

Maslach Burnout Inventory: In regard to your current position, how often do each of the following occur?

| Add up your scores: Emotional Exhaustion: _____ Depersonalization: _____ Personal Accomplishment: _____ | Everyday | A few times a week | Once a week | A few times a month | Once a month or less | A few times a year or less | Never |
|--|----------|--------------------------|----------------|---------------------------|----------------------------|-------------------------------------|-------|
| Emotional Exhaustion | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| 1. I feel used up at the end of the workday. | | | | | | | |
| 2. I feel emotionally drained from my work. | | | | | | | |
| 3. I feel I'm working too hard on my job. | | | | | | | |
| 4. I feel frustrated by my job. | | | | | | | |
| 5. I feel fatigued when I get up in the morning and have to face another day on the job. | | | | | | | |
| 6. I feel burned out from my work. | | | | | | | |
| 7. Working with people all day is really a strain on me. | | | | | | | |
| 8. I feel like I'm at the end of my rope. | | | | | | | |
| 9. Working directly with people puts too much stress on me. | | | | | | | |
| Depersonalization | | | | | | | |
| 10. I feel patients blame me for their problems. | | | | | | | |
| 11. I've become more callous toward people since I took this job. | | | | | | | |
| 12. I worry that this job is hardening me emotionally. | | | | | | | |
| 13. I don't really care what happens to some patients. | | | | | | | |
| 14. I feel I treat some patients as if they were impersonal objects. | | | | | | | |
| Personal Accomplishment | | | | | | | |
| 15. I feel exhilarated after working with my patients. | | | | | | | |
| 16. I feel very energetic. | | | | | | | |
| 17. In my work, I deal with emotional problems very calmly. | | | | | | | |
| 18. I can easily understand how my patients feel about things. | | | | | | | |
| 19. I have accomplished many worthwhile things in this job. | | | | | | | |
| 20. I deal very effectively with the problems of my patients | | | | | | | |
| 21. I feel I'm positively influencing other people's lives through my work | | | | | | | |
| 22. I can easily create a relaxed atmosphere with my patients | | | | | | | |

Case Study 1

Dan is a 26-year-old new graduate PT who has been working in a long-term care facility in his hometown for several months. He moved back in with his parents to pay his student loans off more quickly. Besides Dan, there are two PTAs at the facility. His plan was to work in this facility for 2-3 years before moving to another city across the country.

At first, Dan felt challenged and proud of his ability to manage a very high patient load and ability to coordinate care with the PTAs, then one PTA went on long term sick leave and the other quit, leaving him seriously short-staffed. Dan sympathized with administration's inability to find another PTA and assumed the extra workload would only last a few days or weeks. Soon he found himself working overtime every day and felt obligated to "do it all" over several months.

As the weeks went on, Dan became more and more fatigued, frustrated and irritable. Documentation quality decreased with omissions and errors, and he started drinking excessively. One day a patient fell during treatment due to Dan not properly guarding the patient during balance exercises. This was observed by an RN who reported the episode to the facility administrator. Dan was humiliated, began to doubt his abilities, thought of himself as a failure and questioned his decision to become a PT. He further distanced himself from friends and family, and eventually quit his job before finding other employment.

1. Is there anything Dan could have done to minimize the onset of burnout?
2. How could administration this onset of burnout?

Case Study 2

Sierra is a new PT Department Manager at a large health system who was hired from another city. upon starting, she discovers that 40% of departmental staff had either left or asked to be transferred to different departments in the prior year. The main employee concerns were cramped working conditions, high workload, and lack of administrative support. EMR had also contributed to burnout within this department. Division sponsored CEUs were nonexistent: and there was no focus on work/life balance, ensuring pay/compensation was competitive, and many in the department did not find meaning in their job.

1. What are some strategies for Sierra to start decreasing burnout within this department?