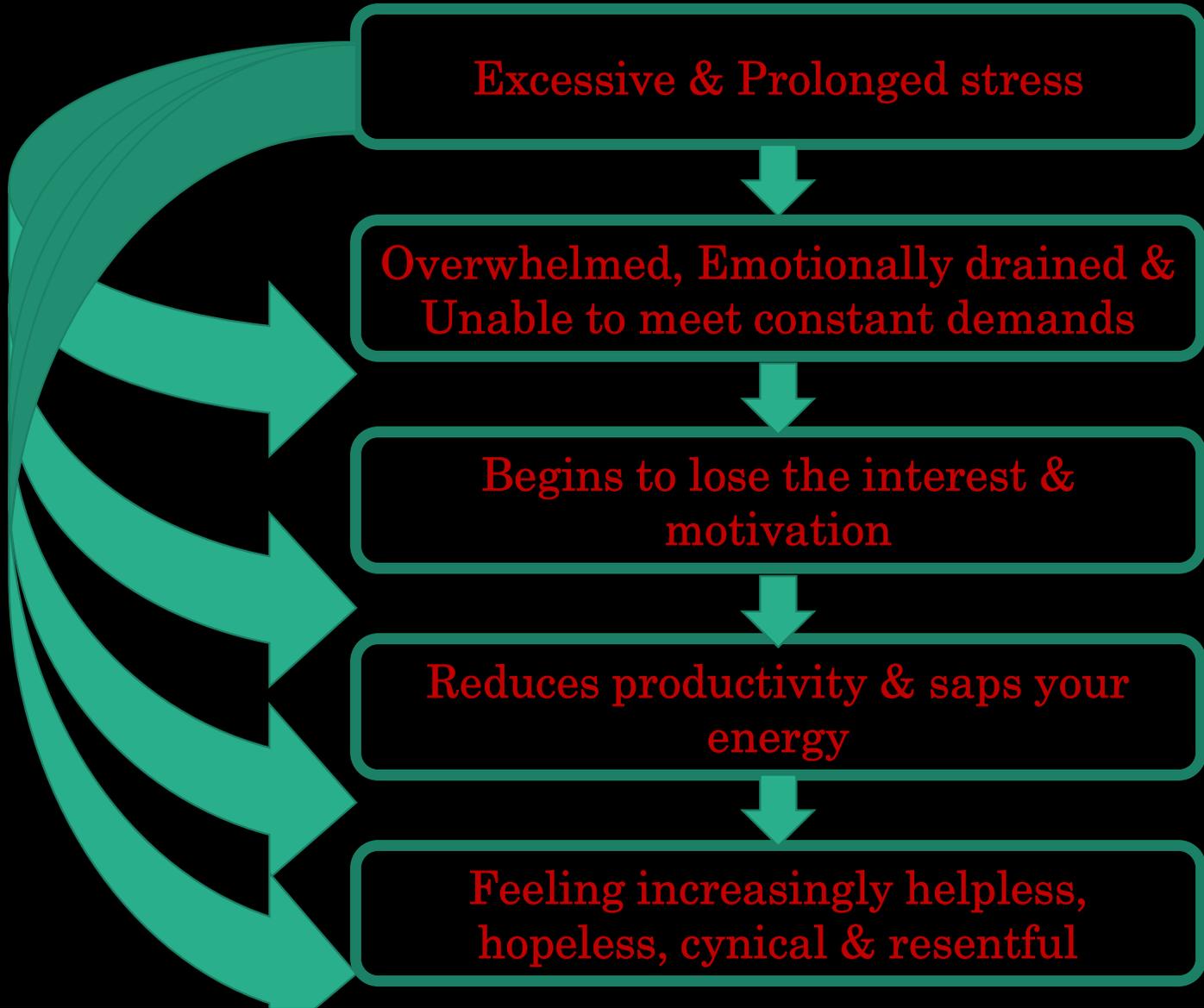
**Begins to lose the interest &
motivation**

**Reduces productivity & saps your
energy**

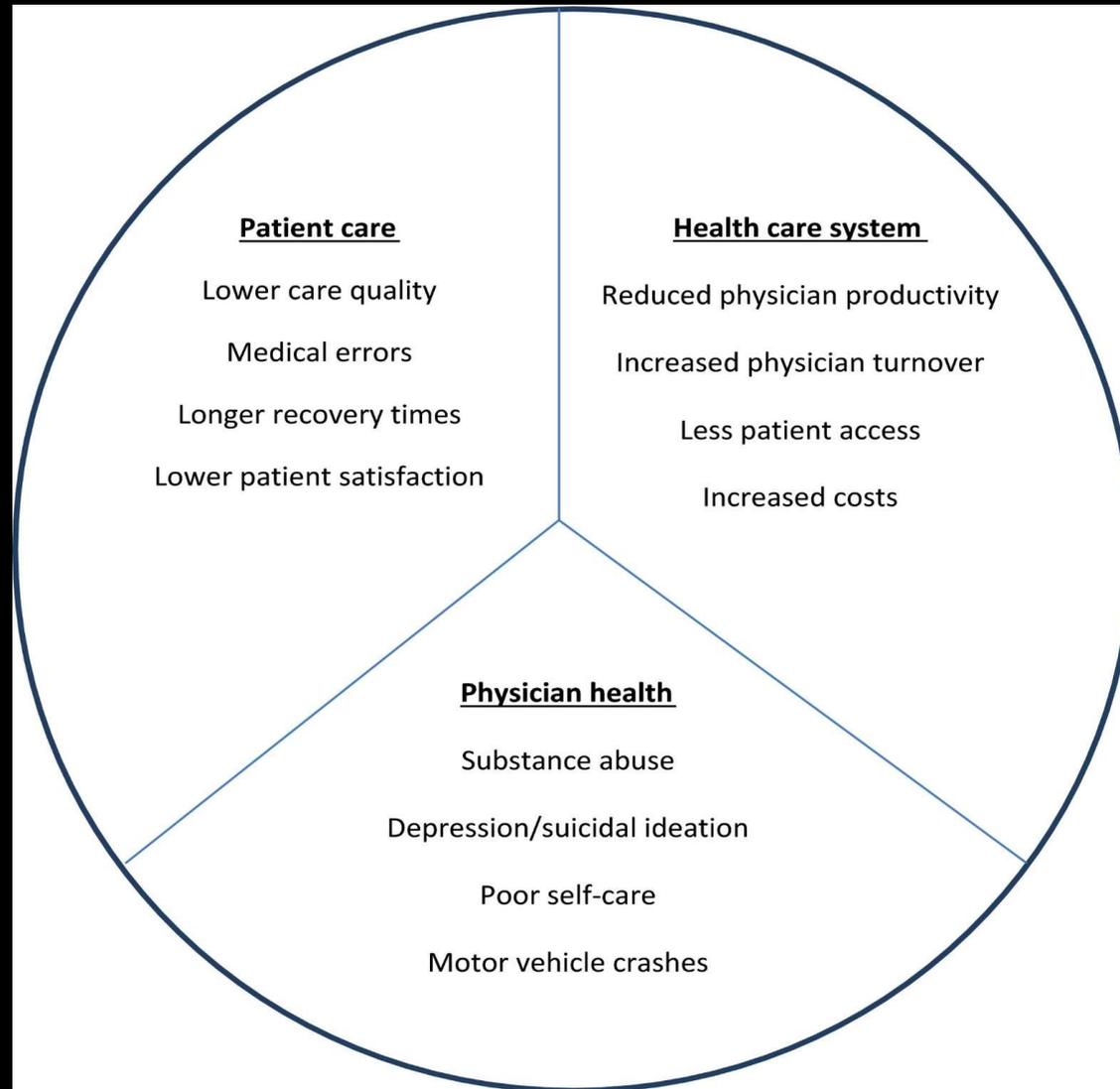
**Feeling increasingly helpless,
hopeless, cynical & resentful**

**It spills to
all areas of
life**

**Nothing
more to give**



Consequences





GARTOONSTOCK.COM

Search ID: hsc3048

Burnout Prevention

- Examine Your Denial.
- Avoid Isolation.
- Reduce Intensity in Your Life.
- Learn to Pace Yourself.
- Minimize Worrying.
- Take Care of Your Physical Needs.
- Nurture Yourself More Than Others.
- Take a Close Look at What Your Work Means to You.

Preventing Burnout



"Three R" approach at Individual level

- **Recognize:** Watch for the warning signs of burnout
- **Reverse:** Undo the damage by seeking support and managing stress
- **Resilience:** Build resilience to stress by taking care of physical and emotional health
- Deploying resilience-building strategies at an individual level = **"herd immunity" among doctors**



Intervention

- Turn to others
- Social contact: nature's antidote to stress
- Talking face to face with a good listener is one of the fastest ways to relieve stress
- Someone who'll listen attentively without being distracted or judging you

Summary

- Burnout triad
 - Emotional exhaustion*
 - Depersonalization*
 - Sense of low personal accomplishment*
- The concern: crossover from “work” to “personal life”
- Overachievers underperforming
- Imbalanced response to adversity
- “Death spiral” – if not recognized, one turns more inward to work, avoiding personal life more.

Summary

- *Do what you like, like what you do*
- Fight for balance and strive for
 - *Meaning*
 - *Purpose*
 - *Worth*
- *Support systems (particularly non-work related) are key to preventing and combating burnout – you are not alone*
- *Prevention of burnout is key*
- *Recognition and treatment of burnout is necessary*



Thank you