BURNOUT SYNDROME AND NURSE-PATIENT RATIO IN THE WORKPLACE
Nurse Burnout Syndrome is a chronic response to work-related stress comprising three components or dimensions: Emotional Exhaustion, Depersonalization, and Personal Accomplishment.

Nurses represent the largest clinical staff population, about 55% in hospitals or general medical facilities.

Turnover rate for bedside RNs increased to 17.2% up from 16.4% in 2014, and the average cost of turnover for a bedside RN expanded from $37,700 to $58,400 resulting in an average hospital losing $5.2 million to $8.
2,976 hospitals in 2013 under the Affordable Care Act’s Hospital Readmissions Reduction Program (HRRP) were penalized because of the high nurse-to-patient ratio; 28% received average penalty, while 9% received the maximum penalty.

<table>
<thead>
<tr>
<th>Ratio</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1:6</td>
<td>Medical-surgical and behavioral units</td>
</tr>
<tr>
<td>1:4</td>
<td>Intermediate care units and non-critical emergency rooms</td>
</tr>
<tr>
<td>1:2</td>
<td>Intensive Care Unit trauma and post-anesthesia</td>
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<tr>
<td>1:1</td>
<td>Under anesthesia</td>
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PURPOSE

To analyze the nurse-to-patient ratio to determine how it affects the psychological, mental, emotional health and the nurse overall productivity in the workplace.
Hypothesis I when insufficient nurse-to-patient ratio exists, physiological, mental and emotional burnout will increase.

Hypothesis II insufficient nurse-to-patient ratio causes physical exhaustion and overwork, which in effect decreases nurse productivity in the workplace.

Method for this study was a literature review and a semi-structured interview with an expert with substantial experience in a nursing field.
METHODOLOGY

- Literature review utilizing 30 articles
- Databases searched: PubMed, Academic Search Premier, EBSCO, and ProQuest
- Key terms: ‘nurse burnout’ OR ‘burnout syndrome’ AND ‘nurse-patient ratio’ OR ‘workplace’ OR ‘physical and mental stress’ AND ‘burnout outcomes’.
- Included articles from 2008-2017
- English language only
RESULTS

Nurse patient ratio in Burnout

- California only state currently to pass law on nurse patient-ratio
- Nurses with ratio standards had less burnout and job dissatisfaction

- Support for ratios concluded from supply of working nurses and nursing shortages
RESULTS

Psychological and Mental Health

- Work overload, such as patient-ratio, can lead to psychological dissonance.
- **Psychological contract** can be broken by uneven ratios, causing burnout, aggression, betrayal, and job dissatisfaction.
- **Psychological capital** has effects on psychological burnout and coping style is a mediator.
RESULTS

Emotional Health

- Emotional Labor, such as high ratio, was positively associated with intention to leave in the workplace.
- Emotional intelligence had a mediation effect between emotional labor and burnout.
- Females are the majority of nursing, and they have a higher expressivity towards emotion.
Lower patient ratios are associated with better patient outcomes

Higher patient load per nurse is associated with poor patient outcomes
DISCUSSION

- Burnout Syndrome has led to the expansion of psychological, mental as well as physical difficulties for RNs, which compromised job performance and patient safety, and increased nurse turnover.

- The results of the literature review and interview with an expert in the nursing field have observed causes for nurse dissatisfaction in their position and general fatigue were attributed to mismanagement of personnel and resources.
The most pertinent information and significant contribution was the semi-structured interview with an Expert in the field, who supported the data with personal experience.

The expert attributed lack of follow through, extended shifts and stretched personal requirements as all contributing factors to feelings of personal burnout as well as industry burnout.
LIMITATION

- The number and quality of studies selected for current qualitative literature review may have been affected by:
  - the number of databases searched
  - search strategy applied
  - research and publication bias

- The data from the selected studies was subject to important data limitations due to potential entry or other reporting errors.

- Statistics can be influenced by the human factor and may not be representative of the population.
IMPLICATIONS

- Understanding the Nurse Burnout Syndrome can improve the quality of healthcare and decrease its cost when applied for clinical decisions, patient care and limiting nurse turnover.
- The findings of the study could be utilized by health system providers for growth and expansion of patient-centered health care while increasing the effectiveness and efficiency of its services.
CONCLUSION

- In conclusion, the nurse-patient ratio is a direct determinate of the effects of psychological, mental, emotional health and nurse productivity in the workplace which also determines the patients’ overall health.
Questions?