

22. OCCUPATIONAL BURNOUT IN MEDICAL WORKERS (DOCTORS/NURSES)

Author: Guțu Vadim

Scientific adviser: Natalia Daniliuc, Doctor of psychology, Associate Professor, *Nicolae Testemitanu* Department of Social Medicine and Management, *Nicolae Testemitanu* State University of Medicine and Pharmacy of the Republic of Moldova.

Introduction. Burnout syndrome (BS) is considered according to the World Health Organization to be a mixture of energy depletion, increased mental distance from one's job and a reduced professional efficacy. According to S. Brand and E. Holsboer-Trachsler, BS is more likely to affect individuals from professions that require a higher degree of responsibility and frequent human interactions, therefore placing doctors and nurses in a high-risk category.

Aim of study. The aim of this study was to assess if doctors and nurses are exposed to BS in their working-activity and to determine their levels of BS.

Methods and materials. Using an anonymous questionnaire based on the Maslach Burnout Inventory that comprised a number of 25 questions directed in 3 dimensions, we recorded 100 entries from doctors and nurses found in their working-place. Each one of the 3 directions (emotional exhaustion, depersonalization and professional realizations) delivered a score that was later summed up and compared to preset results. The scores were interpreted as follows: 0-25 points resulted in an equilibrium at the workplace; 25-50 – prone to develop BS; 50-75 – on course to develop BS; >75 – BS.

Results. Out of the doctors and nurses from the eight medical departments that contributed to this study, the ones from 7 of them displayed BS, while the remaining were on course to develop BS, the average score being 76.30 out of 100.

Conclusion. The BS is a serious disorder that threatens the medical system here in Chisinau, making our doctors and nurses prone to errors and therefore placing patients at risk. Furthermore, by placing this actual study next to a similar one from Romania, it can be observed that the BS is common throughout the whole Moldovian medical system meaning that national measures to treat and prevent this syndrome are in order.