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Analiza determinant obciążenia biopsychospołecznego pracowników bloku operacyjnego warunkujące wystąpienie zespołu wypalenia zawodowego

Summary

INTRODUCTION: Work as a significant part of human life, causes that satisfaction with it, shapes attitudes, and satisfaction with life as a whole. Specifics on the operating theater makes it very responsible and burdensome. The result is that people participating in therapeutical operating processes are exposed to prolonged exposure of different stress sources. The result of this exposure through various severity of adverse psychobiosocial components, is the burnout syndrome. It is a complex reaction of the employee on the long term psychosocial burden, currently defined as psychological syndrome of emotional exhaustion, depersonalization, and reduced sense of personal achievements. This phenomenon has a significant influence on the effectiveness of an affected person. Reduced efficiency of employees, often has a direct impact on the final result of the treatment, and thus induce the risk of medical errors.

OBJECTIVES: The aim of the work was to assess the factors predisposing to the development of burnout syndrome (burn-out) in a variety of professional groups involved in the operations of the University Clinical Hospital in Białystok. In addition, the other purpose of the work was to measure the satisfaction with work, psychosocial burden, as well as the sense of self-efficacy and life satisfaction of these people, as the elements likely to induce and modulate "burnout syndrome".

MATERIALS AND METHODS: The study was conducted in two stages. In the first stage (pilot), in order to confirm that the problem of Burnout applies to the operating teams working in University Clinical Hospital, rated 254 people participating in operations on the operating theatres of general surgery, gynecology and oncological gynecology. The assessment of the research part was based on the proprietary questionnaire that contains questions about work satisfaction, sources of stress, psychosocial burden and metrics. In the second stage, the scope of the study was extended to 316 people working on four operating blocks of the University Clinical Hospital in Białystok: the general operating theater, cardiac surgery operating theater, the operating theaters of gynecology and oral and maxillofacial surgery. In this stage, the

research uses a standardized questionnaires: to assess the scale of the job satisfaction - (SSP), for the assessment of work-related to mental stress (rush, responsibility, problems and conflicts at work, low job satisfaction, monotony, nervousness, over saturation work, fatigue and decreased productivity at work over the years) - Meister's questionnaire, in order to assess the Burnout, the MBI questionnaire is used, sense of coping in difficult situations - Scale Generalized self-efficacy (GSES) questionnaire and the evaluation of satisfaction with life-satisfaction Scale (SWLS), and metrics. Both stages of the study included: doctors: surgeons, anesthetists and nurses: surgical and anesthetic. Statistical analysis was performed by using statistical software IBM Statistics version 20.0, using the non- parametric tests.

RESULTS AND DISCUSSION: Most of the respondents in the pilot part were women-156 people (61.4%), those aged 40-50-81 people (31.9%) and workers with work experience of over 20 years-99 people (39.0%). Due to the nature of the work, the largest group were the surgeons 37,8%. All occupational groups positively evaluated the professional development opportunities, relations with supervisors and team collaboration. The organisation of work and earnings were negatively rated. The main sources of stress for the respondents were the nature and quantity of work performed, the conditions of its implementation and the number of medical records. The assessment of psychosocial factors showed that the majority is not motivated to work, their work is emotionally and physically strenuous, undervalued and influences private life. The main testing group was 316 people: 104 Surgeons (33%), 57 Anesthetists (18%), 92 surgical nurses (29%) and 63 nurse anesthetic (20%). Most doctors were male-108 surveyed (67,1%), among the nurses 100% assessed were women. Most of the surveyed expressed satisfaction with the work. The largest group consisted of people aged 25-30 years, and the least satisfied with their work were in a group of people over 50 years of age. On the basis of an assessment of the mental load degree, it was found that the greatest burdens of surgeons were connected with such variables as: time pressure, low satisfaction, high responsibility, mind-numbing work, conflicts, monotone and long-lasting burden, as well as nervousness and fatigue. Among anesthesiologists variables, which have reached critical limits were: high responsibility, over saturation and fatigue. In studies involving a group of nurses, both surgical and the anesthetic, the greatest burdens are associated mainly with variables: time pressure, high responsibility and problems and conflicts. By comparing the Physicians Surgeons and anesthetists, it was found that the higher value of emotional exhaustion reaches surgeons, however anesthesiologists have higher values of depersonalization and the lack of sense of their own achievements. Global assessment of The Burnout phenomena within the nursing groups allows to declare that emotional exhaustion, is

mainly referred to the anesthetic nurses. In the majority of both groups of nurses that were questioned there is no problem of depersonalization. The lack of achievements in the professional work experience more than 60% of nurses in both groups. Evaluation of doctors' self-efficacy depending on specialty showed high assessment among the nearly 3/4 of surgeons and a little over 1/2 among anesthesiologists. In the surveyed group of nurses, both surgical and anesthetic, have indicated a high level of effectiveness to cope in difficult situations. By far the greater proportion of such people was among the surgical nurses - 83.7% by 76.2% of anesthetic. By comparing the levels of life satisfaction, the highest level was found among surgeons - more than 50%, among anesthesiologists was just about 30%. In the case of nurses a high percentage of people who are most satisfied with life was found among the surgical nurses - 41.3%.

CONCLUSION: The relevant factors predisposing the formation of the "burnout" in the population of doctors and nurses of the University Clinical Hospital in Białystok are: professional overload significantly more frequently observed in women and regardless of age, monotone work both in the group of doctors and nurses, as well as the pressure of time, physical and emotional fatigue, and a high degree of professional responsibility. Depersonalization, and lack of sense of their own achievements constitute an important phase of the "burnout" and are more likely applied to physicians surgeons than nurses of the University Clinical Hospital. The average level of satisfaction with life, and the person's professional effectiveness, are important elements which determine the "burnout syndrome" in groups of professional doctors and nurses of the operating theaters in University Clinical Hospital in Białystok.