Workplace Wellness: Addressing Burnout Risk and Physical Wellness in Acute Care

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DESCRIPTION OF DCE SITE

Doctoral Capstone Site: Ronald Reagan UCLA Medical Center
Established: 1955
Location: Los Angeles, CA
Disciplines: OT, COTA, PT, PTA
Services: Orthopedics, neurology/neurosurgery, medical-surgical, pediatrics, liver transplant services, trauma, oncology, and cardiac/cardiopulmonary medicine.

NEEDS ASSESSMENT

Qualitative data was gathered through a self-created online survey based on the eight dimensions of wellness. Identified areas of need from 14 participant responses were:

- **Physical Wellness**
- **Burnout Risk**

KEY POINTS OF LITERATURE REVIEW

- Health professionals are at increased risk of experiencing various work stressors related to healthcare system demands. These demands include limited time and high workloads, limited workplace social support, exposure to suffering and dying patients, predisposing professionals to emotional responses. This position of high stress can lead to significantly negative – and at times detrimental – impacts on mental health and physical wellness.

Individual Consequences

- Increased absenteeism
- Medical errors
- Decreased quality of care

Institutional Consequences

- Conflict between personal and organizational demands
- Economic burden (high turnover and decreased efficiency)

(Abaoğlu et al., 2021)

INDIVIDUALIZED LEARNING OBJECTIVES

Learning Objective 1: By 14 weeks, I will obtain advanced clinical knowledge of the acute care population.

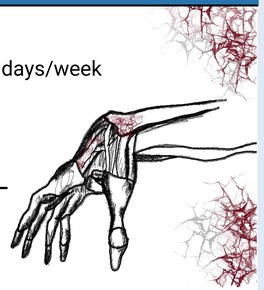
Learning Objective 2: By the end of week 14, I will determine the needs of the staff and understand the potential for a wellness program.

Learning Objective 3: By the end of week 14, I will demonstrate increased program development skills and knowledge.

PROJECT DESCRIPTION AND IMPLEMENTATION

Primary Focus Area: Clinical Practice Skills
Caseload: Evaluated, re-evaluated, or provided treatment to 3-5 patients, 3 days/week on all services listed in site description except pediatrics.

- Documented sessions minus personal identifiers in digital illustration software and incorporated relevant drawings (see image to the right).



Secondary Focus Area: Program Development
Process: Based on the identified areas of need from the needs assessment, a wellness manual with simple, accessible, and practical activities was created.
Addresses: The needs of the individuals plus recommendations for management to consider as means for supporting their staff's health and wellness in the workplace.

EVALUATION AND OUTCOMES

Clinical Practice Skills

- Clinical skills evaluated by site mentor
- Reviewed multiple pages of project in person with site mentor where feedback was provided

Program Development

- Manual reviewed and feedback provided in person by site mentor
- Online follow-up survey emailed to staff
  - 1 participant - "**I like the concrete, real examples and suggestions to improve wellness among staff**."

DESCRIPTION OF DELIVERABLES

Contents:

- 99 pages
- Evaluations, re-evaluations, treatments
- Primary conditions and relevant medical histories
- Feedback
- Creative component (related digital illustrations – see below)

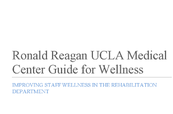
Patient presenting with **aphasia**

Patient with significant concerns/history of **depression**

Program Development | Physical Wellness Manual

Contents:

- 29 pages; Modular format
- Module 1 – Wellness Matters
- Module 2 – Physical Wellness
- Module 3 – Burnout Risk
- Electronic Resources
- Organizational Considerations



CONCLUSION AND FUTURE DIRECTIONS

Burnout is becoming increasingly prevalent healthcare. Without large-scale, systemic efforts toward positive change, the health and well-being of healthcare workers will suffer detrimental consequences. Future research should explore:

- Effects of workplace wellness programs on occupation engagement among rehab specialists in the United States.
- Occupations as a part of the workplace

References available upon request