

**A Study on Stress Management among Health Care Workers
during COVID 19, in a Tertiary care Children's Hospital,
Bengaluru**

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Introduction:

- The spread of novel corona virus (COVID-19) across the globe and its out turn to associated morbidity and mortality challenged the country by several means.
- The wellbeing and emotional resilience of healthcare workers are key components of maintaining essential healthcare services during the pandemic
- Employee stress has a big impact on the workforce: stressed out workers are typically less productive and more distracted and tend to experience higher rates of illness.
- Monitoring and assessment of mental health and wellbeing of healthcare personnel will be important. The psychological impacts of which are beginning to show on medical and non-medical health personnel, especially the frontline workers.

- **Rationale:** The wellbeing and emotional resilience of healthcare workers are key components of maintaining essential healthcare services during the pandemic.
- Employee stress has a big impact on the workforce: stressed out workers are typically less productive and more distracted and tend to experience higher rates of illness.

RESEARCH QUESTION:

- What are the stress causing factors that are leaving an impact amongst the healthcare workers of a Paediatric Tertiary care Multispecialty Children's Hospital, Bengaluru?
- **Objectives:**
 - To assess and analyse the factors causing stress among the employees
 - To analyse the impact of stress on a health care worker
 - To suggest the strategies to reduce the stress levels

Literature review

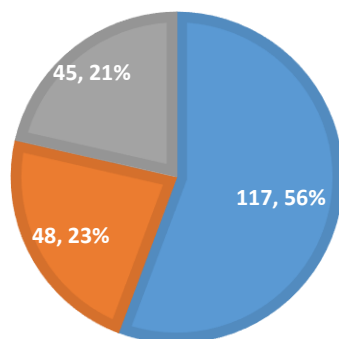
- A Cross-sectional study done by Seshadri Sekhar Chatterjee et al revealed that out of 152 study participants, 34.9% were depressed and 39.5% and 32.9% were having anxiety and stress, respectively.
- A Cross-sectional region stratified study conducted by Lai J, 2020 1257 HCW 20 hospitals in Wuhan, 7 hospitals in other regions of Hubei province 7 hospitals from 7 other provinces, Patient Health Questionnaire, Generalized Anxiety Disorder scale, Insomnia Severity Index, and the Impact of Event Scale-Revised, revealed that 50.4% reported symptoms of depression, 44.6% anxiety, 34.0% insomnia, and 71.5% reported distress.

A study done by Boehken J et al on COVID-19 Pandemic Stress Experience of Healthcare workers, . The severity of mental symptoms was influenced by age, gender, occupation, specialization, type of activities performed and proximity to COVID-19 patients.

- **Keywords:** Health care workers, stress, psychological, COVID-19
- **MATERIALS & METHODS:**
- **Study design:** Cross-sectional study
- **Setting:** Paediatric Tertiary care Multispecialty Children's Hospital, Bengaluru
- **Study population:** Frontline workers of a Multispecialty Children's Hospital
- **Inclusion criteria:** All the frontline employees who worked during COVID times
- **Exclusion criteria:** Employees who did not work during the study period and who were working from home
- **Duration of Study:** May 20th to June 1st
- **Sample size:** 210
- **Sampling technique:** Convenience sampling

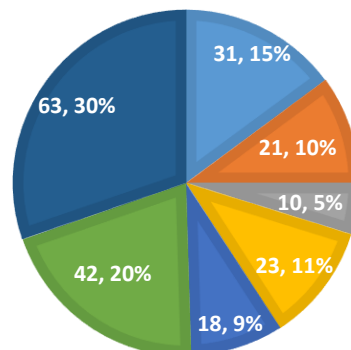
- Data Analysis:

AGE WISE SEGREGATION



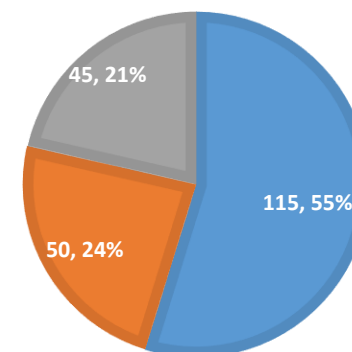
■ BELOW 30 ■ 30-40 ■ ABOVE 40

DEPARTEMENT WISE SEGREGATION



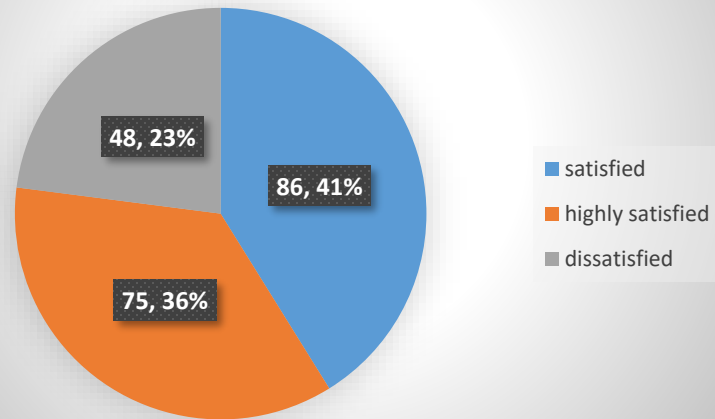
■ CUSTOMER CARE
■ PATIENT CARE SERVICES
■ PHARMACY
■ PURCAHSE

WORK EXPERIENCE

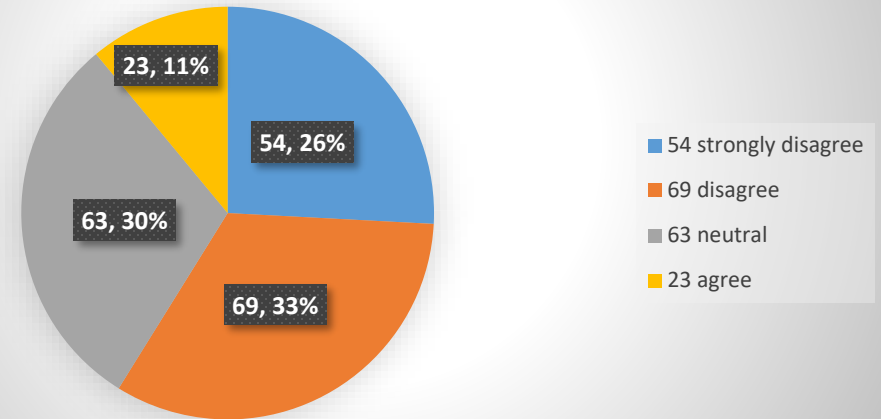


■ 3+ YEARS ■ 2 YEARS ■ 1 YEAR

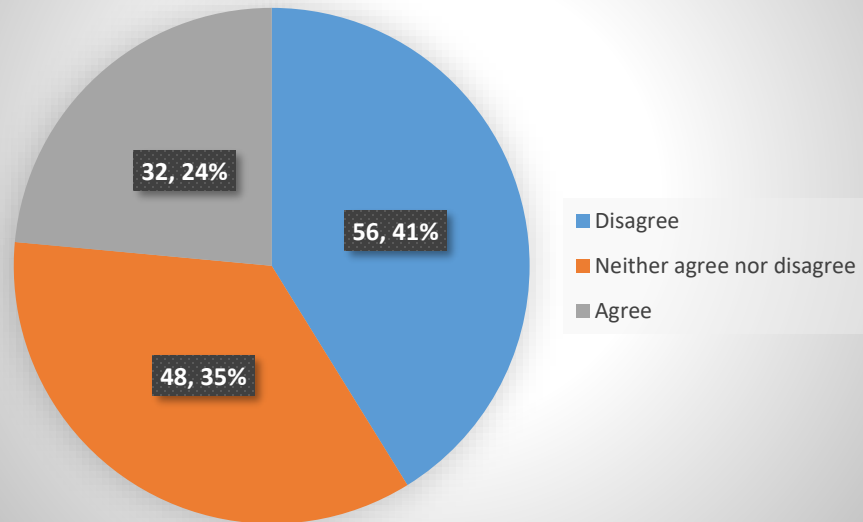
Working Conditions in Organisation



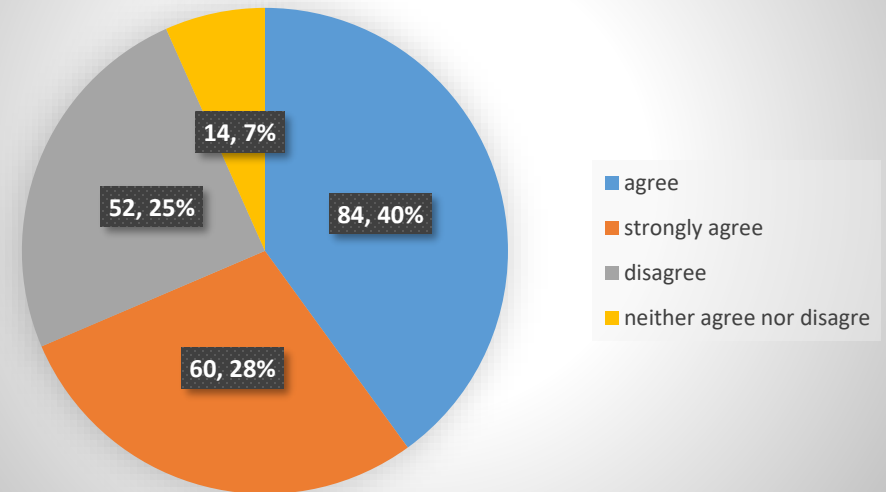
I don't feel like interacting with patients or treatment process



I often felt tired for no reason during the last 30 days



Fear of spreading the infection to family membes



- . (159)76.9% attended the stress management programmes conducted in the organisation and 51 respondents didn't attend any such programmes
- (46)22% of employees the alcohol and the cigarette consumption has increased and (73)35% of the employees stated that only cigarette consumption had increased during this period, than before to overcome the stress

- **ADVICE FOR HEALTHCARE AUTHORITIES and HEALTHCARE FACILITY MANAGERS:**

- Ensure that good quality communication and accurate information updates are provided to all staff. This can help alleviate worries caused by uncertainty and make them feel in control.
- Provide positive feedback to stress the value and importance of the role they play
- Promoting team work. The “buddy system”, for example, involves colleagues working in pairs, so that they can ensure each other’s safety and provide mutual support when dealing with challenging situations.
- Facilitate access to psychological support services, ensuring that staff are aware of where and how they can access them, including telephone or other remote support services when available.

- **STRATEGIES TO REDUCE SPECIFIC WORK PLACE RELATED STRESSORS:**
- 1.) Mindfulness practices that specifically emphasize acceptance teach us a non-judgmental attitude toward our experiences.
- **Improves mood** – Mindfulness training may reduce depression and anxiety. One study found that mindfulness training was as effective as antidepressant medications in preventing a depression relapse.
- **Reduces stress and its consequences** – Mindfulness can lead to less intense stress responses. This has many health benefits, such as lowering your blood pressure and strengthening your immune system.
- **Improves brain functions** – Practicing mindfulness helps build your ability to pay attention and focus. Over time, this training can sharpen memory and improve mental performance.

- **LIMITATIONS:**

- The time period for carrying out the study was short as a result of which many facts have been left unexplored.
- Lack of time and other resources as it was not possible to conduct survey at large level.
- The study is limited to one hospital in Bengaluru and therefore the findings of the study cannot be extended to other areas.
- During collection of the data many employees were unwilling to fill the questionnaire due to lack of time.
- Convenience sampling has been used in the study and it has its own limitations.
- Personal bias of the respondents might have crept in while answering a few questions.
- Results of the study may not be generalized as responses from the doctors were not recorded and the major participants were the nurses.

- **Ethical considerations:** Consent from the Medical Director & Vice-President to conduct the study and the consent from the employees was recorded prior to answering the survey

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THANK YOU