



Registered nurse burnout and the impact on patient satisfaction

Alexis Forrester, BSN, RN; Chanrachna Thai, BSN, RN; Erin Horst, BSN, RN; Kelly, Thomas; BSN, RN
Emergency Department

Introduction

Turnover rate in nursing is a widely publicized and studied issue. The turnover rate increases even more when you specialize. As Emergency Department RN's, we have experienced turnover and burnout first hand. To further investigate what could be improved to retain more RN's, we surveyed the staff RN's on our unit to find the 3 most reported reasons for high staff burnout in the emergency department.

PICO

P: Registered Nurse's in the ED at level 1 academic trauma center

I: Burnout and turnover rate

C: Other level 1 academic trauma centers in the US

O: Patient satisfaction

Question: Does staff registered nurse burnout/turnover in a level one academic trauma center impact patient satisfaction?

Methods

A literature review was conducted using the search engines: PubMed, CINAHL, and ENA.

The search terms used included:

- Emergency department
- Nurse Burnout
- Turnover
- Patient satisfaction

Results

From the literature review, 8 articles were found, 6 were relevant to the PICO question.

- 5 Qualitative Studies
- 1 Meta Synthesis

Press Ganey Scores

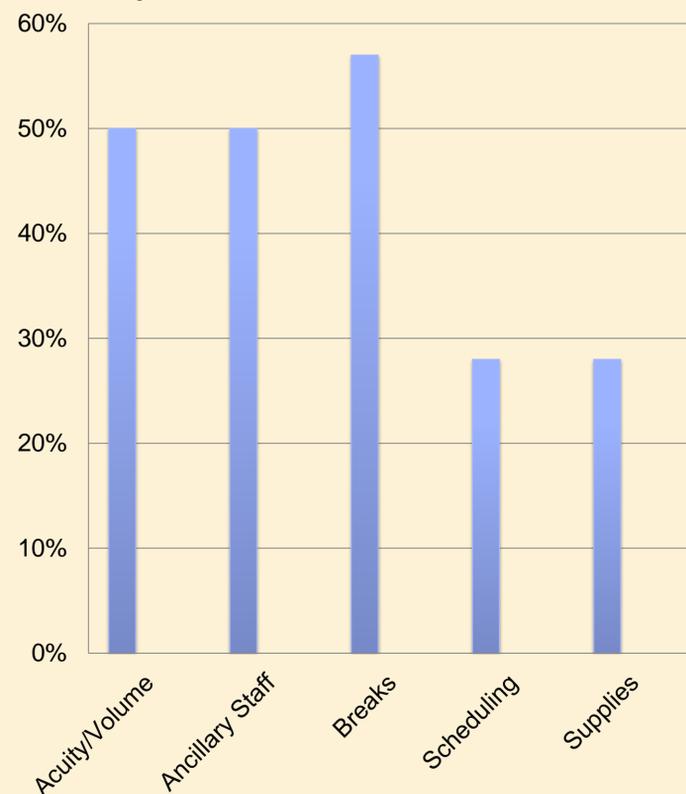


- PSHMC ED ranks in the 84th percentile compared to other facilities for overall patient satisfaction.
- Nurses rank in the 86th percentile for patient satisfaction
 - 62% of respondents reported that nurses took the time to listen
 - 64% of respondents believed the nurse took the problem seriously.
- 52% of respondents felt they were "cared for as a person"

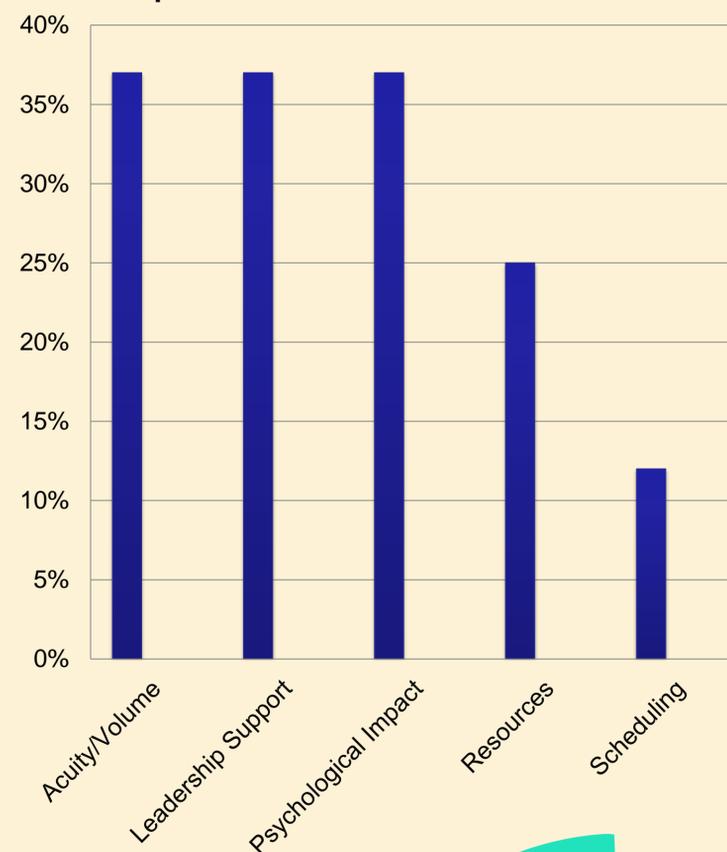
Recommendations

- To prevent high rates of nurse burnout and staff turnover, hospitals must create environments that fulfill nurse's expectations and foster positive emotional response to their jobs (4)
- Support is needed from staff nurses and managers alike to prevent burnout. This should be completed by setting limits on hours of work, the use of humor in the workplace, allowing employees to take off work, and providing the resources for spiritual and emotional comfort and support (2, 3).
- An increase in the nurses emotional intelligence will allow for a more rewarding experience when caring for dying patients in the emergency department (1).
- Due to an ever changing environment in the ED regarding acuity, number, and types of patients, it is important to create an environment where staff nurses feel valued. No recommendations were made on how to accomplish this (5).

Top Reasons for Burnout in HMC ED



Top Reasons for Burnout in Research



R.N. Retention Rates

- Vacancy rate in the ED is the highest it has been in the past 5 years.
 - 2012 vacancy rate= 17.6%
 - 2011 vacancy rate= 6.41%
 - 2010 vacancy rate= 7.41%



Conclusions

Although no research directly linked staff burnout and patient satisfaction, it can be inferred that staff satisfaction has a large impact on patient outcomes. Therefore, it is our hope that through identifying these problem areas, we will be able to partner with management and further improve our departments retention rates and Press Ganey scores.

References

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