

Physician's Burnout Rate at King Edward Medical University: A Cross Sectional Survey

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ABSTRACT

Aim: To determine the level of job burnout according to its three dimensions among physicians in Mayo hospital, Lahore.

Method: This cross sectional study was conducted in Mayo hospital, Lahore. Seventy physicians were approached using non probability, convenient sampling. Maslach Burnout Inventory was used to collect the data, which comprises of 36 points.

Result: In this study the data was collected from 74 doctors among them 65(87.8%) were male and 9(12.2%) were female. 18(24.3%) were aged between 25-34 years, 22(29.7%) were 35-44 years old, 24(32.4%) were aged between 45-54 years and 10(13.5%) were more than 55years old. On an average most of the subjects feels burnout A few times in a month. Gender was not associated with the burnout (p-value 0.782), so as living status (p-value 0.371), working position (p-value 0.231), cigarette smoking status (p-value 0.512) and wish to go abroad for work (p-value 0.524) but salary satisfaction levels were found associated with burn out.

Conclusion: Among the doctors the burnout was lying between moderate to mild.

Keywords: Maslach burnout, physician

INTRODUCTION

Burnout is progression of psychological deterioration resulting from extensive experience to job stress.(Aftab, Shah, & Mehmood, 2012) The term was given measurable attributes by Maslach in 1990 in the form of emotional exhaustion, depersonalization and personal accomplishment.(Hyman et al., 2011) In general, it is state of physical and mental exhaustion related to work or care giving activities.

Healthcare workers are particularly susceptible to developing burnout syndrome due to their persistent interaction with the patients. Patients are interested to get well rapidly but it take time which exhaust them.(Ellahi & Mushtaq, 2012). Similarly on the other side the service provider sometimes get tired with daily hectic routine, long working duration of hospital and additive burden of study, if they are pursuing (Linzer et al., 2001) All these stressful factors lead the physicians to a condition which may affect their physical and mental wellbeing causing them burned out at work. Nawaz et al showed an emotional

exhaustion score of 47% among the doctors working in Services Institute of Medical Sciences, which is quite alarming.(Kumar, Ahmed, Shaikh, Hafeez, & Hafeez, 2013)Another study conducted in tertiary care hospital of Rawalpindi showed that dissatisfaction of working environment was 44.5%, dissatisfaction due to working hours and work load was 39.4% and 42.5% (Sultana, Riaz, Hayat, & Sabir, 2009)

Local data on this issue is scarce. No such study has been conducted so far in Mayo hospital. So this study is planned to assess burnout in our hospital.

SUBJECTS AND METHODS

A cross sectional Study was conducted in Mayo Hospital, Lahore. Seventy physicians were approached using non probability, convenient sampling. To collect the data Questionnaire was used which comprises of 36 points and was divided into 2 parts. First part included 24 socio-demographic and career related questions. Second part of the questionnaire was 'Abbreviated Maslach Burnout Inventory', altogether 12 questions. Scoring was from '0' (for answering 'never') to '6' (for answering 'everyday') for each question.

RESULTS

In this study the data was collected from 74 doctors among them 65(87.8%) were Male and 9(12.2%) were Female. 18(24.3%) were aged between 25-34years, 22(29.7%) were 35-44years old, 24(32.4%)

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were aged between 45-54 years and 10(13.5%) were more than 55 years old. 13(17.8%) were Unmarried, 59(80.8%) were Married and only 1(1.4%) was Divorced/Separated. 11(14.9%) were living in Hostel, 3(4.1%) were living in rental house without your family, 9(12.2%) were living in rental house with family, 2(2.7%) were living in their own house without family and 49(66.2%) were living in their own house with family. 1(1.4%) were graduated from <2 years, 11(14.9%) were graduated from 2-6 years, 17(23.0%) 7-10 years, 25(33.8%) were graduated from 11-20 years, 14(18.9%) 21-30 years and 6(8.1%) were

graduated from more than 30 years. Most of the doctors 56(75.7%) were doing both clinical practice and teaching whereas, 16(21.6%) were doing only Clinical job and 2(2.7%) were only doing Teaching Job. 47(63.5%) were working in Government setup, 1(1.4%) was working in Private setup and 26(35.1%) were working in Both setups. 1(1.4%) was working on Honorary position, 18(24.7%) were working on the Ad hoc/ contract position and 54(74.0%) working on the permanent position.

| | Response | Percentiles | |
|--|------------------------|------------------|------------------|
| | | 25 th | 75 th |
| I feel emotionally drained/tired from my work: | A few times in a week | 2.00 | 7.00 |
| I feel fatigued/ exhausted when I get up in the morning and have to face another day at the job: | Once in a week | 2.00 | 7.00 |
| Working with people all day is really a strain (nervous tension) for me: | A few times in a month | 2.00 | 7.00 |
| I feel I treat some patients as if they were impersonal objects: | Never | 5.00 | 7.00 |
| I have become more callous (insensitive) towards people since I took this job: | Never | 2.00 | 7.00 |
| I don't really care what happens to some patients: | Never | 7.00 | 7.00 |
| I deal very effectively with the problems of my patients: | Every day | 1.00 | 1.25 |
| I feel I am positively influencing other people's lives through my work: | A few times in a week | 1.00 | 3.00 |
| I feel exhilarated (joyful) after working closely with my patients: | A few times in a week | 1.00 | 2.00 |
| I think of giving up medicine for another career: | A few times a year | 2.00 | 7.00 |
| I reflect on the satisfaction I get from being a doctor: | A few times in a week | 1.00 | 2.00 |
| I regret my decision to have become a doctor: | Never | 7.00 | 7.00 |

*responses are given on the basis of media

On an average most of the subjects feels burnout A few times in a month. More specifically 10(13.5%) feels every day and 19(25.7%) feels never tired or emotionally drained due to work. On another question 7(9.5%) replied always and 22(29.7%) replied never feel exhausted or fatigued when get up in the morning for going to job. More explicitly 8(11%) respondents replied always and 30(41.1%) doctors replied they never feel stressed while working daily with the people, only 2(2.7%) replied they always want to treat patients impersonally and 52(71.2%) replied they never think like that, Similarly only 4(5.5%) feels that they are insensitive to patients whereas other 38(52.1%) think opposite. In another question, 4(5.5%) replied always don't care what happened to their patients where as other 59(80.8%) replied never. Most of the doctors 56(75.7%) replied they always effectively deals with the patient's problem and 8(10.8%) replied never. To a question 35(47.3%) replied they always feels that they positively affecting the people's life with their work and 13(17.6%) replied never. Similarly 25(33.8%) feels happy helping their patient and 5(6.8%) replied never. On asked a direct question only 1(1.4%) replied that he/she always want to quit medicine as profession whereas other 36(48.6%) replied never. When the question was asked other way around 35(47.3%) replied always feel satisfied being a doctor

and 7(9.5%) replied never and Similarly 62(83.8%) replied they never feel regret to become doctor.

Gender was not associated with the burnout (p-value 0.782), so as living status (p-value 0.371), working position (p-value 0.231), cigarette smoking status (p-value 0.512) and wish to abroad for work (p-value 0.524) but salary satisfaction levels were found associated with burn out.

DISCUSSION

The current study was conducted to determine the burnout among the Physicians of King Edward medical college/ Mayo Hospital, Lahore. It is located in the walled city and patient inflow rate as well as bed occupancy rate is very high. The study was aimed to determine the burnout in the doctors as burnout and stress are common, linked problems in health-care workers. High levels of personal accomplishment increased stress levels, whereas depersonalization lowered stress levels (McManus, Winder, & Gordon).

It is supposed that the burden of the job increases with the increment in the Rank but in our study it was found that the burnout was more in the house officers as compared to the senior doctors but the difference was not statistically significant. Burnout is prevalent among postgraduate year specialists, and they esteem the passionate and social support

from going to questioning sessions. A bigger study is required to figure out whether questioning can decrease the frequency of burnout in junior specialists.(Gunasingam, Burns, Edwards, Dinh, & Walton, 2015)

Factors that associates with decreased efficiency includes high expectations from employ, no or less support from colleagues, limited delegation of power, lower pay back and poor doctor patient relationship (Wu et al., 2013). In our study the low salary was found associated with the burn out.

Most frequent burnout factors includes emotionally drained/tired from my work and fatigued/exhausted when I get up in the morning and have to face another day at the job as most of the doctors replied they have theses feeling once or few times a week. About 39.2% doctors were burnout/ exhausted with their job and though to quit medicine for other profession. The burnout was decreases from house officer to the professor and among the doctors burnout was more frequent among registrars.

The study showed that the burnout level was moderate among doctors but if the doctors' stress level is assessed according to economic status the psychological exhaust was most common among different grades.

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