

重症监护室护理人员职业倦怠感的调查分析

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摘要:目的 通过调查了解重症监护室护理人员职业倦怠感的现状与影响因素。方法 选择2014年6—11月某三级甲等医院心外科、胸外科和心内科重症监护室护理人员共87名,采用问卷调查法,包括一般资料和工作倦怠调查问卷,问卷包含情绪耗竭、人格分离和个人成就共3个方面15个项目。结果 87名护理人员均存在不同程度的职业倦怠感。其中,情绪耗竭平均得分为(4.67 ± 1.21)分,人格分离平均得分为(4.21 ± 1.13)分,个人成就平均得分为(3.40 ± 1.32)分;不同年龄和在重症监护室工作年限护理人员得分比较差异有统计学意义($P < 0.05$);不同护龄、学历、职称和婚姻状况等方面得分比较差异无统计学意义($P > 0.05$)。结论 重症监护室护理人员因工作繁重均存在不同程度的职业倦怠现象,影响了护理人员的职业认同感和个人成就感,医院管理都应加以关注和重视,采取有效措施,减轻重症监护室护理人员的职业倦怠感,有助于提升医护质量。

关键词:重症监护室;职业倦怠;现状调查

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Investigation on feeling of burnout in nurses working in intensive care unit (Chest Hospital, Shanghai Jiao Tong University, Shanghai 200030, China)

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Abstract: Objective To investigate the feeling of burnout in nurses working in the intensive care unit (ICU).

Methods A total of 87 nurses working in ICU in a tertiary hospital were selected from June to November 2014.

A questionnaire was performed. **Results** All the nurses had various degrees of burnout. The average score of emotional exhaustion was 4.67 ± 1.21, the average score of separation of personality was 4.21 ± 1.13, and the average score of personal achievement was 3.40 ± 1.32. There were significant differences among the nurses with different age and working year in ICU ($P < 0.05$). Working year, education background, professional title and marriage status had no significant influence. **Conclusion** The nurses working in ICU had various degrees of burnout which influence their professional identity and personal achievement. The supervisors should pay more attention to this feeling and take effective measures to relieve burnout and improve nursing quality.

Key Words: Intensive care unit; Job burnout; Investigation

职业倦怠(job burnout)指个体在工作重压下产生的身心疲劳与耗竭的状态。最早由美国临床心理学家Freudenberg^[1]在1974年提出,他认为职业倦怠是一种容易在助人行业中出现的情绪性耗竭的症状。随后Maslach等^[2]把对工作长期的情绪及人际应激源做出反应而产生的心理综合征称为职业倦怠。包括情感

疲惫(emotional exhaustion)、情感耗竭、消极怠慢(cynicism)和职业敏感缺乏(lack of professional efficacy)。随着责任制护理的开展,为满足患者及家属的服务需求、不断地更新理论知识和迎接市及全国性的各项检查,现今的护理人员,不仅要有精湛的专业技术,而且还要具备较强的心理素质,有效的人际沟通。如何在挽救患者生命安全的同时处理好与工作环境中各层面之间的关系成了护士工作压力的原因之一。而重症监护室的患者,病情危重、复杂多变,这也加重了

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