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Emotional labor and burnout among frontline healthcare personnel at multiple hospitals

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Background: Hospital staffs face the burden of care and administrative processing at work. The occupational factors, including the interactions among work content, work organization, management systems, environmental and organizational conditions, and individual capabilities and needs, may also to threaten their psychological and physical health. Burnout has been defined as an occupational stress among human service personnel, as a result of the demanding and emotionally charged relationships between caregivers and their recipients. The aim of this study was to assess the emotional labor and burnout among frontline healthcare personnel.

Methods: This study was conducted at 5 public hospitals in Taiwan. The frontline personnel had to agree and completed the inform consent, and then they were eligible for the study. The personnel who extended sick leave were excluded. The information was collected by a structured questionnaire, including respondents' personal data, emotional labor load, and work burnout. This questionnaire was revised after the assessment of expert validity and a pilot study.

Results: There were 285 valid questionnaires. The most frequent response (4.4 ± 0.8 points) about emotional labor load borne was "In the course of performing my work, I have come to realize that maintaining an appropriate service attitude, and keeping a smile on one's face, are important assets for a frontline healthcare worker". The emotional labor had the statistically significant difference ($p < 0.05$) including age groups, years of service, employment, positions, and numbers of children. As regards feelings of work-related burnout, the highest scores (3.7 ± 1.0 points) were "I have confidence in my own efficiency". In addition to the above significantly emotional variables, the work-related burnout had statistically different ($p < 0.05$) also including education, work units, marital status and religious beliefs.

Conclusions: The work-related factors could Influence burnout syndrome in frontline healthcare personnel. To guide front-line personnel to solve problems, hopes and optimism, interpersonal communication and emotional regulation may reduce the negative impact of emotional load and burnout.

Biography

Chen, Ian-Horng has been working at the Public Taipei City Hospital in Northern Taiwan for more than 15 years. The hospital is a full-service, total care medical institution that is prepared to meet the comprehensive health care needs of Taipei's 2.6 million residents. The merger of ten municipal hospitals into one unit has made the Taipei City Hospital the largest healthcare organization. I have a master's degree in public administration, as well as serve as a lecturer at the National Taipei University of Nursing and Health Sciences. Currently, I am the leader of the administrative department. In addition, to execute healthcare work, I also care about the psychological and physical health of the staff in the workplace and conduct related research.

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