Emotional Exhaustion: Results in well-being and service quality of health workers.

Miss. Kaveri Verma[1] and Mrs. Andal[2]

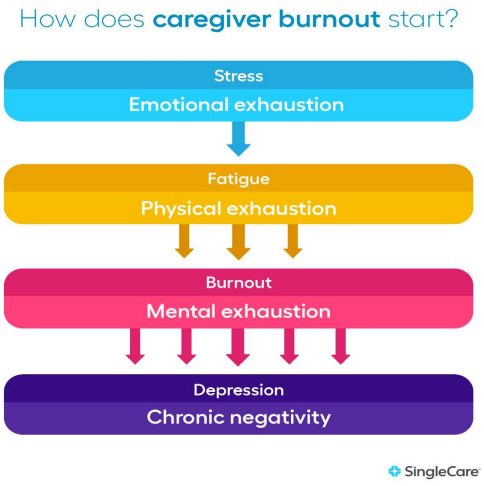
ABSTRACT

The study focuses to identify the opposing effects of emotional exhaustion on health professionals and to confirm coping strategies used by health professionals to overcome them. Emotional exhaustion is something that affects health professionals with negative effects on job satisfaction, and literature has suggested that work needs can be the cause of this chronic stress. Stress can leads to depression, anxiety, sleep disorders, and other disorders. Health care workers are more likely to view time pressure as a threat associated with the loss or loss of resources, which can lead to significant psychological burden. Practicing self-care may be necessary in addressing the responsibilities, responsibilities, and needs of their profession, and helping health professionals find better balance or integration between their work and their leisure time — and helping to protect their health, well-being, and satisfaction with their work and life.

Keywords: Health workers, emotional exhaustion, stress, burnout

Introduction

Over the last few years, many studies have revealed that health workers shown high levels of emotional exhaustion. This situation is caused by a sequence of physical and psychological stress factors characteristic of the hospital surroundings. This involves excess work generated by the increasing demand for hospital care; excessively prolong working days, persistent changes in working situations, the conflict between nursing care priorities, and managerial or economic priorities that may lead to a difficult organizational Environment.



Stressful environment is also related to the nature of nursing that can involve supporting patients and their family members through terminal illness and deaths, work-related risks like needle stick injuries, the risk of being reported for carelessness, the need to keep up to date in the profession, role ambiguity and role disagreement.

Health workers are constantly exposed to the physical and emotional requirement of their patients, are involved in complex relationships with patients' families and have long working hours and are overburden.[1] Work-related stress can lead to exhaustion for anyone. Even earlier then COVID-19 pandemic, it was especially frequent among healthcare workers (HCWs). Frontline workers have experienced increases in sleep trouble, physical fatigue, emotional fatigue, and work-related dread– all symptoms that signal approaching burnout.

Burnout is explain as a negative response to chronic stress in the workplace, and consists of three clinical manifestations: emotional exhaustion – i.e. the feeling of not being allowed to give anything to others on an emotional level, depersonalisation – i.e., an excessively disconnected attitude towards patients and low personal accomplishment – i.e. a negative work-related self-evaluation. The expand workload has resulted in greater force and emotional issues for healthcare workers. [2]

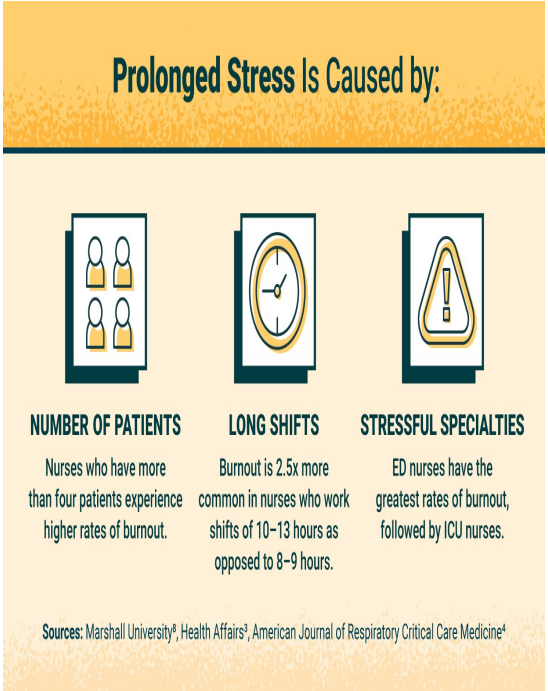
According to the many authors, however, the concept of emotional annoyance is more extensively accepted and refers to the sense of uncertainty at work, including response of insecurity, alertness and inconvenience. From a psychological perspective, when uncertainty and

[1]*Final Year M.Sc. Nursing Student, Faculty of Nursing, Rama University, Mandhana, Kanpur, UP, India*
[2]*Professor cum HOD Mental Health Nursing, Faculty of Nursing, Rama University, Mandhana, Kanpur, UP, India.*

emotional annoyance act together, they cause individuals to feel an imbalance between a specific situation and the achievement of personal objectives deemed to be important by the person. If emotional annoyance continues over time, it may transform into a progressive state of exhaustion. This may lead to low mood in individuals, hindering their social and interpersonal relationships.

Stress, Burnout, and Mental Health Challenges among Healthcare Workers

Many factors contribute to increased stress among health workers, including heavy and more



Workloads, lengthy shifts, a high pace, lack of physical or psychological security, chronicity of care, moral conflicts, perceived job certainty, and workplace related bullying or lack of social support. The resulting psychological distress can lead to exhaustion, depression, anxiety disorders, sleeping disorders, and many other illnesses.[8]
Work related stress can have a negative impact on health care worker's professionalism, delivery of quality care, efficiency, and overall quality of life. Therefore, it is critical to recognize and mitigate this work-related risk to protect the mental health and well-being of health workers.

Working in a stressful and challenging environment for long time or period with less recovery time is a risk factor for burnout syndrome. Burnout is defined as an occupational phenomenon in ICD-11: "Burnout is a disorder conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is divided by three dimensions: (1) feelings of energy depletion or exhaustion; (2) increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and (3) reduced professional efficacy.

Daily events in different life domains and their relation to emotional exhaustion

A few decades ago, researchers already suggested that everyday episodes are more predictive for well-being and health-related results than major demands. In research on daily demands and resources, the terms hassles and uplifts have been established. More precisely, hassles refer to daily disruptive, irritating, and stressful situations resulting from the interaction with the surroundings, whereas uplifts are positive, joyful experiences. Daily affairs were regarded to reflect individuals' current life circumstances and the stressors and resources associated with them. Moreover, daily hassles and uplifts (e.g., "enough time to prepare my lessons for tomorrow", "nice evening with a friend") take into account the variability and changing demands and resources in different life domains that make unlike days more or less demanding. Central life domains regularly identified among various studies on daily hassles and uplifts were family and friends, work, household, financial aspects, health and physical activity, time, and environment.

Mental Health of Healthcare Workers in Times of Crisis

At the COVID-19 pandemic, which has been the cause of more than 2.85 million deaths worldwide to date (5th April, 2021) and rising, many health workers, both from medical care and the mental health branch, have been facing

challenges in adapting quickly to changes in patient volume, increasing demands, clinical responsibility, newly developed technologies, and ways of working. They have also faced quite high risk of infection together with limitations in protective equipment, also managing the anxieties of clients and facing uncertainty in how to effectively treat and respond to complex manifestations. Health providers need to prepare for a continuation of challenging working situations for quite some time to come.

According to emotion regulation theory

Certain measures can be taken to alleviate the impact of negative situations on emotion. Front-line health workers are under heavy rescue burden as they not only put themselves at risk but as well as have to rescue increasing patients during a very critical time. One of the main methods of emotional regulation, cognitive reappraisal allows individuals to appraise stress from a positive perspective. Under the influence of cognitive reappraisal, front-line health workers may reinterpret both their rescue burden and stress as the noble mission of saving lives, thus giving a sense of greater value to their work. As such, people would reduce in their complaining about and sharing of negative happening with others as a result of engaging in cognitive reappraisal.[3]

According to the conservation of resources theory

Health workers are more likely to consider time pressure as a threatening remark associated with no longer have or depleting their resources, which would bring a significant psychological load. To challenge that threat, they would take step such as involving in social sharing to defend, conserve, and acquire their valued resources. However, social sharing may have the unwished effect of prolonging the negative experience. Therefore, in deliberation of healthcare workers, the effect of social sharing on emotional exhaustion remains unknown.[5]

Effect of social sharing on front line health workers

It is unsure how social sharing affects the emotional exhaustion of healthcare workers. Previous studies have considered social sharing as a positive behaviour. For example, a survey of call centre employees found that social sharing helped to deplete employee emotional burnout after facing work stressors.[4] However; social sharing was recently associated with further worsening to employee emotional exhaustion when confronting customer mistreatment.

Burnout and other mental health deal with heavily stigmatized in the medical field – professionals who are used to helping others are often hesitant to stretch out for help themselves. Accepting that you're burnt out may feel like it's at odds with wanting to help others. But with well-managed stress, a high-stress job likely won't lead to emotional exhaustion, which means that no matter your occupation, integrating some stress-relaxant techniques into your lifestyle can help in to keep safe your wellbeing. [6]

Prioritizing the mental health and well-being of health care workers

According to most of us take care of ourselves means taking care of our body: eating well, exercising, and getting enough sleep. All of that is good, but the list is missing something. Everything is about our body when the mind is just as vulnerable if not more so. So many people suffering poor mental health, yet we tend to miss about that when we think about taking care of ourselves, and it's time for that to change.

Over the last few years, the mental health requires of healthcare providers have been gaining attention as a major public health concern and danger to quality care delivery. Health professionals are exposed to so many stressful events within their work, which may affect their physical, mental, and emotional health in negative ways. The World Health Organization estimates a projected inadequacy of 18 million healthcare workers by 2030, mostly in low- and lower-middle income countries. However, countries at all levels of socioeconomic development face, to varying levels, difficulties in the education system, employment, deployment, retention, and performance of their workforce.[7]

Provide room in our lives for self-care, relaxation, self-forgiveness, and understanding means that you can avoid the mental stress that comes with life's stressors. It's important to memorize to take care of your mind just as like as you would take care of your body, and it's not as hard to do as you might think. Here are some easy things to look at to make sure you are staying on top of your mental health requirements.

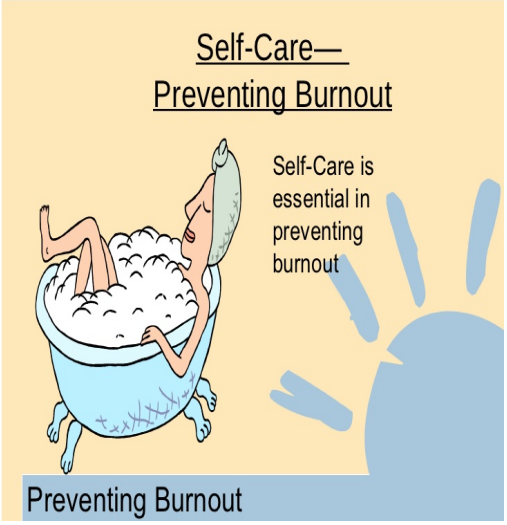
Be Aware of Your Inner-voice, is it working for you or Against You?

The best ways to take care of your mental health is to rethink the way you speak to yourself. Everyone has a voice in their self that they talk about, and they talk to themselves almost of the time. Unfortunately, that voice can be bad, and if it does, it has a devastating effect our mental health. When people go and meet their friends for relaxation or suggestions, it can be shocking when a friend thinks you only can responsible for all your

problems, but it is somewhat acceptable that the little voice in your head did just that. By simply paying attention to that small word and changing its words to confidence and support, you can take a great step to improving your mental health.

Being OK with Not Being OK

Some other way to work makes better your mental health is to be aware of what is right and what is wrong. Especially now a days it is all very easy to push any negative thoughts and feelings behind your mind and try to divert yourself without thinking about it. It's alright to be disturbed or sad or worried, and it's okay to say about it. No one expects you to be completely happy around the clock; it is absolutely absurd to imagine that such a thing could happen. Wanting help and expecting someone to talk to does not mean that something is abnormal with you. In fact, realizing that everything is wrong is a big step toward making things right again.



Make Time for Self-Care and Hold Yourself to It

Self-care is different for everyone, the importance of giving time and involving in self-care cannot be underestimated. We should take care of ourselves if we want to get succeed. Self-care is an instrument to make sure that we are prioritizing our mental health. What might work for someone is not the best option for you. Search a job, workout, or a sport that you enjoy and that makes you feel great. Hopefully something that gives you relaxation and allows you to calm your mind. Participating in these activities allows us to make sure that your life is not just about daily stress. Search your job, and your hobbies, and give time for yourself, don't let your system end up with constant care. Life does happen, and we sometimes have responsibilities that come first, but that doesn't mean we can't get time elsewhere to give ourselves the love we deserve.

The Importance of Practicing Self-Care

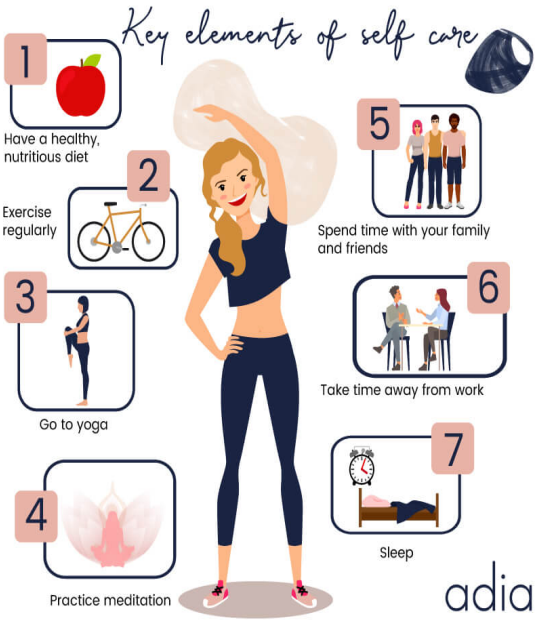
Health professionals are trained to make their patient at priority list. Self-care is not always a priority among therapists, because they may be afraid of being judged by other people or feeling selfish at the thought of meeting their needs. Learning self-care may be necessary in addressing the responsibilities, and needs of their profession, and helping health care professionals find good balance or integration between their work and their leisure time — and helping to protect their health, well-being, and satisfaction with their work and life.

Studies have shown that effective self-care practices include self-awareness, self-awareness, self-sacrifice and a variety of strategies in the physical, social and internal care settings. In a national survey of Australian nurses and physicians with reduced levels of care, 100% of those who do not using a self-care plan reported an effective strategy. While 70% of those who do currently use the self-care plan have indicated that they would consider making a self-care plan if supported to do so. [9]

Learning self-care is important not only for health workers even for everyone. This can be done by getting inside and knowing the person's own emotional state and level of stress, taking breaks where possible, practicing healthy lifestyle such as eating a healthy diet, workout, or go for walk, getting proper sleep, and allowing emotions to process whenever possible and in good ways - whether it’s relaxation, meditation and exercise, story writing, running, dancing, engaging in art or art work, spending time in nature, calling a friend, or crying alone. The profitable effects of proper care of health professionals include improved physical, mental and emotional well-being, and the ability to care for their patients in a more progressive manner with greater sensitivity, sensitivity, efficiency and sensitivity.[10]

It is also important for health care providers to focus on their own strengths, rather than engaging in critical thinking about what they could have done better. To avoid the build-up of stress during difficult times or other demanding working situations, health care professionals should try to identify and clarify tasks; focus on one activity at a time when possible; set adequate boundaries; independent communication; and seek support for important working decisions. For some, practicing self-care and interpersonal skills will suffice, while for others who may be traumatized or experiencing high levels or stress, anxiety or

depression, strong measures, and opportunities for professional support over time will be required.



Proactive Prevention Measures and Interventions

As evidenced, the leading health care providers, social workers, and mental health professionals who provide mental health care to those affected by these disasters are all reveal, and can be expected to have adverse health effects such as post-traumatic stress, anxiety, insomnia and depression. As mentioned, we also know that doctors and other health care providers may be reluctant to seek mental health care, often because of concerns about confidentiality and the potential impact on their activities.[12]

Short-term incentives, this includes free lunch or snacks during the working day, or applause, placards, and thanking songs "health heroes" for their efforts and attempts. While this may provide short-term acceptance, it can also be seen as a diversion to address the serious challenges that senior staff and other health professionals face in protecting their health and well-being in the workplace [11]. Health workers need to be seen as invincible and their resilience is limited. Instead of useless or temporary testing and compensation, we need to invest and accelerate safeguarding and preventive measures to decreases the burden on permanent health care workers. This should also include the use of existing evidence-based interventions that alleviate psychological distress in public health emergencies.

Practice of mindfulness thinking and stress management are two health interventions that have proven effective and measurable results in reducing fatigue and promoting healthcare professional's resilience. Over time, and have made them better equipped to manage and succeed in their work in the midst of challenging situations. It will also help to facilitate their personal development and technology continuously.

Conclusion

Health care workers in health care systems are going through significant pressures, responsibilities, and mental health challenges as a result of their work. This is especially true for those who work at the forefront of public health emergencies - with other challenges facing those working in poorer areas with lower expedient or in situations where discrimination is high. The COVID-19 epidemic has reminded us of the important and vital work being done by key personnel and other health professionals on a daily basis in challenging situations, and has highlighted the limitations of health systems around the world. Before the memory of the epidemic response begins to fade, appropriate evidence-based interventions and interventions should be put in place to protect the mental health and well-being of health care workers - not just in times of social crisis, but on a modern day. The policy and policy recommendations outlined in this article are a few of the most effective interventions that can reduce the risk of health care providers causing permanent, long-term mental injury. Health workers should be honoured for the important work they do to keep people healthy, which means we have a responsibility to find ways to meet their mental needs and improve their well-being.

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