

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

**RESULTS OF THE RESEARCH**  
(DATA QUESTIONNAIRE)

**GENERAL DATA OF THE CORRESPONDENTS**

**TOTAL NUMBER OF NURSES CORRESPONDENTS= 406**  
**WOMAN = 188**  
**MAN = 173**  
**MEAN AGE = 30.65**  
**MEAN YEARS OF CERTIFICATE NURSE = 10.13**  
**MEANN YEARS OF Ed EXPERIENCES = 7.10**



**FOR ALL INFORMATIONS:**

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# QUESTIONS

**ANV = ANSWER NOT VALID (don't answer or answer incorrect)**

## **1) During triage, which is the most distressing situation? (decreasing distress 1 to 8)**

- ?? The users who had prejudice toward the service (comments on badly functioning weath care system) 3.86
- ?? The pretentious- arrogant users **2.34**
- ?? The users whose life is at risk 5.7
- ?? The non-ec citizen who doesn't speak italian 5.74
- ?? The psychiatric users 4.87
- ?? The drug addict.alcoholic users 4.62
- ?? The relatives of pediatric users 5.54
- ?? Chaotic waiting lounge 3.95

## **2) How often are patients referred by GPs with a request that you consider inappropriate? (sigle answer) ANV 1.2%**

- ?? Often **65.2 %**
- ?? Sometimes 30.1 %
- ?? Almost never 2.5 %
- ?? Never 0.5%

## **3) Give a quantification of your reaction in case of a patient inappropriately referred by a GP. Answer all questions (increasing intensity 0 to 5)**

- ?? Caused irritation [O] [1] [2] [3] [4] [5] 2.1
- ?? Leaves you indifferent [O] [1] [2] [3] [4] [5] 1.66
- ?? You inform patient how to correctly use the emergency service [O] [1] [2] [3] [4] [5] 3.44
- ?? You inform the physician on shift prompting him/her to contact the GP [O] [1] [2] [3] [4] [5] 1.31

## **4) When you get prepared to accept a critical patient (code 3) you feel: (increasing intensity 0 to 5) Answer all questions.**

- ?? Indifferent [O] [1] [2] [3] [4] [5] 1.6
- ?? Ready [O] [1] [2] [3] [4] [5] 3.96
- ?? Concerned [O] [1] [2] [3] [4] [5] 2.29
- ?? Depends on my mood at that time [O] [1] [2] [3] [4] [5] 1.23

**5) The task performed (ecg, BP measurement, blood tests) cause: (increasing intensity 0 to 5) Answer all questions.**

- ?? Gratification [O] [1] [2] [3] [4] [5] 2.70
- ?? Demotivation [O] [1] [2] [3] [4] [5] 1.4
- ?? Indifference [O] [1] [2] [3] [4] [5] 1.22

**6) If you could obtain direct psychological help in your work setting to overcome tension, you would consider this (single answer):**

ANV 0.7%

- ?? Very useful 14.3%
- ?? Particular useful **29.4 %**
- ?? Indifferent 13.8 %
- ?? Not particular useful 25.7 %
- ?? Completely useful 16 %

**7) For how long do you think you could perform satisfyingly in the E.R?**

ANV 4.2%

- ?? Up to 5 years 9.6 %
- ?? 6 to 10 years **34.6 %**
- ?? 11 to 15 years 22.7 %
- ?? over 15 years 28.9 %

**8) Which is the activity you prefer ? (single answer)**

ANV 2.2%

- ?? Attend a critical patient **70.6%**
- ?? Triage work 12.6%
- ?? Attend pediatric pts 3.2%
- ?? Attend a psychiatric patient (agitation, depression, hypochondria) 0.5%
- ?? Attend drug addicts/alcoholics 0.2%
- ?? Attend a pt with minor conditions (ocular foreign, bodies, dislocations, dressing) 6.2%
- ?? Attend a geriatric patient 2.2%
- ?? Technical assistance to pts affected by serious conditions (heart disease, stroke) who would rush to the E.R for trivial symptoms for fear of a recurrence 2.2%

9) **Whic one among the following behaviours of a colleague is the most distressing? (single answer) ANV 2.9%**

- ?? The know-all colleague **34.8%**
- ?? The colleague who keeps watchins over your work 15.6%
- ?? The colleague who needs your approval constantly 2.5%
- ?? The colleague who sees his/her job a morby 10.4%
- ?? The colleague that don't puntual 5.4%
- ?? The colleague who selects cases 10.9%
- ?? The colleague who takes frequent leaves 17.5%

10) **In your practice how do you value each of the following (answer alla questions indicating degree of intensity) ?**

- ?? To act (to perform in a tecnicl sense) [O] [1] [2] [3] [4] [5] 4.16
- ?? To answer (informed consent) [O] [1] [2] [3] [4] [5] 3.88
- ?? To listen to the patient (his/her queries/concerns) [O] [1] [2] [3] [4] [5] 4.15

11) **Do you think have enough time to listen to and answer a patient? (single answer) ANV 1%**

- ?? Yes 9.4%
- ?? No 21.5%
- ?? Depends on the workload **68.1%**

12) **Whic is the main factor that can make your job satisfyng? (most to lest satisfyng 1 to 10)**

- ?? Security of work place 5.6
- ?? Pay 5.6
- ?? Physical environment 6.5
- ?? Interpersonal relationshipp 4.3
- ?? Flexibility of schedule 6.9
- ?? Possibility of improving one's professional skills **2.99**
- ?? Decision-making autonomy 4.5
- ?? To have organizing responsibilitie 5.6
- ?? Interest and variety of work 3.7
- ?? Other (specify) ( )

13) **How much do you agree or disagree with these statements (0 = gratest disagreement, 5 = gratest agreement) Answer all questions indicating degree of intensity**

- ?? Private life and work are indipendent [O] [1] [2] [3] [4] [5] 2.2
- ?? Private life and work are completely indipendent [O] [1] [2] [3] [4] [5] 2.7
- ?? Private life affects work and/or viceversa [O] [1] [2] [3] [4] [5] 2.6

**14) How do you feel about the weight of your opinion in technical organizing changes) ANV 2.7%**

- ?? Is never sufficiently taken into consideration 33.1%
- ?? It is sometimes sufficiently taken into consideration **53.6%**
- ?? It is always sufficiently taken into consideration 10.6%

**15) Do you feel sufficiently prepared for your job? ANV 2.5%**

- ?? Yes 77.8%
- ?? No 19.8%

**16) On the whole, do you feel satisfied and gratified by your job? ANV 1.2%**

- ?? Fully 20.7%
- ?? Partly **73.1%**
- ?? Not at all 4.9%

**17) Do you consider your experience sufficient or do you think you need to increase your training continuatively? ANV 1.2%**

- ?? Experience is not always sufficient, i think i need constant update **86.4%**
- ?? Work experience is sufficient 12.3%

**18) In your work team, how do you feel about your role? Answer all questions (increasing intensity 0 to 5)**

- ?? I have enough professional autonomy [O] [1] [2] [3] [4] [5] 2.93
- ?? It receives right consideration [O] [1] [2] [3] [4] [5] 3.1
- ?? It receives right responsibility [O] [1] [2] [3] [4] [5] 3.9

**19) When dealing with questions from a patients and/or a relative, you feel most uncomfortable when asked: (single answer) ANV 3.2%**

- ?? When an i going to be hospitalized 14.1%
- ?? What are we waiting for? 30.1%
- ?? Can i have a painkitter 1%
- ?? Do i have a serious conditions? **35.3%**
- ?? Can i speak with a doctor? 9.1%
- ?? What are you doing to me? Why? 7.2%

**20) In case of a fatal event, which situation is the hardest to cope with? (single answer) ANV 3%**

- ?? To dead with the relatives **44.7%**
- ?? To became aware of a sudden untimely death in a young person 34.3%
- ?? The sight of body devastation caused by trauma 6.2%
- ?? Death as the unsuccessful outcome of prolonged CPR 5.7%
- ?? I don't have trouble coping with any situation 6.2%

**21) Do you consider it important to promote updating? ANV 2.7%**

- ?? Yes **94.6%**
- ?? No 2.7%

**22) To what extent do you make use of your professional skills? ANV 2.5%**

- ?? At worst 5.9%
- ?? Partly 31.4%
- ?? At best **60.2%**

**23) You consider your professional skills to be: ANV 3.2%**

- ?? Suitable for the job **79.3%**
- ?? Higher 7.2%
- ?? Lower 10.4%

**24) Your expectations about your current job have been: ANV 3.2%**

- ?? Fully satisfied 13.6%
- ?? Partly satisfied **68.6%**
- ?? Only minimally satisfied 12.6%
- ?? Not at all satisfied 2%

**25) Would you like to change department? ANV 2.5%**

- ?? Yea, always 0.5%
- ?? Yea, often 4.9%
- ?? Sometimes 34.3%
- ?? Almost never 26.9%
- ?? Never 30.9%

**26)What would you like to change about your job? (decreasing importance 1 to 7)**

- ?? Physical environment 3.34
- ?? Criteria of professional acknowledgment **2.26**
- ?? Shifts 4.32
- ?? Colleagues 5.15
- ?? Pay rise 3.5
- ?? People higher in rank 3.72
- ?? Other 4.42

**27)Which ones do you consider the main causes of distress (give 3 answer-decreasing distress 1 to 3)**

- ?? Physical exhaustion due to workload 110
- ?? Shifts 42
- ?? Mental exhaustion 64
- ?? Pay 74
- ?? Distance from home 21
- ?? Relationships with colleagues 28
- ?? Relationships with people higher in rank 50
- ?? Work organization 66
- ?? Environment risk 64
- ?? Poor acknowledgment of merit and professionalism **153**
- ?? Poor career opportunities 66
- ?? Too little freedom to organize work 29
- ?? Too few chances to suggest changes 34
- ?? Poor social usefulness 2

**28)Whic one do you consider the most stressful relationships? (single answer) ANV 5%**

- ?? Nurse/patient 35.1%
- ?? Nurse/nurse 11.1%
- ?? Nurse/headnurse 5.2%
- ?? **Nurse/physician 43.5%**

**29)Does it occur to you to lay your personal tension on the patient/user? ANV 2.2%**

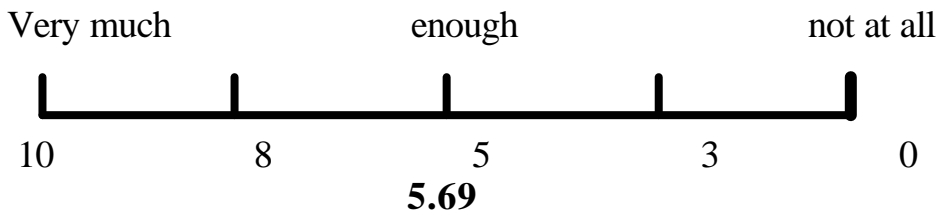
- ?? Very often 0.5%
- ?? Often 1.2%
- ?? Occasionally 19%
- ?? Rarely **48.4%**
- ?? Never 28.6%

**30) Does it occur to you to be intolerant to the patient/user's requests?**

ANV 1.2%

- ?? Very often 0.2%
- ?? Often 2%
- ?? Occasionally 28.9%
- ?? Rarely **50.9%**
- ?? Never 16.8%

**31) To what extent do you feel involved in the team work ? (mark on scale)**



**32) How would you represent the team you work in ?**

ANV 6.6%

- ?? A winning sports team 16.8%
- ?? A tuneless orchestra **34.3%**
- ?? A relay team 24.4%
- ?? Your own suggestion:.....17.8%

**33) when team play works less efficiently, you think it is:**

ANV 9%

- ?? A matter of manager 22.7%
- ?? A matter of coach 18.3%
- ?? The team's own blame **40.2%**
- ?? A matter of pitch 7.9%
- ?? A matter of supporters 1.7%

**34) In general the members of your team collaborate with one another:**

ANV 1%

- ?? Very well 7.2%
- ?? In a satisfactory way **59.8%**
- ?? Barely sufficiently 28.9%
- ?? Insufficiently 3.2%

**35) ...and with the physician: ANV 1.2%**

- ?? Very well 4.7%
- ?? In a satisfactory way **53.8%**
- ?? Barely sufficiently 35.8%
- ?? Insufficiently 4.4%



**36) If collaboration among nurses is poor or a sufficient which is in your opinion the main reason?**

ANV 11.9%

- ?? Different training (education and professional experience, poor individual propensity to collaboration, etc) **33.1%**
- ?? Poor “upsteam” organization 28.9%
- ?? Impossibility to collaborate caused by chaotic conditions (ambulance arrival, chaos in room) 22.2%
- ?? Other:.....4%

**37) Do you think that the exchange of nurses personal experiences in care providing activity could have a positive impact in reducing work-related stress?**

ANV 2.5%

- ?? Remarkably 25.4%
- ?? Partly **51.1%**
- ?? Poorly 17.3%
- ?? Not at full 3.7%

**38)How do you feel about periodic exchanges with colleagues from the psychiatric department (i.e. work groups) and brief courses on the techniques to cope with stress?**

ANV 1.2%

- ?? Can be determining 16%
- ?? Can be useful, but relatively important **59.8%**
- ?? Is completely useless 23%

**39)How do you consider the amount of rooms you work in)?**

ANV 1.7%

- ?? Sufficiently 11.1%
- ?? Barely sufficient **53.3%**
- ?? Completely insufficient 33.8%

**40)How do you consider the space in these rooms?**

ANV 1.2%

- ?? Sufficiently 15.6%
- ?? Barely sufficient **52.3%**
- ?? Completely insufficient 30.9%