Prevention actions of burnout syndrome in nurses: Quality Improvement

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Burnout is a prominent psychosocial issue within healthcare, especially for nurses who work in stressful environments (de Oliveira et al., 2019). *Burnout* is a term that emerged in the 1970s (de Oliveira et al., 2019). *Burnout* is physical and emotional fatigue that results in demotivation that can evolve into total exhaustion and leave healthcare workers with a sense of failure (de Oliveira et al., 2019). Burnout is significant to nursing practice because nurses strive to provide quality care to patients. However, prolonged stressors can lead to a breakdown in emotional and physical well-being, which leads to poor patient care. Quality improvement aims to improve and enhance the healthcare system by continuously tracking the results of nursing processes and utilizing improvement methods to analyze and design changes (QSEN Institute, 2020). The use of knowledge, skills, and attitudes/behaviors is a criterion used to monitor, measure continuously, and evaluate the quality of service provided by the healthcare system (QSEN Institute, 2020). Knowledge criteria outline strategies for the outcome of care and demonstrate the significance of measurement and variation when assessing the quality of care. The knowledge criteria also facilitate different approaches to improving care quality (QSEN Institute, 2020). The use of tools to limit ambiguity in care processes and quality measurements to interpret performance while providing quality improvement information in the healthcare setting are all a part of the skills criteria (QSEN Institute, 2020). Lastly, attitudes and behavior criteria seek to view healthcare situations through the patient's eyes. It values measurement and its role in providing adequate patient care and continuously improves the individual expression of values, preferences, and needs (QSEN Institute, 2020). The significance of the QSEN competencies of quality improvement is to improve the quality and safety of the healthcare system.

The purpose of the article "Preventative actions of burnout syndrome in Nurses" is to address factors that lead to burnout syndrome in nurses and identify actions that help prevent nurse burnout (de Oliveira et al., 2019). The article evaluates that nurses who work in inpatient settings, especially those working in critical care and emergency departments, are at the highest risk for burnout syndrome (de Oliveira et al., 2019). Research shows that prolonged stressors in the work environment lead to depersonalization, reduction in personal fulfillment, and emotional exhaustion (de Oliveira et al., 2019). Because nurses work in a setting full of competitiveness, death, and caring for ill patients, they are at the most significant risk for emotional exhaustion, which is the number one cause of burnout. This article is linked to impact nursing practice because it directly correlates with patient care and satisfaction. If there is a reduction in job satisfaction due to emotional exhaustion, there will be a reduction in the quality of patient care (de Oliveira et al., 2019). "Stress is a system of adaptation of the individual to any unforeseen situation and prepares them for a quick and effective action" (de Oliveira et al., 2019, p. 64). If the nurse is experiencing exhaustion physically or emotionally, there is a reduction in adaptation to stress. By identifying and offering methods to reduce burnout, there will be an improvement in the quality of care provided. QSEN's competency of quality improvement seeks to aid in the reduction of negative factors that lead to inadequate patient care (QSEN Institute, 2020). Burnout in nurses decreases the quality of patient care; therefore, using QSEN competency of quality improvement, we can aim to reduce factors that lead to burnout which will facilitate adequate patient care. The implementation of quality improvement is applicable in most healthcare settings. However, burnout is mainly associated with inpatient care. Therefore, it would benefit the most from implementing the quality improvement plan. The research article identified several interventions that can reduce burnout in nursing care—breaking each intervention into

three categories based on the type of intervention. The first is personal, which the nurse can do on their own; yoga, cognitive evaluations, coping strategies, and stress management techniques —group interventions such as communication skill training, psychosocial evaluations, spiritual pain assessments, and group meditation courses. Lastly, the organizational portion focuses on improving nurses' well-being, teamwork building exercises, and implementing strategies that improve job satisfaction and manage stress. The research found that 80% of interventions used help reduce burnout among healthcare professionals. Resources that need to be available during the pre, intra, and post-implementation stages are the National and Local quality improvement toolkits that provide a framework for the quality improvement strategy (Institute for Healthcare Improvement, 2021). The suggested change will not only improve nursing satisfaction with their jobs but increase patient satisfaction as well. If the nurse is satisfied with their job, this leads to stress reduction, and thus patient care is improved. Nurses who are emotionally and physically well are better adept at providing better care and increasing patient and nursing safety. There are surveys that patients can fill out after their stay in the hospital; the surveys consist of patient satisfaction. If the patient is not satisfied with their care, the hospital does not receive reimbursement. Medicare is one of the central hospital reimbursement agencies that will pay hospitals for providing excellent care to Medicare patients (Centers for Medicare and Medicaid Services, 2021).

Burnout is a significant factor that reduces the quality of performance among nurses in the hospital setting. Nurses with burnout syndrome have a poor outlook on their job, leading to inadequate patient care and decreased satisfaction with the treatment they receive. Appropriate interventions will improve client satisfaction and promote increased quality of service provided

in the hospital. The best practice that will reduce burnout among nurses are a combination of physical and psychological interventions (Cocchiara et al., 2019). The use of yoga, meditation, and mindfulness practice reduces stress and improves nurses' mindset towards their careers (Cocchiara et al., 2019). Yoga and meditation improve physical and psychological stress by releasing tension and stress from the body. Relaxation, the natural opposite of stress, is promoted through yoga and meditation because the individual focuses on their breathing, body, and mind (Cocchiara et al., 2019). A study by de Oliveira et al. (2019) concluded that mindfulness meditation and yoga effectively improved burnout syndrome among nurses. In addition to yoga and meditation, group sessions that focus on mental health promotion improve psychosocial stress (de Oliveira et al., 2019). Group sessions provide literature and web-based activities that screen for psychosocial exhaustion and promote a healthy environment that allows nurses to reduce work-related stress and express feelings related to their career (de Oliveira et al., 2019). Currently, there is not a guideline in place that educates hospital staff relating to burnout. However, in 2017 Mayo Clinic released strategies that educate hospital staff on reducing burnout, which will improve patient care (Reith, 2018). Education related to burnout is essential to reducing the prevalence of burnout and the negative impact on clients. Research from Reith (2018) found that educating hospital staff on burnout and improving burnout increases patient care and staff morale. In the study from Reith (2018), a 7% decrease in burnout over two years resulted from proper education and implementation of support groups and mental health promotion.

Further research is essential in order to improve burnout in nursing significantly. Future research will need to focus on preventative measures such as burnout education in nursing school

and identify risk factors that contribute to burnout in nursing. Early education and prevention are essential to increased job satisfaction, adequate patient care, and improved mental health.

In conclusion, quality improvement is crucial to a functioning healthcare system. Quality improvement and QSEN competencies seek to continuously improve and enhance the quality and safety of the healthcare system (QSEN Institute, 2020). QSEN focuses on patient-centered care that recognizes that the patient has control over their bodies. The nurse's responsibility is to coordinate respectful and safe care based on the patient's values, preferences, and needs (QSEN Institute, 2020). Using the QSEN quality improvement criteria for knowledge, skills, and attitudes, nurses can understand multiple dimensions of patient-centered care, implement care specifically for the client's needs and values and view healthcare situations "through" the patient's eyes (QSEN Institute, 2020). Prevention actions of burnout syndrome in nurses are essential to improving patient care and the psychosocial well-being of healthcare staff. This topic is significant because it directly relates to the adequacy of patient care. Nurses who suffer from burnout syndrome lack motivation and become mentally and physically exhausted, leading to medical errors and decreased initiative to provide adequate patient care. Using QSEN competencies and preventative measures for burnout, nurses can improve patient-centered care and reduce mental and physical stress in the healthcare setting.

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