

(Nurse Burnout in Primary Care): Quality Improvement

Shivani Patel

Lakeview College of Nursing

Dr. Ariel Wright

6-17-2022

(Nurse Burnout in Primary Care): Quality Improvement

Quality improvement is an important concept that uses data to monitor the outcomes of care processes. The improvement method works to improve the quality and safety of healthcare systems. Overall, Quality Improvement focuses on current issues and works toward improving the work process. The end goal of Quality Improvement is to continuously look for ways to improve the organization's outputs which could consist of products, services, or outcomes. The QSEN project aims to allow nurses to gain specific knowledge, skills, and attitudes necessary for improving the quality of healthcare systems (QSEN Institute, 2020). Quality improvement and the QSEN project work together to help nurses identify what high quality is. When nurses have adequate training and resources on how to provide quality care, they can constantly use those resources to demonstrate constant improvements. In general, QSEN also helps prepare future nurses with the knowledge and skills to be competent (Altmiller & Hopkins-Pepe, 2019). Focusing on how these concepts can help expand knowledge, skills, and attitudes development is essential. For instance, an individual can describe approaches for change, evaluate the effects of change, and value change as a method used to improve the safety and quality of care (QSEN Institute, 2020). The QSEN project relies on healthcare workers to use specific strategies to improve care because favorable outcomes occur when everyone works as a team. Most importantly, the healthcare system can prosper because physicians, nurses, and other healthcare professionals can work hand in hand to provide the care patients need. Nurse burnout is an ongoing problem in the nursing profession. Healthcare professionals must work as a team to think of ways to prevent work-related stressors and improve the overall quality of care. Despite constant efforts to provide quality care to patients, nurses often experience emotional and

physical exhaustion. Different management techniques and coping strategies reduce burnout syndrome. Several changes need to be made by institutions to prevent further occurrences of nurse burnout.

Article Summary

Introduction

The article on burnout syndrome is a meta-analysis that focuses on how many stress-inducing factors in the hospital environment increase the risk of burnout syndrome. Burnout can negatively impact both the profession and the institution. Nurses can eventually experience chronic stress that may be difficult to handle. Nurses are the most affected by burnout. Factors like specific tasks, the type of patients treated, and increased workload can cause burnout syndrome. Nurses in oncology, emergency units, and intensive care find it difficult to manage their tasks. The meta-analysis assessed the prevalence of burnout in nurses. One thousand primary care nurses participated in the study. 28% of individuals experienced high emotional exhaustion, 15% experienced high depersonalization, and 31% felt less accomplished. The article focuses on different coping methods and resources individuals can use to help cope with work-related stressors.

Overview

In general, implementing actions enhances personal accomplishment so individuals can express their feelings, promote leadership capabilities, and improve workplace conditions (Monsalve-Reyes et al., 2018). The article focuses on the adverse effects of burnout syndrome

and how individuals can adopt different coping strategies to decrease burnout and improve a patient's quality of life. Concerning QSEN and Quality Improvement, the project aims to address burnout and job-related stress. The article collected data to monitor the outcomes of burnout syndrome. The results showed that most individuals experienced emotional exhaustion. Improvement methods like adapting specific coping strategies and increasing feelings of accomplishment can help improve the quality of care.

Quality Improvement

The Quality Improvement effort can be beneficial to implement at a hospital, preferably in units like the emergency department, oncology, and intensive care unit. It is essential to go through the institution and schedule a board meeting before implementing a change. It is also important to discuss different coping strategies and collect educational resources. Every healthcare professional must complete assigned modules during their free time. A nurse educator will ensure every staff member completes assigned modules and meets their supervisors to discuss available resources. A Quality Improvement nurse will observe any improvements among staff members. Another survey will be conducted in 6 months to assess changes. The research article will be costly for the institutions, but it will improve the quality of care and increase patient safety. Nurses will be happy to provide such resources to decrease nurse burnout. There is an increase in nurse satisfaction when nurses are allowed to communicate their concerns with higher-ups. The goal is to decrease workplace stressors, and nurses will increase their safety. Nurses who are less burned out can focus on their tasks and make fewer mistakes. Patient safety

is crucial, and improving a nurse's emotional and physical health will quickly improve the patient's quality of life and the institution.

References

Altmiller, G., & Hopkins-Pepe, L. (2019). Why quality and safety education for nurses (QSEN) matters in practice. *The Journal of Continuing Education in Nursing, 50*(5), 199-200.

<https://doi.org/10.3928/00220124-20190416-04>

Monsalve-Reyes, C. S., Luis-Costas, S., Gómez-Urquiza, J. L., Albendín-García, L., & Aguayo, R. (2018). Burnout syndrome and its prevalence in primary care nursing: A systematic review and meta-analysis. *BMC Family Practice, 19*(1), 1-7.

<https://doi.org/10.1186/s12875-018-0748-z>

QSEN Institute (2020). *QSEN Competencies*.

https://qsen.org/competencies/pre-licensure-ksas/#quality_improvement