

[P3302] Causes of burnout in health care personnel working in oncology and coping methods they use

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Working in oncology leads health care personnel (HCP) to feel stress, lack of satisfaction and to have psychological and physical problems and to be unproductive, estranged from job and to experience burnout.

The aim of this study was to determine burnout levels in HCP working in oncology, the causes of burnout and the coping methods they use. Interview Form, Maslach Burnout Inventory and Ways of Coping Inventory were administered to overall 444 HCP (physician, nurse, social worker and psychologist) employed in 7 Hospitals.

HCP scored 1.76 in emotional exhaustion, 1.05 in depersonalization and 2.25 in lack of personal accomplishment [score range: 0-4]. These scores demonstrate that HCP experience "moderate level" burnout. It was established that, for emotional exhaustion nurses, other HCP who consider their income inadequate and feel they have excessive work load form a risk group and for depersonalization with high education level, males, physicians, other HCP who are found their income inadequate run higher risk. It was also found that physicians, and HCP with higher level of education, HCP who feel themselves under excessive work load have a higher risk of experiencing lack of personal accomplishment. It was established that HCP utilize mostly search for social support approach (2.04) [range: 0-3] in coping with burnout. Investigation demonstrated that it was not possible to avoid burnout in oncology clinics. The hospital managers should rapidly put into effect projects and regulations which will decrease patient load, increase the quality and quantity of personnel and work conditions and give opportunity for flexible time management, which may protect personnel from burnout.

Date: Monday, September 20, 2010

Session Info: Thematic Poster Session: Best supportive care and palliation for lung cancer patients

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