**An Analysis**

**of Job Burnout risks**

**and symptoms**

**in Health Care.**

For: Department Manager

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# Abstract

To be completed in Final draft

# Introduction

Prolonged exposure to daily work stressors can negatively affect an individual, and if not addressed, can lead to burnout. Burnout includes characteristic signs of physical and mental exhaustion and disengagent. Mental and Physical symptoms can affect an employee’s productivity and absenteeism; A 2013 Canadian report noted that Canadian companies lost an estimated $16.6 billion in productivity per year due to workers calling in sick, as a result of mental health issues.(CANADIAN REPORT). A natural consequence of high absenteeism is working short-staffed in the departments – employees are expected to do the work of two or sometimes three different employees. This then creates an environment high in stress, causing this self-perpetuating phenomenon. Fortunately, identifying risk factors and subsequent symptoms of burnout allows for the environment to be modified and allows staff to begin to grow into a place of engagement.

An online survey was sent out the employees working in MDR and the Lab which asked questions pertaining to common risk factors and symptoms of burnout, as well as personal activities that are known to aid in stress relief. In order to measure rates of exhaustion and disengagement, the Oldenburg Burnout Inventory, which is an acceptable alternative to the commonly used Malasch Burnout Inventory (MANAGING STRESS BOOK), was incorporated into the survey.

This report will highlight common risk factors that have been identified in MDR and Lab and will provide an analysis of the data provided by employees via the burnout survey. Concluding the report will be recommendations on how to increase employee engagement and highlight the importance of addressing this vicious cycle.

# Data Section

## What is Job Burnout

Burnout is described as a “a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity” (MAYO CLINIC). In short, burnout is disengagement of an employee – they no longer gain any satisfaction from thier work and it may suffer as a result.

Symptoms of Job burnout (BOOK and PSYCH TODAY)

Burnout symptoms are typically classified into three categories: Exhaustion, Disengagement and reduced personal accomplishment. Symptoms may include, but are not limited to:

1. **Exhaustion**

* Chronic fatigue
* Insomnia
* The feeling of having “nothing left to give”
* Absentmindedness/forgetfulness

1. **Disengagement**

* Cynicism
* Isolation
* Detachment

1. **Reduced Personal Accomplishment**

* Reduction in performance or ability
* Irritability
* Lack of accomplishment
* Feelings of hopelessness

Burnout was also found to be a significant predictor of physical symptoms such as diabetes, heart disease, GI issues and respiratory issues. (PHYS SYMPTOMS)

## Risk Factors for job burnout

1. **Work Overload**

* Not enough time to complete a task
* Understaffed; employee is expected to work on more than one task
* Do not have the tools needed to complete the job
* Employee does not have the skills to perform or complete the task

1. **Lack of control**

* Staff have no autonomy or say in how to structure their day/environment
* Employees feel their voices or opinions are not considered
* Feelings of being “micromanaged”

1. **Insufficient reward**

* Not feeling personally satisfied by the work
* Feeling of putting more in than one is getting in return
* The sentiment that, “I don’t get paid enough for this”

1. **Absence of fairness**

* Inequality in workload or pay
* Seeming ‘favoritism’ among employees
* Poor resolution of conflict scenarios

1. **Lack of community**

* Incoherent community
* Negative work culture
* Feeling unsupported
* Lack of trust in management/supervisors

1. **Conflicting values**

* Personal values are not aligned with company values

## Steps to Wellness – How to combat burnout

### What can individuals do?

1. Identify the problem: This is a crucial first step before creating any actionable steps towards fixing a problem.
2. Sleep: Sleep in important for both mental and physical well-being and 7-8 hours is recommended per night for adults.

Some tips to help sleep:

* Shut off all electronics an hour prior to sleeping
* Have a warm cup of tea or water before bed to help relax
* Invest in black-out curtains if outside light bothers you
* Do not keep cells phones directly beside the bed at night
* Natural sleeping aids such as Melatonin or CBD oil may be used upon advisement by a doctor or pharmacist

1. Exercise: Cardiovascular exercise has been shown to decrease symptoms of burnout. Regular exercise will also contribute to better sleep.
2. Try mindfulness techniques: Activities such as yoga, meditation or even walking can improve mental clarity and aid in calming the body.
3. Seek help or guidance: Talk to trusted friends or family members or seek the help of a professional, such as a counsellor.

### What can employers do?

1. Identify risk factors: Identify areas of improvement and create steps to eliminate or help employees deal with common risk factors, as outlined above.
2. Encourage engagement: One of the characteristics of burnout is disengagement, try to move to a place of engagement with staff. Engagement is described as a “persistent, persuasive and positive affective-motivational state of fulfillment in employees.”

## Survey Data and Analysis

To be written after completion of Survey (close date: March 22, 2018). The survey was delayed due to bureaucratic processes.

## Summary of Resources Available

### For employees

### For employers

# Conclusion:

## Summary of Findings

## Recommendations