Nothing to disclose

Neither I nor the planners for this activity have any financial, professional or personal relationships that could potentially bias the content of this presentation.

Learning Objectives

Following the seminar, participants will be able to:

- Identify three symptoms of health care provider fatigue and “burn out.”
- Explain the difference between secondary trauma and “burn out.”
- Discuss and incorporate three techniques to maintain a healthy, professional quality of life.
- Develop plan to apply at least three strategies that can improve work place environment for NICU staff.
A shortage of 400,000 registered nurses is expected by 2020. The healthcare work environment as a source of stress and overwork has been implicated in the shortage of nurses.

Shrey, M. May, 2006. American Journal of Critical Care

March of Dimes & NANN: Survey of NICU Nurse Stress & Coping

- 1,100 respondents, 700+ Level III NICU RN
- 61% report higher levels of stress
- Stress managed by:
  - 86% seek support from peers
  - 74% seek support from friends and family
  - 47% reduce stress through exercise
  - 18% seek support through counseling

Workplace interruptions

Prolonged workplace stress

Increasing demands and complexity of problems

Lower workplace performance
Compassion satisfaction

- Burn out
- Compassion Fatigue Syndrome
- Vicarious Traumatization
- Secondary Traumatization
- Secondary Traumatic Stress

Compassion fatigue
Burnout

- Emotional Exhaustion
  - Depleted emotional resources
- Depersonalization
  - Indifferent or negative, callous, cynical attitudes toward work
- Gradual onset
- Feelings that your work doesn’t make a difference
- Associated with a high workload

Dr. Beth Hudnall Stamm, Ph.D., Idaho State University  www.proqol.org
Maslach C, Jackson SE & Leiter M (1986)

Secondary Trauma

- Work-related, secondary exposure to extremely stressful events
- Rapid onset
- Feeling afraid
- Difficulty sleeping
- Images of the upsetting event pop into your mind
- Avoiding things that remind you of the event

Dr. Beth Hudnall Stamm, Ph.D., Idaho State University  www.proqol.org

Compassion Fatigue Syndrome

- Depleted, exhausted, numb
- Symptoms include:
  - Withdrawal
  - Inappropriate anger or irritability
  - Rigidity
  - Sense of one’s work as routine
  - Headaches, GI symptoms, neck/back pain
  - Inability to enjoy life

Secret Keeping

The inability to express thoughts and feelings about stressful situations and events

- When you DO NOT express thoughts or feelings about a traumatic event → More likely to obsess over it → increased risk of experiencing long-term health consequences → decreased job satisfaction
- When you DO express thoughts or feelings about a traumatic event → More Likely to come to terms with the event → Higher Confidence → Better overall health → better job satisfaction


Decision Making

- Organizational norms and culture influence Nurse Manager decision-making.
- Nurse Manager favored decision-making that was consistent with hospital culture and norms
- If there was an ethical dilemma, Nurse Manager pursued doing what they thought was right and generally did NOT stay silent

Shirey (ed.) (2013)

A healthy work environment is a work setting in which policies, procedures, and systems are designed so that employees are able to meet organizational objectives and achieve personal satisfaction in their work.

Dirsch J. Creating healthy work environments, (C阅读全文) 2002)
Strategy #1: Back to the basics

- Rest
- Relaxation
- Vacation
- Therapy
- Don’t take stress out on your body
- Take your time off

 Strategy #2: Control the Interruptions

- “Thank you for asking, but not now.”
- “I wish I could commit to this, but I have other priorities right now.”
- When your door is closed, it:
- “No. I can’t.”

Strategy #3: Nurture your personal relationships

What would your friends or family members tell you about your work?

How does your work load and job impact their life and how you spend your time together?
Strategy #4: Create and sustain a healthy work environment for your staff.
1. Balance the tension between production and efficiency
   - Make a short list of tasks to accomplish
2. Create and sustain trust at all levels
3. Actively manage the process of change
4. Involve staff in decision-making (design and work flow)
5. Create an environment of learning

Institute for Medicine, National Academies Press (2004)

Optimal Patient Outcomes
Clinical Excellence
Healthy Work Environment

Skilled Communication
Leadership
Meaningful Recognition
True Collaboration
Effective Decision Making

Adapted from Shirey (ed.) (2006)

Strategy #5: Utilize debriefing successfully
- Debrief with peers, co-workers, boss
  - Appropriate, using respectful terminology
  - Removing gossip from the conversation
- Professional, Therapist
- Carefully with your family or friends
  - Who initiates the conversation?
  - Be mindful of body language or lack of responses
- Bottled-up emotions will eventually come out…
Strategy #6: Use the buddy system

1. Co-managing leadership positions
2. Your inner circle
3. Your availability to your peers

References

Braithwaite M. (2008). Nurse burnout and stress in the NICU. Advances in Neonatal Care, 8(6), 343-347.
Institute for Medicine, National Academies Press (2004)