

Evaluation of Burnout in Paediatric Staff: A Welsh Prevalence Study



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Context

Burnout is increasingly identified within the NHS in medical and nursing staff.

Previous research has shown burnout results in increased involvement in patient safety incidences, increased patient dissatisfaction and decreased staff retention.

Methods

Paediatric staff, including clinical and administrative staff, completed an anonymous questionnaire to assess their risk of burnout using a validated tool the 'Oldenburg Burnout Inventory'.

Free text comments investigated individuals' perceptions of risks and protective factors.

Participants rated their own happiness at work using a Likert scale.

Analysis

234 paediatric staff members participated across Wales, of which 81 were doctors. Nursing staff comprised 92 participants.

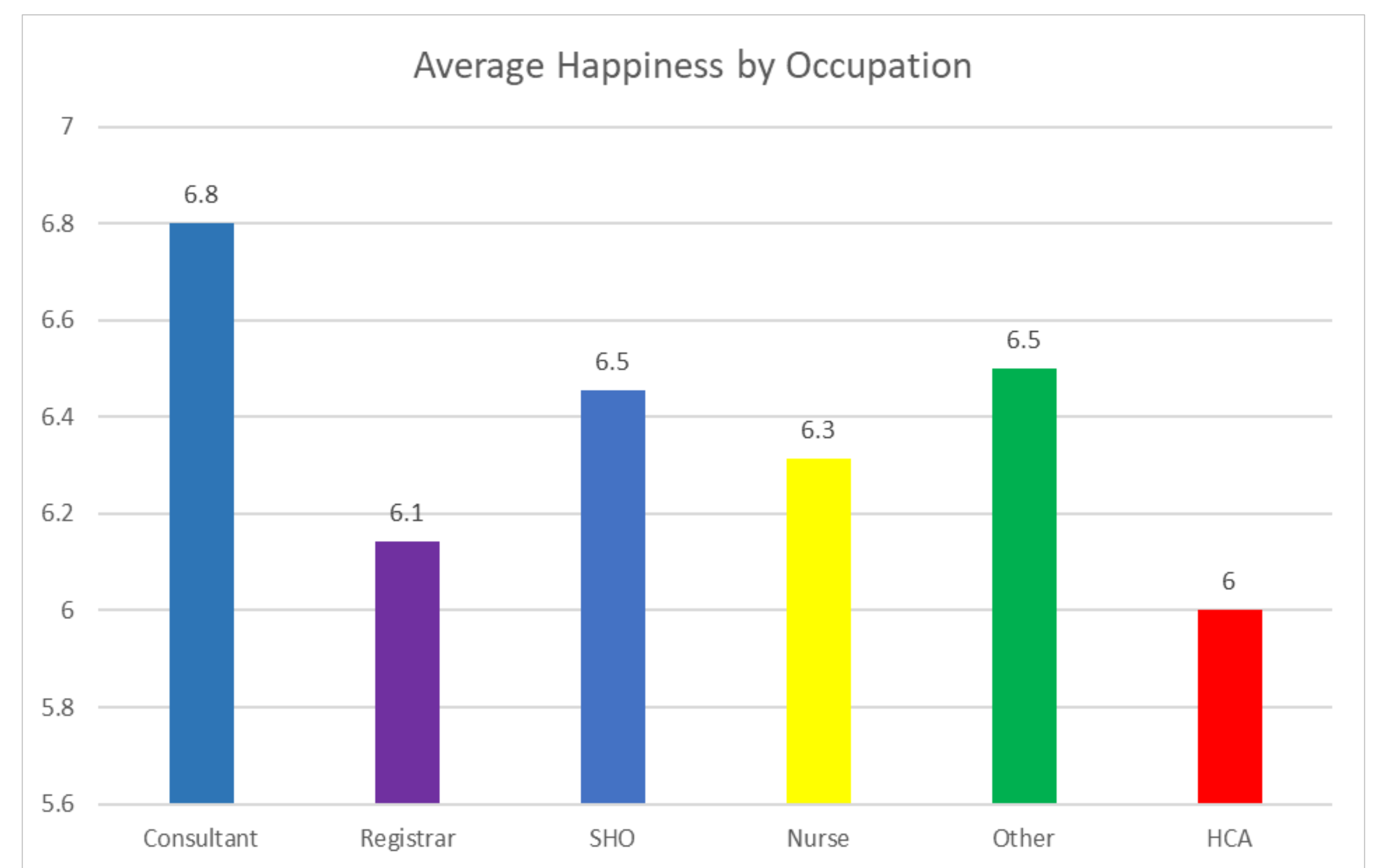
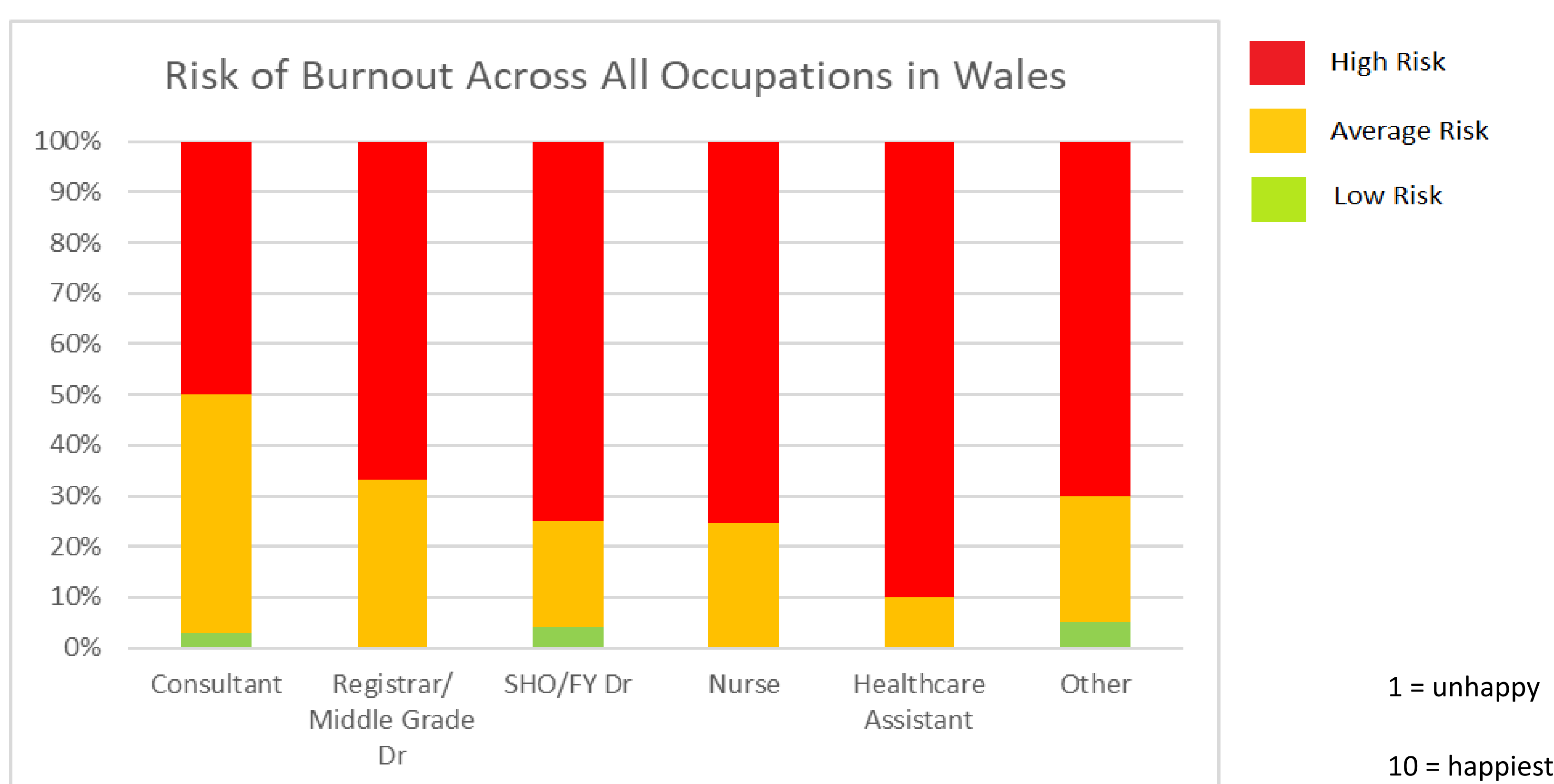
Protective factors were having supportive managers and colleagues with emphasis on meeting regularly.

Barriers were environmental factors, workforce shortages and lack of team cohesion.

Intervention

Weekly sessions focusing on team building activities and wellbeing are being piloted within one health board.

'Certificates of Appreciation' were initiated for staff. These are to be used for positive feedback, appreciative inquiry and learning from excellence to help negate the current 'blame culture' attitude.



69.2% of staff surveyed were at high risk of developing work-related burnout

60.4% of staff said 'no' or 'only a little' when asked if they looked forward to coming to work

Effects of Change

Feedback from weekly activities have been overwhelmingly positive and 'Certificates of Appreciation' gratefully received.

Management have been receptive to hearing staff responses and have been attending the weekly sessions.

Message for Others

'Continuous improvement is better than delayed perfection' – Mark Twain

Creating change requires enthusiasm, teamwork and an inclination to improve.

For change to occur there must be an organisational approach along with individual willingness to improve the environment for themselves and others.

