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The role of health care providers' fatigue and burnout in patient safety

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Learning objectives

In this presentation, we will :

1. Discuss the importance of the HCP's burnout
2. Differentiate burnout and depression
3. Criticize the role of HCP's burnout in endangering patient safety
4. Describe our plan for promoting a patient safety culture in our organization

The importance of HCP's burnout

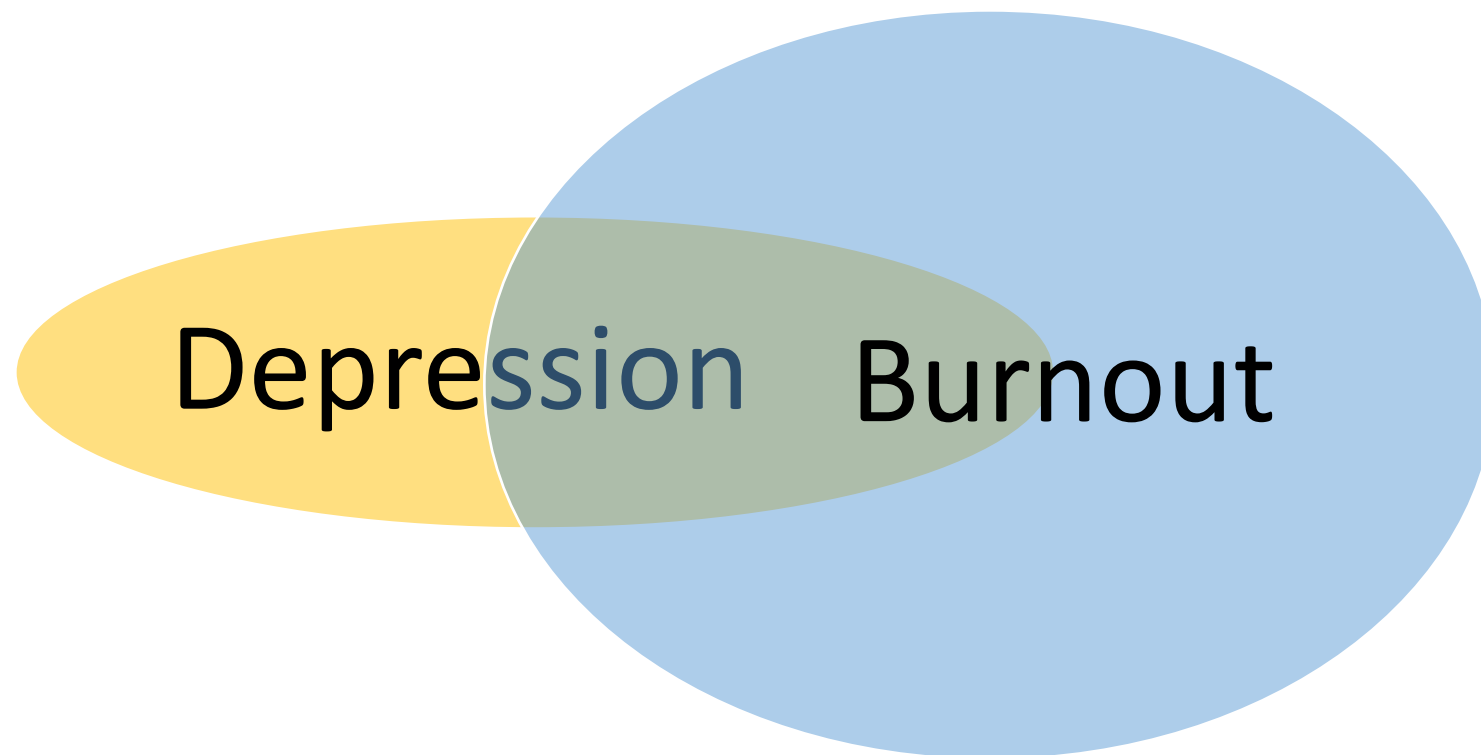
Criteria for depression in 20% of medical residents

Criteria for burnout in 74% of residents

Medical errors are one of the five common causes of death worldwide

Being injured during services among 1 out of 10 patients in developed countries

The relationship between depression and burnout



Characteristics of the occupational burnout

Emotional overtiredness (chronic fatigue, sleep disturbances, various physical symptoms)

Depersonalization (negative feelings, less reactions, excessive disregard for coworkers and clients, feeling guilty, isolation, decreased work and daily activities)

Mental separation from job and a decreased sense of personal achievement (reduced sense of competence and success in the profession, dissatisfaction with work, feelings of failure and disability, loss of ability to understand and perceive, the persistent sense of abuse and exploitation)

The reasons for endangering patients' safety by HCP's fatigue and burnout

Insufficient focus on work due to exhaustion and burnout

Insufficient attention to work details

Cognitive function impairment

Poor decision-making skills

Misunderstanding and poor quality interpersonal communication

Insufficient empathy with patients and uncompassionate care

Vacations and frequent absences of the staff and increased turnover

Patient safety culture

- As one of the main components of the quality of health services and one of the main priorities of health studies
- Including elements such as: organizational learning, teamwork, open communications, feedback and non-punitive responses to errors, and shared cultural perceptions based on the importance of safety



The critical components of the patient safety culture

A common belief that the risk of responsibility for health care is high

Organizational commitment to detect and analyze errors and injuries to the patient

Creating an environment that balances the need for error reporting and the need for disciplinary action

Paying attention to the reasons of burnout

Exposure to stress such as:

- Patients mortality
- Interpersonal problems
- High workload
- Low social support
- Exposure to a large number of patients per day
- Emergency decision making based on inadequate information
- Being responsible for results of these decisions, efforts
- Stress to avoid any mistakes
- Violence and threats at work and work shifts



Take home messages

Taking effective actions to create a balance between work and life

Reengineering work environments in order to support learners and personnel

Promoting the culture of self-care among employees

Holding empowerment courses for system managers in order to prevent employee burnout

Creating a patient safety culture

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Really appreciate your attention.

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