Burnout, Collective Efficacy & the Social Network of an ICU

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Purpose

To describe the relationships between burnout, collective efficacy, and the social network of interprofessional providers within an ICU.

Background

Burnout is associated with greater intention to leave the profession, medication errors and a decrease in healthcare provider health and wellbeing, and patient quality of care. Past research has focused on individual factors that correlate with the development of burnout. Few research studies have assessed burnout at the unit or aggregate level.

Theoretical Framework

Maslach's Multidimensional Theory of Burnout. Burnout is a syndrome that is the end result of chronic organizational stress which manifests as emotional exhaustion, depersonalization, and inefficacy.

Design

A cross-sectional, descriptive design using survey and social network analysis methods
Burnout was operationalized using the Maslach Burnout Inventory, collective efficacy was operationalized using the Collective Efficacy Beliefs Scale. Four types of Social Support (emotional, instrumental, informational, and advice-seeking) were operationalized through sociometry.

Emotional

Informational

Instrumental

Advice Seeking
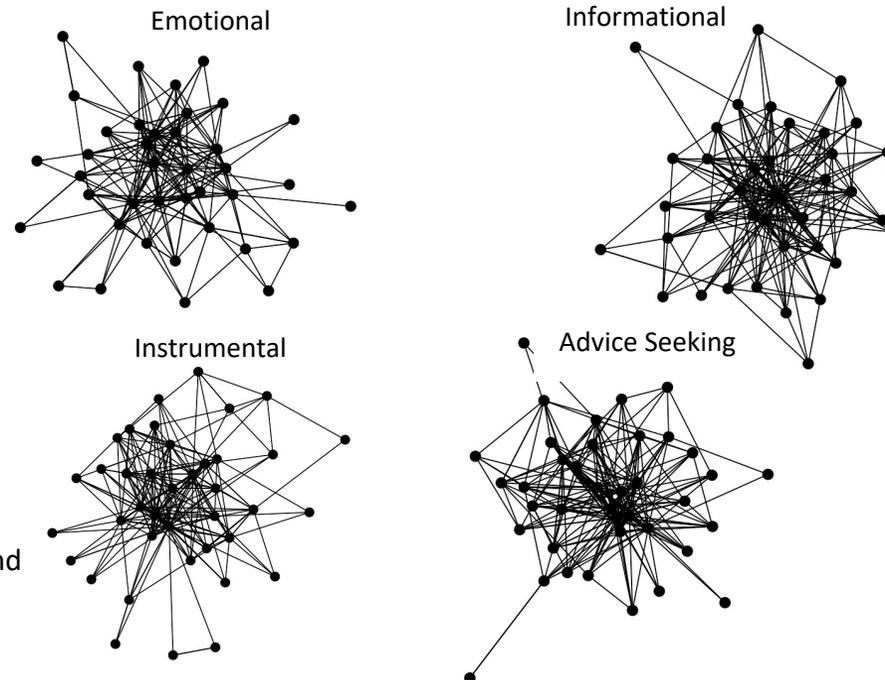
Results

Spearman's correlation revealed no statistically significant relationships between four types of social support and emotional exhaustion and depersonalization.
There is a weak to moderate relationship between personal accomplishment and advice-seeking betweenness.
A backwards, stepwise, multiple regression revealed a strong negative correlation between collective efficacy and emotional exhaustion.
Collective efficacy, explained 29% of the variance of emotional exhaustion.
There is a strong positive correlation between collective efficacy and personal accomplishment.
Collective efficacy explained 23.1% of the variance of personal accomplishment.
The manager was the most important for diffusion of emotional, information, and instrumental support.
A nurse with 39 years experience was the most important for diffusion of advice-seeking support.
The advice-seeking support network was the only dense network.

Implications

Leadership education integrated at all levels of nursing and nursing education.
Policy to include funding to identify and cultivate leaders and collective efficacy.
Research supports use of SNA methods to further explore burnout and the possible use of SNA as a diagnostic tool.