
BURNOUT SYNDROME AND NURSE-PATIENT RATIO IN THE WORKPLACE





INTRODUCTION

- Nurse Burnout Syndrome is a chronic response to work-related stress comprising three components or dimensions: **Emotional Exhaustion, Depersonalization, and Personal Accomplishment**
- Nurses represent the largest clinical staff population, about **55%** in hospitals or general medical facilities
- Turnover rate for bedside RNs increased to **17.2% up from 16.4% in 2014**, and the average cost of turnover for a bedside RN expanded from **\$37,700 to \$58,400** resulting in an average hospital losing **\$5.2 million to \$8**.

INTRODUCTION

2,976 hospitals in 2013 under the Affordable Care Act's Hospital Readmissions Reduction Program (HRRP) were penalized because of the high nurse-to-patient ratio; **28%** received average penalty, while **9%** received the maximum penalty

1:6	Medical-surgical and behavioral units
1:4	Intermediate care units and non-critical emergency rooms
1:2	Intensive Care Unit trauma and post-anesthesia
1:1	Under anesthesia

PURPOSE



To analyze the nurse-to-patient ratio to determine how it affects the psychological, mental, emotional health and the nurse overall productivity in the workplace.



METHODOLOGY

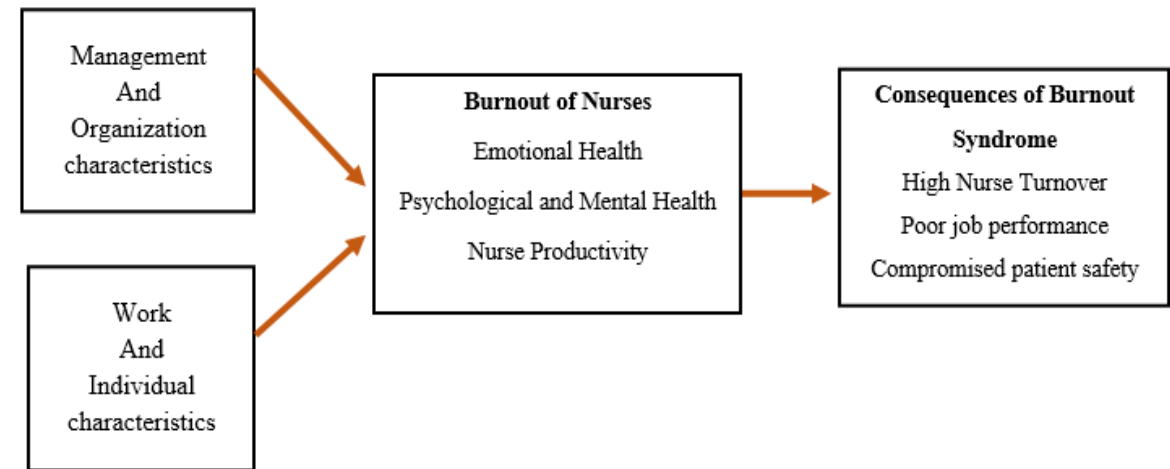
Hypothesis I when insufficient nurse-to-patient ratio exists, physiological, mental and emotional burnout will increase.

Hypothesis II insufficient nurse-to-patient ratio causes physical exhaustion and overwork, which in effect decreases nurse productivity in the workplace.

Method for this study was a literature review and a **semi-structured interview** with an expert with substantial experience in a nursing field.

METHODOLOGY

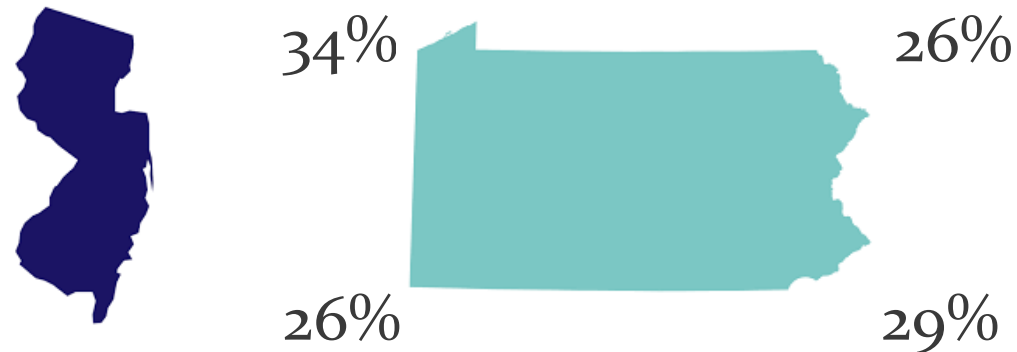
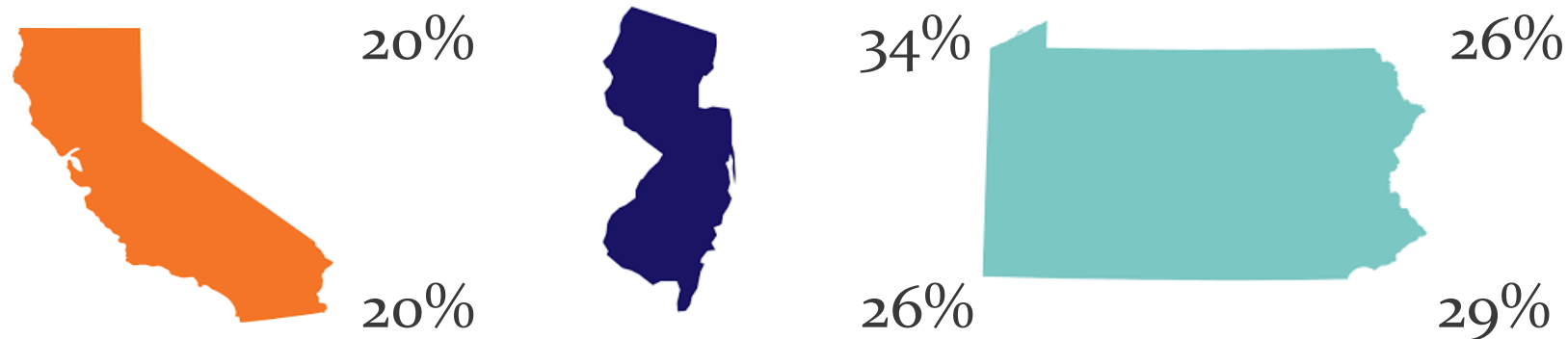
- Literature review utilizing 30 articles
- Databases searched: PubMed, Academic Search Premier, EBSCO, and ProQuest
- Key terms: 'nurse burnout' OR 'burnout syndrome' AND 'nurse-patient ratio' OR 'workplace' OR 'physical and mental stress' AND 'burnout outcomes'.
- Included articles from 2008-2017
- English language only



RESULTS

Nurse patient ratio in Burnout

- California only state currently to pass law on nurse patient-ratio
- Nurses with ratio standards had less burnout and job dissatisfaction



- Support for ratios concluded from supply of working nurses and nursing shortages

RESULTS

Psychological and Mental Health

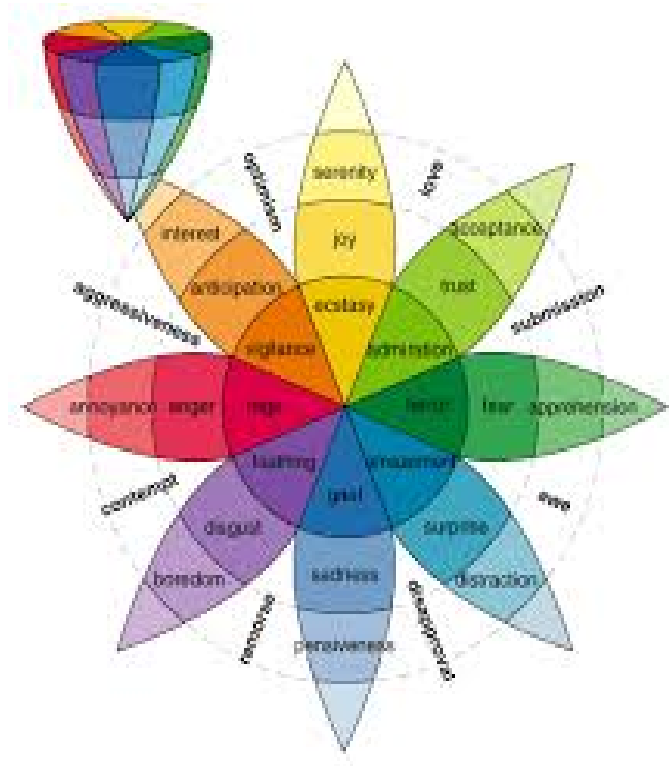
- Work overload, such as patient-ratio, can lead to psychological dissonance.
- **Psychological contract** can be broken by uneven ratios, causing burnout, aggression, betrayal, and job dissatisfaction.
- **Psychological capital** has effects on psychological burnout and coping style is a mediator.



RESULTS

Emotional Health

- Emotional Labor, such as high ratio, was positively associated with intention to leave in the workplace
- **Emotional intelligence** had a mediation effect between emotional labor and burnout
- Females are the majority of nursing, and they have a higher expressivity towards emotion



RESULTS

Nurse Productivity

- Lower patient ratios are associated with better patient outcomes
- Higher patient load per nurse is associated with poor patient outcomes



DISCUSSION

- Burnout Syndrome has led to the expansion of psychological, mental as well as physical difficulties for RNs, which compromised job performance and patient safety, and increased nurse turnover.
- The results of the literature review and interview with an expert in the nursing field have **observed** causes for nurse dissatisfaction in their position and general fatigue were attributed to mismanagement of personnel and resources.

DISCUSSION

- The most pertinent information and significant contribution was the semi-structured interview with an Expert in the field, who supported the data with personal experience.
- The expert attributed lack of follow through, extended shifts and stretched personal requirements as all contributing factors to feelings of personal burnout as well as industry burnout.

LIMITATION

- The number and quality of studies selected for current qualitative literature review may have been affected by:
 - the number of databases searched
 - search strategy applied
 - research and publication bias
- The data from the selected studies was subject to important data limitations due to potential entry or other reporting errors.
- Statistics can be influenced by the human factor and may not be representative of the population.

IMPLICATIONS

- Understanding the Nurse Burnout Syndrome **can improve** the quality of healthcare and **decrease its cost** when applied for clinical decisions, patient care and limiting nurse turnover.
- The findings of the study could be utilized by health system providers for growth and expansion of patient-centered health care while increasing the effectiveness and efficiency of its services.

CONCLUSION

- In conclusion, the nurse-patient ratio is a **direct determinate** of the effects of psychological, mental, emotional health and nurse productivity in the workplace which also determines the patients' overall health.

Questions?

