

# THE PHENOMENON OF THE BURNOUT IN NURSES WORKING IN HEMODIALYSIS

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## Introduction

The term stress is intended as a non-specific response of the organism to an external stimulus. Stress and Burnout are often linked to nursing staff. In fact, chronic stress arises with the onset of Burnout and helps to create a state of nervousness and emotional excitability that interferes in the nurse-patient relationship.

Some studies have been carried out to assess the presence of stress and burnout among nurses working in haemodialysis units.

## Objectives

To evaluate of the stress level and possible presence of Burnout on nurses of two dialysis units.

## Methods

In October 2018 the Burnout Questionnaire (BQ) was administered to 19 nurses (68.4% women) and in November 2018 a questionnaire was administered to identify the factors of greatest stress.

Due to the high importance given to this topic, at the same time in collaboration with the Human Resources Department, an improvement Project was activated in 4 Pilot Dialysis Units for which a series of preventive and corrective actions, training meetings and open discussions initiatives were carried out. People involved in these activities were the local company management, doctors and nurses of the Dialysis Units and a dedicated team of Psychologists.

In 2019 thanks to the positive feedback and interest obtained, the Project has been planned to extended to all healthcare staff in the Italian NephroCare Dialysis Units.

## Results

The administration of the BQ showed that 5.26% had no stress, 36.85% low 42.10% moderate, 15.79% high stress and 0% very high stress with the presence of Burnout.

Stress factors included: rude behavior of patients 42.1%, routine work 42.1%, inter-personal conflicts 31.6%, lack of collaboration between colleagues 31.6%, problems related to personal relationships and/or communication between colleagues 26.3%.

In 2018, 4 dialysis centers were enrolled and in the training sessions organized by the dedicated team of psychologists, 51 nurses and 10 doctors participated.

In 2019 a project implementation planning was carried out in all Italian NephroCare dialysis units.

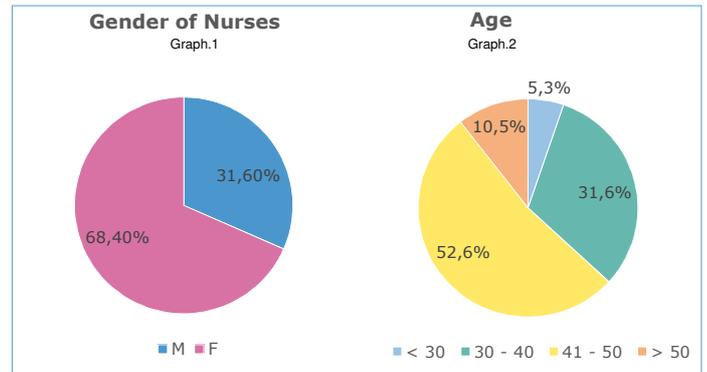
## Conclusion

In spite of the limited sample, this study confirmed that stress is a reality among dialysis nurses.

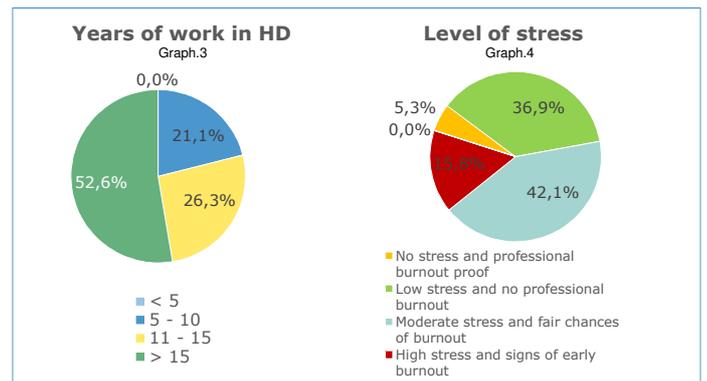
The identification of the presence of stress and triggering factors, allow planning internal preventive and corrective interventions to minimize the phenomenon of Burnout by improving its assistance and supporting the emotional and psychological well-being of nurses in working in the area of chronic diseases.

## References

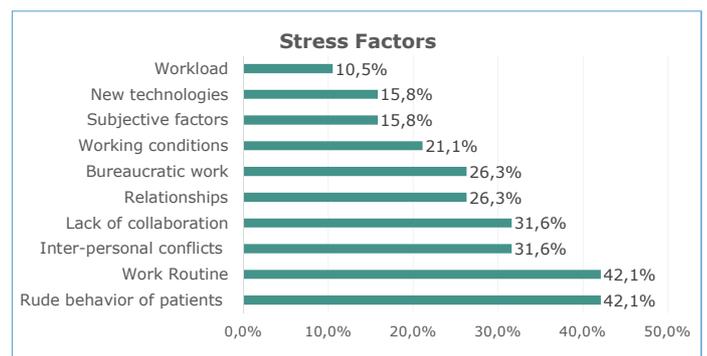
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Graph.1 : Gender ratio of Nurses enrolled; Graph.2 : Age of nurses



Graph.3 : Years of work in HD; Graph.4 : Level of stress detected



Graph.5 : Stress factors detected