

EMOTIONAL BURNOUT SYNDROME AND MEDICAL PROFESSIONS: EXPERIENCE AND ELEVATION - EVALUATION AT PSYCHOLOGICAL MEDICAL TRAINING

V. Artyomenko¹, O. Tsilmak²

¹*Odessa National Medical University (UKRAINE)*

²*Odessa State University of Internal Affairs (UKRAINE)*

Abstract

Introduction:

The emotional burnout syndrome as a consequence of the individual psychological protection in response to stressful situations is formed gradually over a continuous period of work.

Objective:

The emotional burnout syndrome occurrence frequency comparative evaluation during psychological medical training of health professionals, residents and students.

Materials and methods:

The emotional burnout syndrome evaluation was carried out at psychological training during medical simulation with complete anonymity and voluntariness. The training was attended by 327 people with the emotional burnout syndrome diagnosis in 297 persons (91%), using developed by ourselves questionnaire «Evaluation of emotional burnout syndrome». The emotional burnout syndrome levels as a result of responses processing were determined as absence, low, medium and high. The questionnaires were performed in three groups: the first one - 174 sixth year medical students; the second group - 83 different specialities residents; the third one - 70 various specialities physicians.

Results:

The emotional burnout syndrome absence was surveyed in 122 of the students (70,1%) of the first group; low level - in 43 (24,7%); average level - in 9 (5,2%) of the first group students. In the second group, the emotional burnout syndrome absence was observed only in 19,3% - 16 residents; the low level in 61 persons - 73,5%; the average level was detected in 3,6% - 3 residents. There was no significant difference between the obtained data from the first and second group. The highest level of emotional burnout syndrome with the significant differences when comparing to both the first and second groups was shown among various specialities physicians with high level in 7 of them - 10%; average - in 46 persons (65,7%); low - in 17 physicians (24,3%). During the last several years we studied the subject of health care workers' efficiency improvement due to the modern training technologies introduction. The medical professionals' emotional burnout syndrome prevention should be conducted early during undergraduate education at the Medical University. Our experience shows the real possibility of stress-resistance improvement as one of the important professional qualities of a future specialist.

Conclusion:

Questioning during the psychological medical simulation training is an effective method of emotional burnout syndrome level detection. The emotional burnout syndrome often occurs in practical physicians and is associated with a variety of internal and external factors that require further detailed study.

Our experience of psychological training in simulation study shows that it is an effective tool to help physicians who are at risk of emotional burnout syndrome.

Keywords: Emotional burnout syndrome, medical undergraduate education, medical postgraduate education, simulation training, psychological training.

1 INTRODUCTION

Emotional burnout syndrome (EBS) is a physical, emotional or motivational exhaustion characterized by impaired productivity at work, fatigue, insomnia, and increased susceptibility to somatic illness [1].

The term burnout was coined by G. Freudenberger in 1974 to describe demoralization, frustration and extreme fatigue. Initially, emotional burnout syndrome was thought to characterize the activities of professionals who work with people: doctors, nurses, teachers, volunteers who have intense communicative contacts.

However, later studies have led to the idea that you can "burn out" in any professional activity. This point of view, for example, holds the well-known American psychologist C. Cherniss [2]. C. Maslach and S. Jackson understand burnout as "a state of physical, emotional, and mental exhaustion that manifests itself in the professions of the social sphere." These researchers identified three main symptoms of emotional burnout syndrome: emotional exhaustion, depersonalization, and the reduction of professional personal achievement [1,2].

V. Orel, one of the leading experts in the syndrome of emotional burnout, considered it necessary to study the specificity of burnout in various professional fields. This, in his opinion, is "not only theoretical in terms of confirming the essence of burnout as a general occupational phenomenon, but may also serve as a basis for practical corrective work with employees, taking into account their professional specificity" [3].

An increasing number of authors point to the need to pay attention to the development of emotional burnout syndrome, which is a diverse phenomenon, which is expressed in mental and somatic reactions to stressful situations in human labor [4]. This pathological condition is manifested by the facts relating to the problems associated with the difficulties of maintaining a normal lifestyle, significantly affecting the quality and productivity of the doctor's work [5]. Feature of professional activity of doctors is daily contact with patients, their relatives, minute responsibility for the life of the patient. In addition to this specificity, the formation of EBS is caused by strained relationships within the team, frequent staff changes, wage levels, poor working conditions, constant competition regime, lack of physical activity, bad habits, overtime, unpaid processing.

The emotional burnout syndrome develops gradually over a period of work. It is a consequence of the psychological protection of the individual in response to traumatic situations.

Our purpose was to study the frequency of occurrence of emotional burnout syndrome during simulation training of health workers, residents and students.

2 METHODOLOGY

The study of emotional burnout syndrome (EBS) was conducted by us at the Educational-Innovative center for the physicians practical training and the Simulation Medicine Department of the Odessa National Medical University jointly with Odessa State University of Internal Affairs, under conditions of complete anonymity and voluntariness, during psychological trainings. Simulation trainings conducted at the center increased the level of professional knowledge and personal growth. For two years continuously we have been conducting psychological trainings with doctors of various specialties, interns, students and graduate students.

As a result of participation in psychological trainings, the social-communicative competence was increased, the training constructs were transferred to practical life.

Psychological trainings were aimed primarily at improving the professional efficiency of health care professionals. In the course of the training work, in particular, discussion of topics relevant to all topics and the exchange of personal experience of confronting difficult situations. 327 people participated in the trainings, 297 of them (91%) were diagnosed with emotional burnout syndrome. Diagnosis was performed with the help of the questionnaire "Evaluation of emotional burnout" developed jointly by Odessa National Medical University and Odessa State University of Internal Affairs.

As a result of processing the received answers, the level of EBS was determined (no, low, medium, high). The survey was conducted in three groups: 1st group - 6th year students of medical university (174 persons), 2nd group - residents of different specialties (83 persons), 3rd group - doctors of different specialties (70 persons).

3 RESULTS

There was a lack of emotional burnout syndrome in 70,1% of the 1st group respondents - 6 year students. The low level of EBS was observed in 24,7% and the average level in 5,2% of the respondents of the first group.

The absence of emotional burnout syndrome was only in 16 residents - 19,3% of the second group. The low level of EBS was determined in 61 resident - 73,5% and the average level was found in 3,6% of interns - total 3 of 83. The data obtained in this group have no significant differences from the indicators of group 1 (Table 1).

The highest level of emotional burnout was in the group of cadets, where there were significant differences when compared with the 1st and 2nd groups. In this group, 46 persons - 65,7% of respondents had an average level of the EBS, 7 of them - 10% of respondents had a high level of EBS, 24,3% - 17 physicians had a low level of EBS (Table 1).

Table 1. Number of cases of EBS detection among students, residents and physicians during simulation training.

	<i>EBS absence</i>	<i>EBS low level</i>	<i>EBS average level</i>	<i>EBS high level</i>	<i>Total</i>
1st group (6 year students)	122 (70,1%)	43 (24,7%)	9 (5,2%)	-	174
2nd group (residents of different specialities)	19,3 (16%)	61 (73,5%)	3 (3,6%)	-	83
3rd group (physicians of different specialities)	-	17 (24,3%)	46 (65,7%)	7 (10%)	70

It is accepted that high rates of EBS depend on the level of responsibility, emotional overload, a significant increase in working time, age, length of service, occupied position, number of night shifts, etc., [5, 6]. Prevention of EBS development should not take place during professional activity, when it is often difficult to change one's views and habits. It is advisable to think about prevention of EBS at the beginning of study at a medical university, competently and in a timely manner, explaining what criteria should be followed when choosing a specialty, telling about the risk groups that attract factors and those problems that will be encountered in the profession [7].

This issue is being studied in the Educational-Innovative center for the physicians practical training and the Simulation Medicine Department of the Odessa National Medical University jointly with Odessa State University of Internal Affairs. Experience shows that improving the efficiency of medical professionals is possible through the introduction of modern training technologies, which are an effective way of developing professionally important qualities of the future professional [8]. The problem is that significant work overloads, an increase in the length of the working day create a shortage of time or its complete absence for independent physical and psychological recovery (rehabilitation) of doctors.

Our experience in conducting psychological training in simulation scenarios options showed that it is an effective tool to help health care professionals at risk of developing emotional burnout syndrome. Such trainings include techniques aimed at increasing psycho-energy potential and reducing emotional exhaustion. Attention is paid to psychological self-regulation, methods of reducing emotional and physical fatigue. Also, there is an increase in communicative competence and awareness of their role as a subject of professional communication in problem situations.

4 CONCLUSIONS

- 1 Interviewing during simulation training is an effective method of detecting emotional burnout syndrome and its level.
- 2 Emotional burnout syndrome is more common in practical physicians and is associated with a variety of internal and external factors that require further detailed study.
- 3 The EBS prevention is suitable at the beginning of study at a medical university, competently and in a timely manner, explaining what criteria should be followed when choosing a specialty, telling about the risk groups that attract factors and those problems that will be encountered in the professional life.

REFERENCES

- [1] L. S. Chutko, N.V. Kozina, The emotional burnout syndrome. Clinical and psychological aspects. : M., 2014.

- [2] V. Kichkaev. Caution: High Voltage (Emotional Burnout). Retrieved from URL: // <http://www.psyfactor.org/lib/ cherniss>
- [3] V.E. Orel. Syndrome of mental burnout. Myths and Reality: Kharkiv, 2014.
- [4] L.I. Lorenzova, L.M. Bardenstein. Syndrome of emotional burnout in physicians of different specialties: psychological aspects. M.: Med.book, 2009.
- [5] A.V. Balakhonov, V.G. Belov, E.D. Pyatibrat et al. «Emotional burnout in medical professionals as a prerequisite for asthenisation and psychosomatic pathology» *Bulletin of the St. Petersburg University*, no. 3, pp. 57-71, 2009.
- [6] N.E. Vodopianova, E.S. Starchenkova. «Burnout syndrome: diagnosis and prevention», St. Petersburg: Peter, 2005.
- [7] V.V. Artyomenko, V.O. Lefterov, O. Konup. «Innovative approaches in prevention emotional burnout syndrome among medical professionals», *Management of a health care facility*, no. 10, pp. 66-73, 2015.
- [8] V.V. Artyomenko, V.M. Nosenko. «Anaesthesiologists' simulation training during emergencies in obstetrics», *Romanian Journal of Anaesthesia and Intensive Care*, vol. 24, no.1, pp. 37-40, 2017.