Evaluating Healthcare Personnel During a Pandemic using the Burnout and Occupational Well-Being Survey (BOWS)

Bryan Patriquin and Martha McGowan-Lee FNP-BC, COHN-S

Background and Objectives

Burnout is an occupational phenomenon resulting from chronic unmanaged job stress presenting as:
- Feelings of exhaustion
- Decreased worker efficiency
- Reduced self-care practices

Occupational well-being is an integrated quality of life concept of individual health and work-related factors including:
- Environmental factors
- Organizational factors
- Psychosocial factors

Methods

The BOWS framework was developed using:
- Total Worker Health® model
- Multiple burnout models
- Swarbrick’s wellness model
- The health belief model

BOWS assessment tool:
- 50 statements
- 6-point agreement scale
- Distributed via Qualtrics
- Reverse scoring method
- SPSS V.27 used for analysis

Figure 1: BOWS Framework

BOWS Score

- Compassion Fatigue
- Presenteeism
- Personal Wellness
  - Emotional
  - Environmental
  - Financial
  - Intellectual
  - Occupational
  - Physical
  - Social
  - Spiritual

Figure 2: Sample By Dept

- Distributed to 585 nurses in hospital setting
- 196 nurses (33.5%) consented to participate
- All 16 departments represented

Scoring Categories:
- Occupational Well-Being, 1-2.99
- Negative Trend, 3-3.49
- Burnout, 3.5-6

Figure 3: Hospital-Wide Mean BOWS Results

- Mean BOWS scores indicate occupational well-being
- Mean domain scores are mixed and include negative trends

- One-way ANOVA analyses find significant variance of mean BOWS scores blocked by dept
  - F (15, 195) = 2.82, p = 0.001
  - BOWS score indicates burnout:
    - Emergency, $\bar{x} = 3.64$
  - BOWS score indicates burnout trend:
    - ICU, $\bar{x} = 3.17$
    - Med/Surg, $\bar{x} = 3.05$

Figure 4: BOWS Dept Results

- ICU
- Med/Surg
- Emergency
- Hospital

Limitations

- Sample findings only relates to the hospital surveyed
- Sample size not representative of all US healthcare agencies
- Further study and analysis needed for metric validation

Discussion

The BOWS identified:
- Multiple departments experiencing burnout trends identified
- Majority is exhibiting positive occupational well-being

Conclusions

- Healthcare organizations conducting well-being assessments recognize burnout’s detrimental impact and want to support their HCP

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Scan for References

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