

In-Home Aides Partners in Quality Care

- April 2011 -

Tips to Recognizing and Preventing Burnout

What you will learn:

- Describe how role stress and role strain contribute to burnout among health care providers.
- Discuss stress management techniques that health care providers can use to prevent burnout.
- Types of stressors

Types of stressors include:

- Daily hassles – stressors that are negative and affect us regularly, such as long lines at grocery stores, difficulty in getting a doctor's appointment, heavy traffic;
- Life changes – occur now and then and may be positive or negative, such as winning the lottery, getting married, terminal illness, loss of a parent;

Role Stress

- When on-the-job role duties and tasks are unrealistic and too much is expected to be done in the time available, or the job is too hard to do, or the person is over/under qualified for the job.



Results of Burnout on the job:

- Quality of Care decreases
- Pride in your work diminishes
- Safety of yourself/patient may not be important
- More mistakes are made
- Productivity is less
- Unhappy
- Patients complain
- Job performance slips
- Absenteeism

Stress versus burnout:

- Stress involves a lot of pressure that demands too much of you physically & emotionally, but you can still imagine, that you will feel better once you have it under control.
- Burnout on the other hand is when you lose hope that positive change is in sight.

Statistics related to Stress:

- 1/3 of Americans are living with extreme stress.
- 48% of us lay awake at night due to stress.
- Workplace stress costs > \$300 billion each year in health care, absenteeism & stress reduction.
- >30% say they are "always" or "often" stressed at work.
- Finances and work are the leading causes of stress.

Role-strain - reaction to role stress- Role-strain includes the following:

- Mental (anxiety, tension, irritation, resentment, depression);
- Physical (increased heart rate, respiration, blood pressure; sweating; increased muscle tension)
- social (withdrawal from interaction, job dissatisfaction, reduced involvement with colleagues at work)

IF ROLE STRAIN AND ROLE STRESS CONTINUE, BURNOUT OCCURS

Burnout – mental and physical exhaustion caused by excessive work-related stress and characterized by a negative self-concept, negative attitude on the job, and loss of concern for clients.

Reverse the Symptoms of Burnout:

- First and foremost: Slow down. Reflect on what is going on. May need to decrease commitments.
- Get support: Friends, family, church, therapist
- Assess priorities in life: Ask the question: “What do I really want to accomplish in my life?”

Build Supportive Relationships and Share Feelings

- **Do not keep angry, frustrated, or sad feelings “bottled up inside.” It is better to express these feelings than hold them inside**
- **Share feelings with people you trust**
- **Learn to laugh with your friends**
- **Do things that you enjoy and take time for yourself**
- **Plan time for yourself when you are away from work.**
- **Do something you enjoy at least once a day.**
- **Take note of your health**
- **Be aware of physical, psychological and behavioral/ emotional symptoms of stress. Realize that you are stressed.**
- **Incorporate stress management**

RELAX- Relaxation exercises

- ❖ Erase any stressful thoughts from your mind
- ❖ Relax your arms and shoulders (you can be lying down, sitting , or standing)
- ❖ Take a deep breath
- ❖ Exhale slowly- repeat the process until your breathing is regular and steady. Let your mind concentrate on each breath
- ❖ Feel relaxed and in control
- ❖ Imagine yourself in a pleasant place
- ❖ Breath slowly in and out and say to yourself: I am safe, I am in control and I am at peace

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Stress Management Techniques to Prevent Burnout

- Learn to recognize stressors in the workplace
- Determine the things about your job that are stressful and list each stressor frequently encountered
- Attempt to understand why the stressor occurs; develop a plan to effectively deal with each stressor beforehand and incorporate the plan into your workday.
- Learn how to manage your time and set priorities
- Think about how you spend your time each day at work. Prioritize your activities that you do each day at work.
- Once you get your work assignment, take time to think about your day, and organize your time.

**BEFORE YOU BURNOUT...
REACH OUT !
ASK FOR HELP AND TALK TO
YOUR SUPERVISOR**

Other Things You Can Do:

- Exercise regularly
- Eat nutritional meals
- Rest and learn how to relax
- Sign up for stress management classes
- Take time for yourself daily
- Don't overextend yourself
- Have some fun

Sources- NC DHR – Me, Myself and I continuing education module ; AHHC of NC-Hospice Nurse Aide February 2011; SCHCA -“ The Caring Connection”- Stress



Your Personal Journey

Recently, you may have heard that Oprah keeps a personal journal – and has since she was a young girl. Often writing down how we feel is also helpful in reducing stress. Use this page to record your own feelings about stress:

1. What work situations cause you the most stress? Write down at least 3 below?

For example: When I am assigned to Mrs. Jones, I am suppose to arrive at 7:30 a.m. Mrs. Jones lives across town from me and I cannot get my children to school and get to her house in traffic by 8:00 a.m. I have asked my supervisor 3 times to give me assignments closer to my house since I have no one else to help me get the children to school. So far, there have been no changes in my assignment. I feel flustered by the time I rush to Mrs. Jones' house and do not feel this is fair to me or to the client.

2. What do you think would be the best way to deal with these stressful situations? What is your action plan to deal with these stressors?