

24th Global Dentists and Pediatric Dentistry Annual Meeting

June 11-12, 2018 | London, UK

Psychological stress and burnout among healthcare workers in Department of Dental Services, MNGHA (Ministry of National Guard - Health Affairs): A cross sectional survey

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Introduction: Professional burnout, a prolonged response to stress, would possibly affect the standards of patient care. Burnout is defined as emotional exhaustion, depersonalization, and diminished personal accomplishment.

Aim: To identify and compare psychological stress and burnout levels among different job titles and specialties in dental department, MNGHA. Also, to determine the effect of marital status, age, and gender on stress and burnout levels.

Methods: Convenient sampling approach was used to distribute the questionnaire in the dental department, MNGHA (n=177, response rate=88.5%). Two validated questionnaires, psychological stress measure-9 (PSM-9) and Maslach Burnout Inventory–Human Services Survey (MBI-HSS), were used.

Results: Mean level (and standard deviation) of stress was 32.60 (11.43), with the highest stress levels seen in consultants and residents (39.17% and 38.33%). Hygienists and technicians scored the highest lack of personal accomplishment (24.53%), consultants scored the highest emotional exhaustion (24.64%), while residents scored the highest impersonal response toward patients (26.67%).

Conclusion: Participants with the job title consultant and resident are shown to be the most stressed and burnt-out category among the dental department. Specialty, gender, age and marital status are not shown to be risk factors in our study. Stress and burnout should be reduced to maintain the standards of patient care.

Biography

Yasmeen A AlHaizan is pursuing her Bachelor of Dental Surgery (BDS) at College of Dentistry, King Saud University, Saudi Arabia. In 2017, she participated in 9th Research Summer School held at King Abdullah International Medical Research Center (KAIMRC), which grew her interest and developed her skills in research.

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