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11-13-2019

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Citation

Russell, Regina; Leal Morales, Yanet; McCue, Victoria; and Adefisoye, James, "Effect of Resiliency Education on Emergency Nurse Burnout and Patient Satisfaction" (2019). *All Publications*. 3646.
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Effect of Resiliency Education on Emergency Nurse Burnout & Patient Satisfaction

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BACKGROUND

- Burnout in nurses is well-documented and associated with feelings of irritability, fatigue, and cynicism as well as poor patient satisfaction.
- ED nurses are especially at risk because of the unpredictability and the continuous onslaught of a variety of diseases, injuries and traumatic events.
- Educational interventions have been found to improve nurse resiliency and reduce burnout.
- Resiliency education is not standard practice for emergency nurses.

RESEARCH PURPOSE

The purpose of the study was to determine if a 90 minute resiliency class for ED nurses will reduce nurse burnout and improve patient satisfaction.

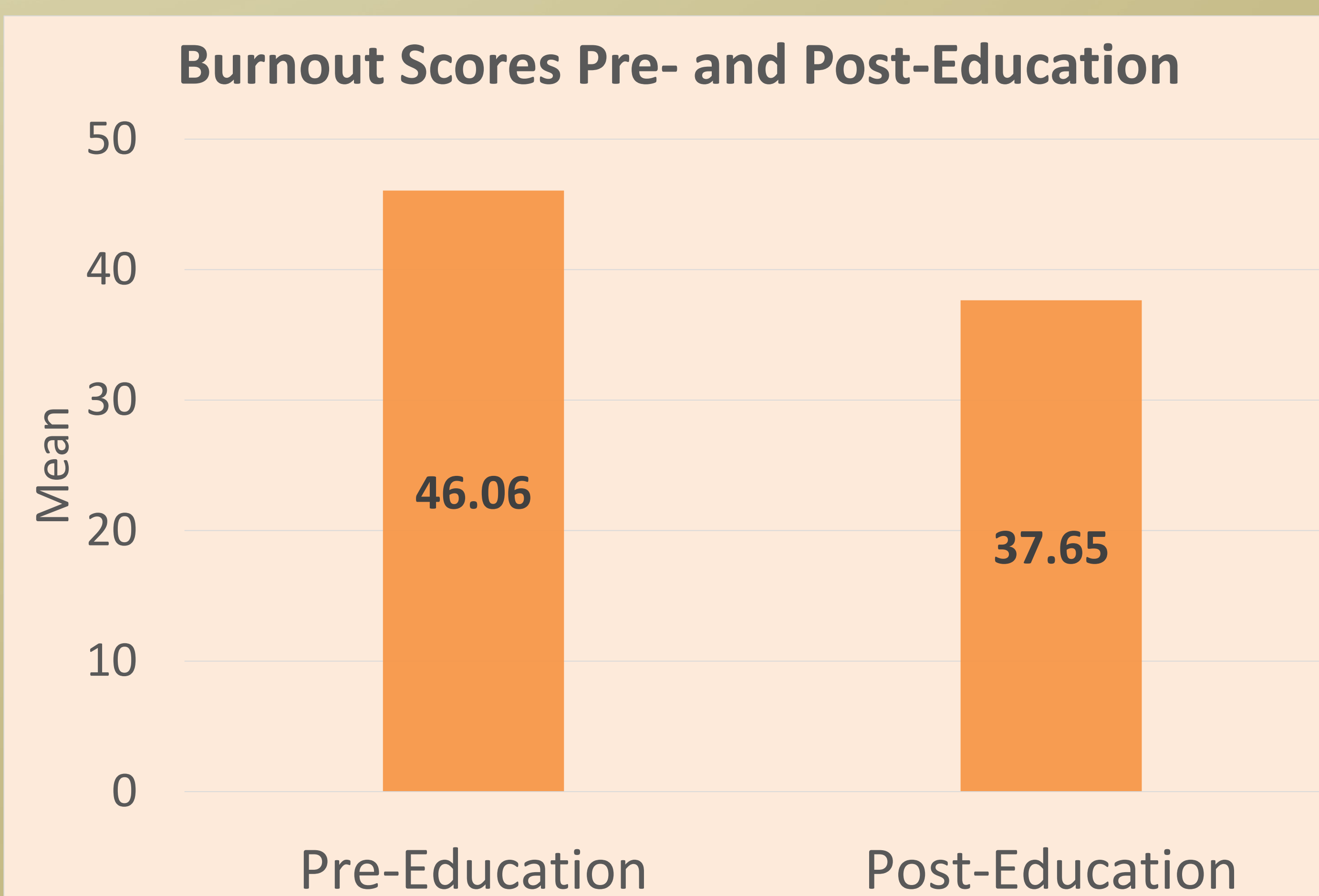
METHODS

- Design: quasi-experimental study.
- Survey Tool: Copenhagen Burnout Inventory prior to and after the education.
- Intervention: Resiliency Education.
- Outcome 1: Burnout scores measured by Copenhagen burnout Inventory.
- Outcome 2: Patient satisfaction mean scores tracked per Press Ganey database.



RESULTS

- 114 ED nurses were invited to participate.
- 45 responded to the Pre-Survey.
- 13 nurses included in the post-data analysis had attended the education as well as responded to the post-survey.
- Statistical analysis for burnout level was done using partially overlapping samples t-test.
- A generalized decrease in burn-out scores after the education (M = 37.65, SD = 20.78) compared to before (M = 46.06, SD = 20.89).
- This decrease was not statistically significant, $t(47) = 1.39, p = .086$.
- There was no improvement in patient satisfaction.



CONCLUSION / RECOMMENDATIONS

- Although our study did not yield statistically significant results, it did show a decrease in overall burnout scores.
- Nurses were reluctant to identify themselves as 'burned out' and in need of an educational remedy.
- Removing the necessity of attending the live class by providing a private online option may mitigate the concern.
- This strategy has the potential to increase ED nurse participation and allow the administration of a post survey to determine if a decrease in burnout is associated with the educational intervention.

SELECT REFERENCES

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