A Stressful Work Environment Causes Distress on the Trauma Team

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BACKGROUND

• Stressful work environment = high demands and low social support

  Stress → Negative Mood

• When a team lacks adequate resources to manage stress, burnout, increased turnover rates and staff dissatisfaction become the end products.

OBJECTIVE

To describe everyday stressors with the goal of providing resources and support for staff that would increase retention as well as satisfaction.

METHOD

Design

• Descriptive design using an online survey that was distributed 11 months apart
  Pre-survey: December 2011
  Post-survey: January 2013

• Survey created by Trauma Leadership and Employee Assistance Program Coordinator

Setting

31 bed integrated acute and sub-acute care unit

Survey

10 questions using a Likert type scale:
  Demographics: 3 questions
  Stressors: 7 questions

RESULTS

<table>
<thead>
<tr>
<th></th>
<th>Pre-survey</th>
<th>Post-survey</th>
</tr>
</thead>
<tbody>
<tr>
<td># of subjects</td>
<td>96/163</td>
<td>83/162</td>
</tr>
<tr>
<td>Response rate</td>
<td>58%</td>
<td>51%</td>
</tr>
<tr>
<td>Night/Day shift</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>response rate</td>
<td>Night: 42 (50.6%)</td>
<td>Day: 41 (49.4%)</td>
</tr>
</tbody>
</table>

Top 6 Stressors

<table>
<thead>
<tr>
<th>Stressor</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Demands</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>Psychological Demands</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>Not Paid Enough</td>
<td>53%</td>
<td>58.2%</td>
</tr>
<tr>
<td>Dealing w/ Pt Families</td>
<td>47%</td>
<td>54.4%</td>
</tr>
<tr>
<td>Not Enough Sleep</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>18%</td>
<td>41.8%</td>
</tr>
</tbody>
</table>

How would you describe your stress level?

- 2012: 15% Under little or no stress, 13% Under some stress, 30% Under much stress
- 2013: 15% Under little or no stress, 13% Under some stress, 30% Under much stress

How well do you feel you are coping with your current stress load?

- 2012: 70% Well or very well, 29% Trouble at times, 2% Trouble or unable
- 2013: 55% Well or very well, 39% Trouble at times, 6% Trouble or unable

IMPLICATIONS

Resources need to be integrated into trauma programs to maintain a healthy team.

Building a curriculum or annual competency for recognizing and combating burnout, compassion fatigue and conflict management would be useful in retaining healthy and satisfied staff.

ACKNOWLEDGEMENT

Study data were collected and managed using REDCap, an electronic data capturing tool.