

Combating Nurse Burnout by Promoting Resilience

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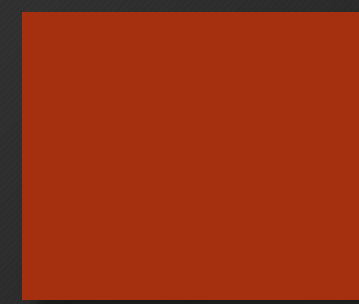
Objectives:

- Define Nursing Burnout and distinguish it from stress and moral distress.
- Discuss the impact resilience has on Nursing Burnout and how to promote resilience in nursing.
- Apply learned tools to real-world nursing practice



Nurse Burnout

What is it?



Do you feel the burn?

- Often unrecognized by HC workers
- Work/home become overwhelming
- Affects those around you
- Prevention is better than a cure!

(Wilkinson, 2021)



Stress vs. Burnout vs. Moral Distress

Stress

- Over-engagement

Moral Distress

- When are not able to follow through on what we believe is right

Burnout

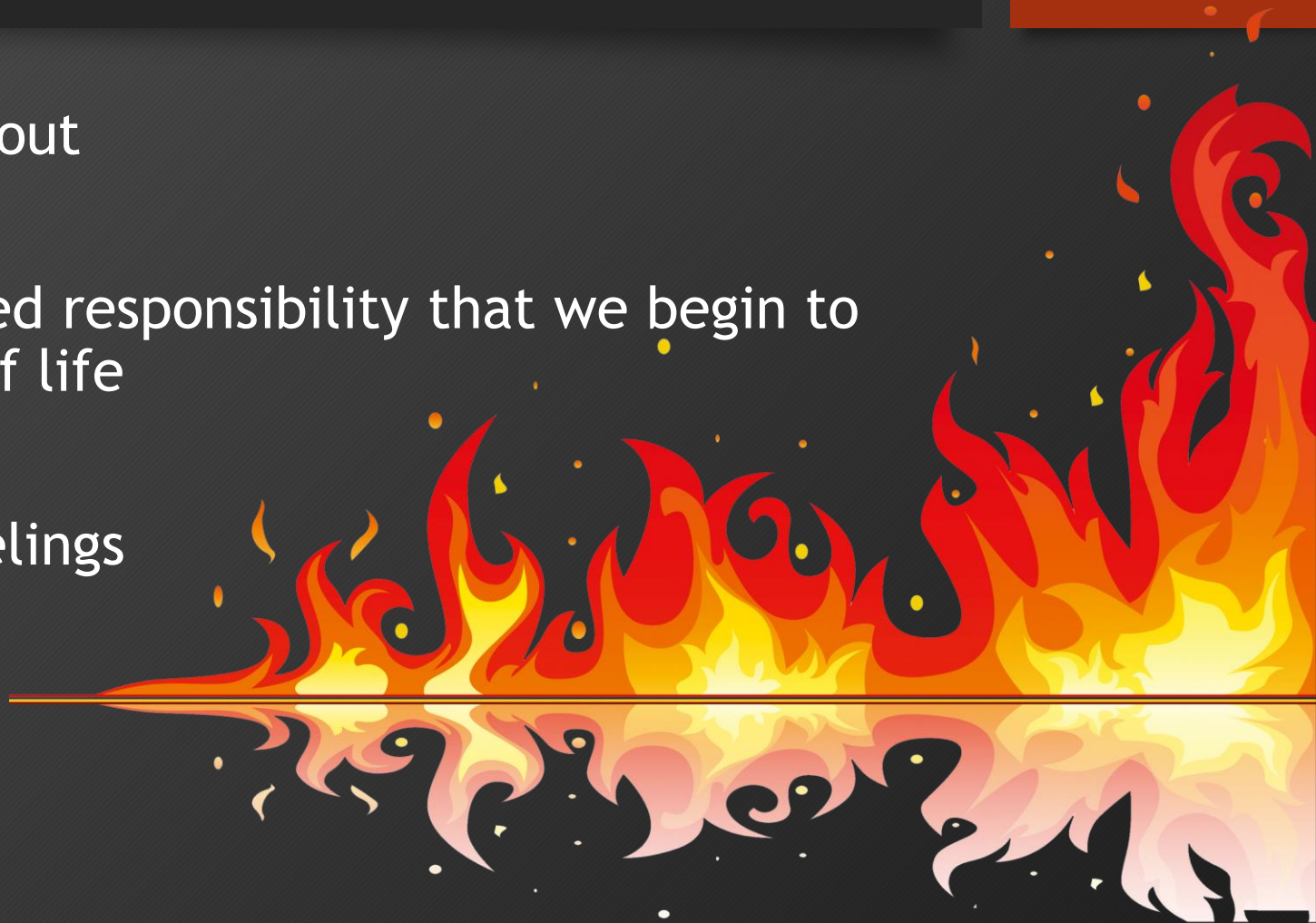
- Disengagement



Nursing Burnout

- Combination of stress and burnout
- Adding so much stress and added responsibility that we begin to disengage from other aspects of life
- Must learn to manage these feelings

(Wilkinson, 2021)



Nursing Burnout Symptoms

- Emotional detachment
- Persistent cynicism
- Feeling disconnected from work
- Fatigue/exhaustion
- Irritability/anger/discontent
- Hopelessness/anxiety



Affects daily life, motivation to thrive, and relationships with others.

Physical Manifestations



- Absentmindedness
- Difficulty concentrating
- Sleep disruption
- Limb fatigue/body fatigue
- Headaches
- Changes in appetite

(Wilkinson, 2021)

Depersonalization

- Daily routine on autopilot
- Feeling like you've lost control of your actions
- Going through the day in a daze
- Outsider - watching a movie of your life

Cynicism (Increasing Prevalence)

Questioning motives of others

Distrust

Unwilling to rely on co-workers

Assume the worst

Increasing sarcasm

Job Detachment

- Passion dissipates
- Work feels like unbearable weight
- Performance falters
- Empathy and compassion wain
- Productivity decreases
- “I don’t care” attitude

Health worker burnout can have many negative consequences



“I can’t provide the best care to my patients...”

“I can’t get the care I need...”



Health Workers

- Insomnia, heart disease, and diabetes
- Isolation, substance use, anxiety, and depression
 - Relationship and interpersonal challenges
- Exhaustion from overwhelming care and empathy

Patients

- Less time with health workers
- Delays in care and diagnosis
 - Lower quality of care
 - Medical errors

Health Care System

- Health workforce shortages and retention challenges
 - Limited services available
- Risk of malpractice and decreased patient satisfaction
 - Increased costs

Community and Society

- Erosion of trust
- Worsening population health outcomes
 - Increased health disparities
- Lack of preparedness for public health crises



Office of the
U.S. Surgeon General

System-wide Impact

(Office of the U.S. Surgeon General, 2022)

Combating Burnout with Resilience

What is resilience?



Resiliency

- Allows people to bounce back from serious challenges and stressors
- Deeply rooted in habits of our mind, our values and beliefs
- Shaped by personal experiences with adversity
 - Natural levels of optimism
 - Level of impact of event
 - Social support system
 - Propensity to ruminate
- Essential for a long, productive nursing career

Reframing

- Effectively managing thoughts in challenging situations
- Allows you to recognize others' behaviors are not about you
- Learn to be less offended, more empathetic
- Positive impact on confidence and mental state
- Helps decrease frustration and job overwhelm

Learning to Live in the Gray Zone



Inexperienced nurses often view work as black and white



Few expert nurses as role models for working in gray zone of ambiguity



Learning to live in the gray zone is crucial for professional development



All professions have gray zones



Black and white thinking is denial of the complexities of life

These thinkers want more certainty than the current environment can guarantee

(Sherman, 2022)

Black-White versus Gray

- Black-White Thinking
 - Also called splitting
 - Viewing the world in extremes
 - Inability to see middle-ground (gray)
- Gray Zone Thinking
 - Complex and ambiguous
 - Many nuances
 - More difficult to evaluate something as right versus wrong

Examples of Black-White Thinking

- *“Feedback is either seen as positive, or it is bullying.”*
- *“Patients are either respectful, or they are not.”*
- *“Preceptors are either supportive, or they are bullies.”*
- *“My schedule either meets my needs or is unfair.”*
- *“I am either perfect, or I am a failure.”*

Connection to Resiliency

The way we think affects every aspect of our lives.



Thinking in black and white often leads to psychological stress.



One way to avoid stress and burnout, is to learn to live in the gray zone!

Resiliency Toolbox

- Attitude of gratitude
- Focus on strengths & successes
- Practice meditation or yoga
- Adopt good wellness habits
- Develop and maintain a strong social support system



(Sherman, 2019)

Building Social Capital



Seek opportunities to get to know one another



Promote inclusiveness on the team



Encourage an environment of trust



Celebrate and gather as a community

(Sherman, 2022)

Promoting Caring for Self

Self care is crucial to staying resilient in one's work

1. Rest is an investment in yourself, your team, and your future
2. Recharging your battery will make you a better leader
3. Find an activity outside of work that brings you self-renewal
4. Find time to reflect on how you use your time and energy at work
5. Leaders set the example for self-care on their teams

(Sherman, 2022)

Theory of Well-Being

Seligman's Well-Being Theory

(Discovery in Action, 2015)



Mindfulness for Warriors

(Colegrove, 2020)

First Responders Need Help

- Police
- Firemen
- EMTs
- Military
- Doctors & nurses
- Corrections officers
- Social workers
- Mental health professionals



Culture of Stoicism

- Accepting of stress & dysfunction
 - Debilitating stress symptoms
 - Emotional upheaval
 - Sleep disorders
 - Marriage problems/divorce
 - Substance use/abuse
- Use of dark humor as coping mechanism
 - Cover up fear, pain, grief, sorrow
 - PTSD

Hypervigilance

- Common in first responders
 - Trained for “worst-case-scenario” thinking
 - Helps us focus and react quickly
- Difficult to let go of in non-critical scenarios
 - Stresses biological systems
 - Hurts people around you
 - Damages relationships
 - Same with negative emotions
 - Anger, hostility, aggression, defensiveness, apathy

Angela's Story

- US Airforce Reservist - almost 20 years
- Six overseas deployments to Middle East
- EMT, Paramedic, Fire Service EMS - 22 years
- EMS Lieutenant
- Aeromedical Evacuation Technician
- Certified Flight Communicator and Transport Medical Technician

Angela's Story

- Took CPR and First Aide classes in high school
- Signed up to volunteer for search and rescue organization
- First volunteer call was the Oklahoma City bombing
 - Went straight into the building and started searching for survivors
 - Search lasted two straight days
 - Every person she found was dead

Angela's Story

- Struggled with undiagnosed PTSD
- Fumbled through some college
- Enlisted in military
- Continued to be drawn to “warrior” roles
- Thought of herself as “adrenaline junkie”
 - Psychologist helped her change her thinking

Angela's Story

“You are not addicted to adrenaline; you are addicted to *relevance*.”

(Colegrove, 2020)

Angela's Story

- “Meditation has saved my life. It has given me the ability to respond and not just react, react, react. It paved the way for all of the healing” (Colegrove, 2020, p. 123).

(Colegrove, 2020)

What Needs to Change?

- First responders need to be able to tell their stories
 - Recognize that their story is not so unique that no one will understand, or no one will want to hear
 - Understanding that the story will not put a burden on others
- Idea that “we don’t need help; we are the help” must be let go
 - See ourselves as worthy of the support being offered
 - Let go of fear of being judged
 - Vulnerability is not a weakness - first responders are not invincible
 - Speak the truth oneself without fear of ridicule

Meditation and Mindfulness

- Evidence-based coping mechanisms
- Help to self-regulate stress and emotion
- Require stillness, silence, observation, & feeling
- Empower a person to maintain control
 - Choose focus and intensity when appropriate
 - Choose de-escalation when desired
- Leads to self-discipline and feelings of relief.

Meditation and Mindfulness

- Take practice
- Rooted in science
- Many proven benefits:
 - Lower blood pressure
 - Reduced anxiety
 - Alleviated depression
 - Diminished sleep problems
 - Enhanced immune system
 - Improved brain function



(Colegrove, 2020)

Connection to Nature

- Extensive literature on health benefits of nature
 - Triggers muscle relaxation
 - Lowers diastolic BP
 - Regulates heart rate
 - Reduces cortisol levels
- Benefits mental health
 - Decreased tension, fatigue, anxiety, anger, confusion, mood disturbance
 - Increased sense of happiness and well-being

Culture of Gratitude in Nursing



PROMOTES EMPATHY
AND CIVILITY WITHIN
TEAMS



INCREASES
PERCEPTION OF
SUPPORT



MOTIVATES
EMPLOYEES



INCREASED JOB
SATISFACTION AND
PERFORMANCE

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Questions & Reflection

Thank you for your time and participation.