

## ABSTRACTS OF THE ITALIAN RESEARCH:

### “BURNOUT IN EMERGENCY DEPARTMENT OR THE FAILURE OF SELF-FULFILMENT?”

**PURPOSE:** our research was aimed at evidencing the distress affecting emergency department (ED) nurses in Emilia Romagna (Italian region) its causes are considered to lie in:

- the increase of the elderly population, which requires more care
- healthcare structure reorganization (retired staff non repalced, hospistals closing down)
- bigger workload due to more people using emergency medicine department
- more difficult user operator relationship (episodes of bad health care enphatized by media)

**DESIGN:** a questionnaire (40 questions) was created dealinh with personal opinion and feeling on some aspects peculiar of ED (triage, relationship with colleagues, emergency related stress, etc)

**SETTING AND SAMPLE:** 706 questionnaire were given to the nurses of all participating centers (42/43).

Questionas were dichotomic, open and based on a scale (0 to 5 and other criteria)

**METHODOLOGY:** after calling the ED nurses managers we personally handed out the questionnaires and presented the research.The filled in forms were collected and the data were entered in a computer using a code mask. Each ED department was sent its own data. At the end the individual data were summed up to obtain the overall figure for the region.406 questionnaires were collected (57.5% response).

**RESULTS:** population profile: F=188 M= 173 (tot 406) mean age=30.6 - mean experiencesa as a nurse= 10.13 – mean experiences in ED= 7.10.

A great level of distress was observed, arising mainly from: poor professional autonomy and acknowledgment (numerical scale score), difficult relationship with physician (43.5%), low impact on department organization (53.6%), team interpersonal difficulties (involment in team work=5.69 on 0-10 scale) unsatisfyng quality of premises (52.3%)

**CONCLUSION:** ED nurses experiences discomfort and stress, which can lead to burnout if the causes are not removed. The awareness elicited by this “self-timed picture” must be a stimulus for reflection among us and particularly among managers organization must change as follows:

- adequate distribution of work load and resources
- rotation of task to fight boredom and routine
- guarantee og acknowledgments: updating, specific training, safe functional work environment (law 626/94), increase of professionalism.
- creation of a professional economic career plan.

Being professional makes it possible to choose conscientiously and responsibly.

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