

A Mixed-Methods Study Examining the Relationship Between Burnout and Boarding in Emergency Department Nurses



Amanda B. Rekitt BSN, RN, CEN, TCRN
UPMC Hamot Emergency Department

Purpose of the Study

- To measure the level of burnout in ED nurses at UPMC Hamot and gain an understanding of the major stressors that influence burnout

Methods

- Mixed-methods study
- RN volunteers administered the following:
 - Survey (basic demographic information)
 - Maslach Burnout Inventory (reliable and valid tool)
 - Semi-structured interview with questions regarding burnout and boarding



Background

- Approximately 167,000 nurses work in emergency departments in the US (Taylor, McGonigle, & Baumer, 2019)
- 38% of ED nurses report some form of burnout (Taylor, McGonigle, & Baumer, 2019)
- Maslach defined burnout as a response to occupational stress caused by:
 - Emotional exhaustion
 - Cynicism
 - Lack of personal effectiveness (Ríos-Risquez & García-Izquierdo, 2016, p. 61)
- Abundant published research exists concerning nursing burnout and patient boarding
- A literature gap linking boarding patients as a stressor that contributes to ED burnout has been identified



Hypothesis

- Boarding increases ED nursing burnout and is associated as a stressor contributing to burnout

Significance

- ED nurses frequently suffer from extended periods of duress and post-secondary trauma leading to:
 - Absenteeism
 - Increased nursing turnover
 - Leaving nursing altogether
- This negatively impact organizations leading to a decrease in:
 - Productivity
 - Work quality
 - Patient satisfaction
- Burnout adversely impacts nurses':
 - Overall health
 - Family life
 - Relationships
- Understanding the relationship (direct or indirect) of boarding to ED nursing burnout will enable hospital and nursing leadership to formulate, implement, and evaluate mitigation strategies
- Further exploration and research targeting resiliency is necessary for the survival of the ED nursing profession

References

Ríos-Risquez, M. I., & García-Izquierdo, M. (2016). Patient satisfaction, stress and burnout in nursing personnel in emergency departments: A cross-sectional study. *International Journal of Nursing Studies*, 59, 60-67.
<https://doi.org/10.4037/ccn2017508>

Taylor, W., McGonigle, T., & Baumer, P. (2019). Emergency, trauma, and transport nursing workforce study. [Executive Summary]. Retrieved from <http://medevacfoundation.org/wp-content/uploads/2019/05/ETTS-executive-summary-2019-05-31.pdf>

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