Job Burnout Status among Pre-Hospital Emergency Technicians

Zohre Moradi¹, Ahmad Ali Eslami¹*, Akbar Hasanzadeh²

¹Department of Health Education and Health Promotion, School of Health, Isfahan University of Medical Sciences, Isfahan, Iran.
²Department of Biostatic and Epidemiology, School of Health, Isfahan University of Medical Sciences, Isfahan, Iran.

*Corresponding author: Ahmad Ali Eslami; Department of Health Education and Health Promotion, School of Health, Isfahan University of Medical Sciences, Hezarjarib Street, Isfahan, Iran
Tel: 03137922710
Email: eslamiaa@gmail.com

Abstract

Introduction: Since pre-hospital emergency staff, who play a vital role in saving peoples’ lives, work under a lot of pressure, determining the rate and dangers of their job burnout is very important. Therefore, this study was carried out to determine the job burnout rate of the pre-hospital emergency staff in Isfahan, Iran. Methods: In this cross-sectional study, all of the pre-hospital emergency staff in all emergency operation centers in Isfahan were included. Using the standard Maslach burnout inventory questionnaire, the job burnout rate of emergency technicians was measured. The studied aspects were frequency and intensity of emotional exhaustion, depersonalization and personal accomplishment feeling, which were then divided into 3 levels (low, average and high) according to the intensity and frequency of these feelings. Results: In the end, 68 technicians were involved in this study (Mean age 26.97±7.7; 42.6% single). Regarding intensity, their mean emotional exhaustion score was 25.59±20.39, depersonalization score was 10.57±7.83 and personal accomplishment feeling was 34.6±8.46. Moreover, the mean emotional exhaustion frequency was 21.21±11.95 (low level), depersonalization frequency was 8.94±5.43 (low level) and personal accomplishment feeling frequency was 26.82±5.72 (high level). Conclusion: The data obtained in this study shows that the pre-hospital emergency technicians in Isfahan show average levels of emotional exhaustion and depersonalization intensity and frequency and feel highly unaccomplished.

Keywords: Burnout, professional; emergency medical technicians; depersonalization