



Defence Nursing Forum Webinar Preventing Burnout

Introductions

Introduction: Maj Neil Gilbert RAMS – Senior Nursing Officer – DPHC(SNI).

Speaker 1: Lt Col Susie Hines RAMS – SO1 Mental Health and Wellbeing – Army Health Branch.

Speaker 2: Suzanne Turner – Regional Nurse Advisor (Scotland and Northern Ireland) - DPHC(SNI).

House rules

- Use the chat function to ask questions.
- Questions will be answered the end (Time permitting).
- Please respect all members on the webinar today.



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Burnout in Nursing

A Growing Crisis

Major NR Gilbert RAMS

Understanding Burnout



- Emotional exhaustion
- Depersonalization
- Reduced sense of accomplishment

Scope of the Problem



- 50% more likely to suffer chronic stress than other workers
- High levels of PTSD and fatigue (2024 literature review)

Key Contributors to Burnout

- Chronic understaffing
- Low pay
- Lack of support
- Imposter syndrome



Effects on Workforce Retention

- 67% increase in early exits
- Vicious cycle: fewer staff, more burnout



Impact on Patient Care



- More errors
- Lower satisfaction
- Weaker care outcomes
- A reduced effective deployable workforce.

Proposed Solutions

- Hire more staff
- Mental health support
- Workplace culture reform
- Policy change





Urgent need for UK policy and systemic
change

Protect nurses to protect patients

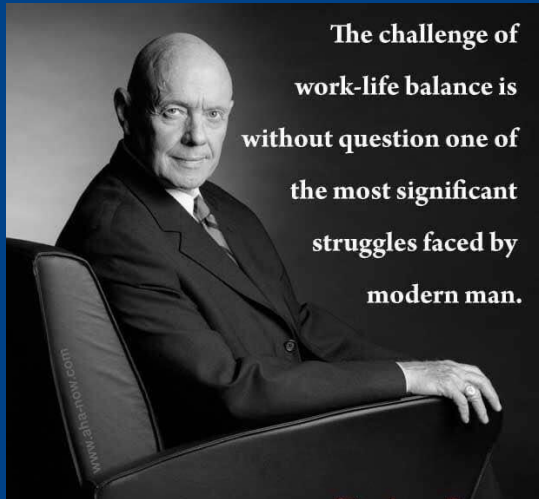
rcn.org.uk

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The challenge of
work-life balance is
without question one of
the most significant
struggles faced by
modern man.



Workplace Wellbeing

Lt Col Susie Hines

Health Warning



Background

- DMS check.
- Resources.
- Incivility/Workplace conflict.
- Healthcare professionals *could* be better at looking after themselves and each other.
- Professionalisation of normal human feelings.
- Life is busy, complicated and unpredictable.

..’Understaffed, under financed and overstretched...’

- 41% CMHD
- 38% Moral injury
- 22% high risk of burnout
- 60% poor team cohesion
- We are committed to creating an environment in which you can thrive, where people can reach out to their colleagues, peers, and Chain of Command when they need support for whatever reason and in so doing, Defence and our patients get the service they need and deserve. **DG DMS**

Normal Conditions

- Periods of intense activity.
- Competing priorities – work, home etc.
- Negotiating multiple roles (Leader, Spouse, Parent, Caregiver for Elderly Parents)
- Managing the scarcity of time.
- Complex, unexpected and unpredictable life events.
- Prevalence of societal pressures (economy, pandemic etc.)
- Requirement for good physical, psychological and emotional health.

Situation

Expectations

Workload –
periods of intense
activity

Change
(managing
uncertainty)

60 % of waking
hours spent in the
workplace

1/5 people suffer
from workplace
stress

What Causes Stress in the Workplace?

Inadequate training,
resources, equipment, time

Unachievable workload
Lack of **control** of
workload
Vague objectives

Pace of change
Workforce churn
Operational deployments

Incompetent Leadership
Over promotion

Personality – not taking
responsibility for
behaviours and decision
making
Personality traits e.g.
perfectionist

Life events
Personal Relationships
Injury & Illness
Societal/Family Pressure
Isolation

Not being valued as a
team member
Conflict with Colleagues
Incivility

Media
Moral obligation to 'do the
right thing'

Presentation of Stress

Internal – what we
feel

External – what we
reveal

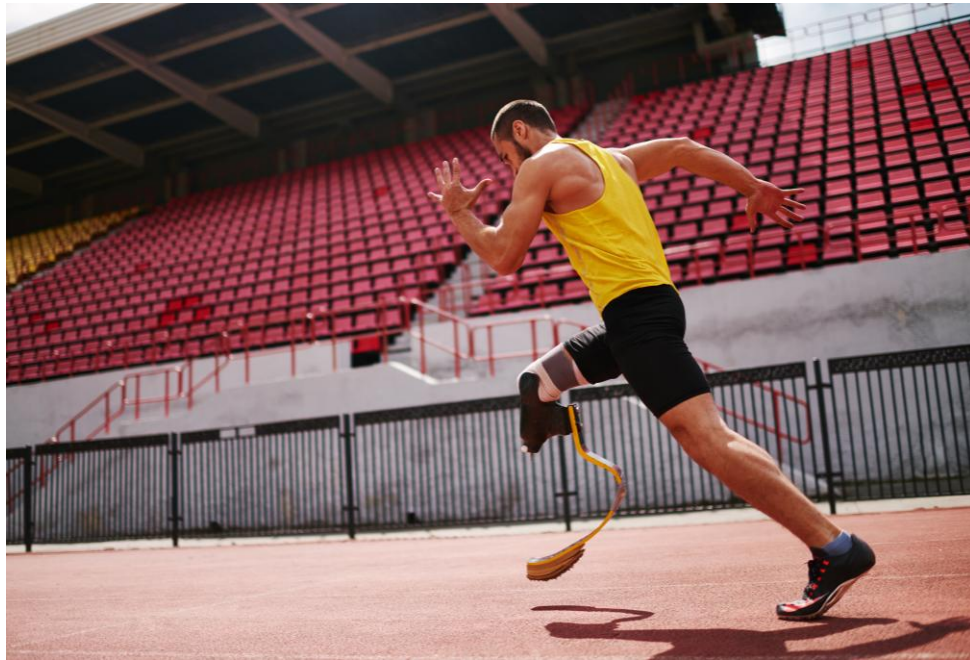
Barriers to Help Seeking

- Promotion & career development.
- Reputation.
- Awareness/Personality.
- Shame.
- Pride.
- Access.
- Time.
- Fear

Coping Techniques

- Exercise, Nutrition, Sleep.
- Meditation & Prayer.
- Coaching & Mentoring (Peer Support)
- HWB Apps.
- Protecting time for self-reflection.
- Hobbies.
- Perspective.
- Self-compassion.

Rest and Recovery



Learn from professional athletes. You can actually do more in less time by practicing the art of recovery. Professional athletes understand that pushing themselves at 100% of their capacity 100% of the time results in little or no long-term performance gain. They build time to recharge into their training routines. You must do the same....



Self-Compassion

-being patient, kind and understanding when faced with personal failings instead of mercilessly judging and criticizing yourself for perceived inadequacies or failings....
- ...being able to relate to yourself in a way that is forgiving, accepting and loving when situations might be less than optimal..
- **Kristin Neff**

Self-Compassion

- Ability to treat oneself kindly and practice those principles we would preach to Friends and loved ones.
- Altering mindset in order to set the conditions for self-compassion.
- Giving yourself permission to rest.
- Normalising feelings and reassuring oneself.
- Praising oneself.

Summary

- Insight and self-awareness.
- Know your stress response and triggers.
- Find a safe confidant.
- Exploit coaching and mentoring opportunities.
- Avoid excessive alcohol.
- Take regular exercise.
- Eat a balanced diet. Regularly. Maintain **healthy sleep**.
- Ask for help (and be prepared to listen)
- Stay away from social media.
- Be kind to yourself and others.

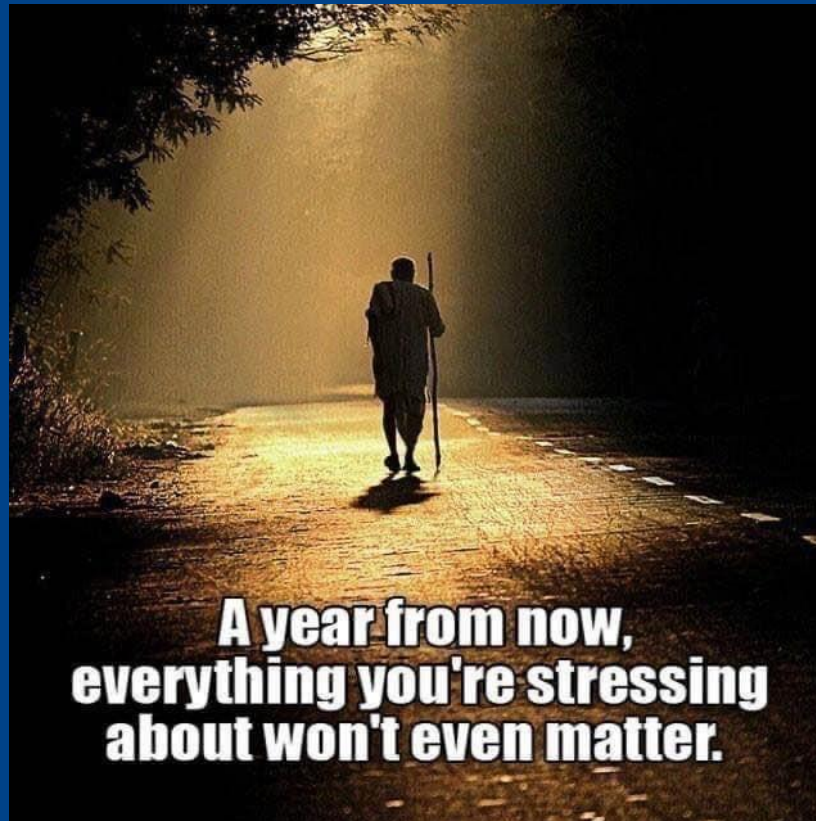


What next?

- Speak to each other/Family/Friends/LM/Padre/GP
 - Reflect
 - Accept that specialist intervention may be required and will help restructure and reframe your thoughts, feelings and behaviours (**A broken clinician is potentially a dangerous clinician**)
 - Be kind
- [Army Welfare Service](#)
 - [MOD Workplace Wellbeing Portal \(EAP\)](#)
 - [Army Health and Wellbeing Page on Defence Connect](#)
 - [HWB Apps \(Headspace, Headfit, Sleepio\)](#)
 - [JSP 661](#)
 - [MOD Health and Wellbeing Resources](#)
 - [Samaritans | Here to listen](#)
 - [Cruse Bereavement Support](#)
 - [Defence Mental Health & Wellbeing Network](#)
 - **Op Direct Support**



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Suzanne Turner
Regional Nurse Advisor
DPHC(SNI)

2021 NHS STAFF SURVEY



40.5%
of staff* working
for the NHS
in England face
burnout

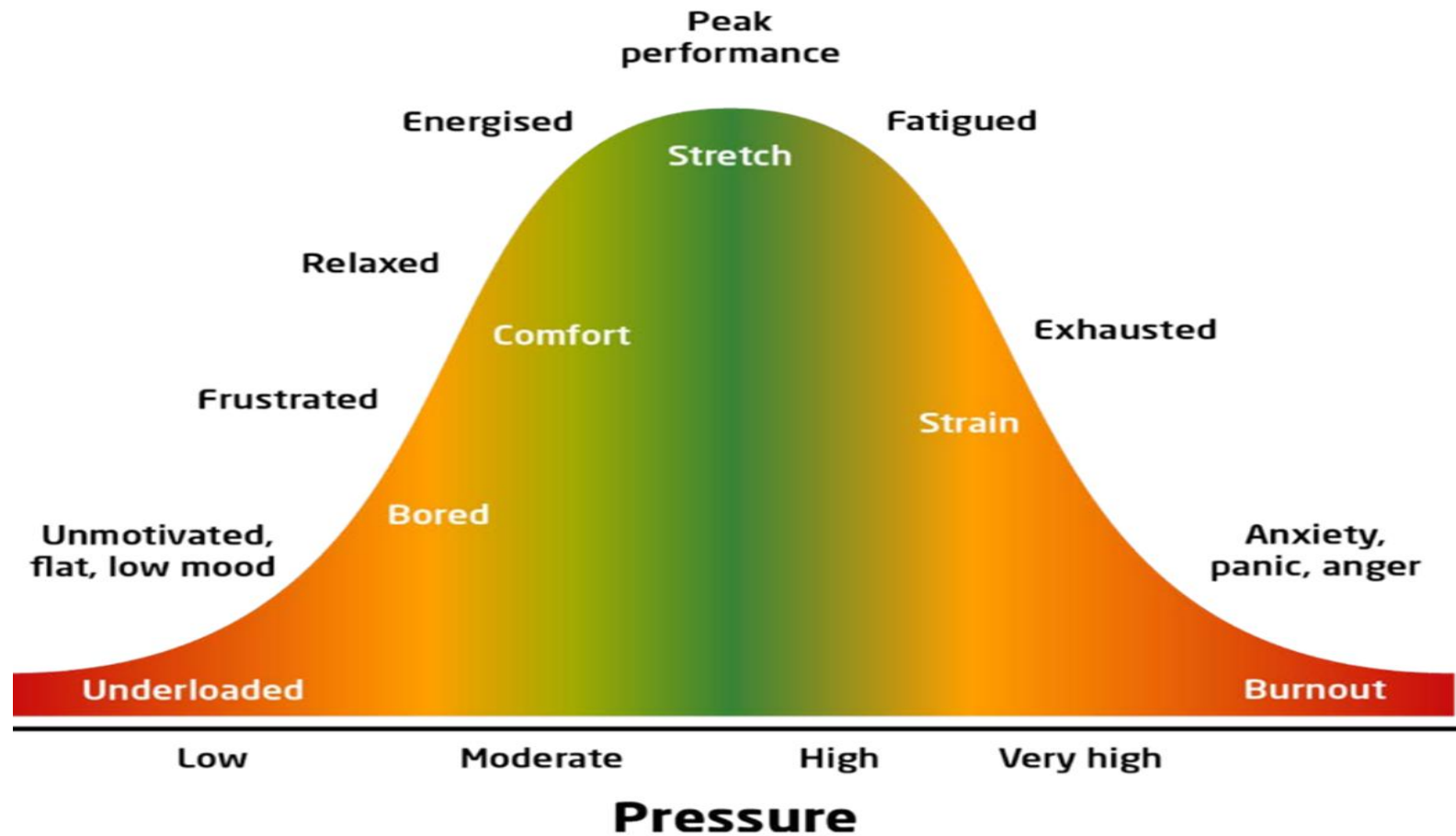


*Registered nurses and midwives



Current issues within DPHC

- Change/new ways of working
- Trawls – demands on military workforce
- Staff recruitment
- Deployments and increased tempo with units
- SDR



Suggested Solutions

- Encourage a culture of openness
- Managers and peers to act as first line of support – refer to resources such as EAP
- Monitor absenteeism and staff turnover
- Speak with CoC/LM
- Strong relationships outside of work
- Work-Life Balance
- Healthy lifestyle – take care of you!

- Decrease Stress
- Mindfulness
- Education
- Recognise achievements
- Create a healthy work environment

Conclusion

- Burnout needs to be addressed
- In short term it can lead to reduced quality of care for the patient and illness for the individual

Support

Army Welfare Service Tel: 01904 882053 Email: RC-AWS-IAT-0Mailbox@mod.gov.uk

Combat Stress Helpline 0800 323 4444

Navy Health and Wellbeing - Home (sharepoint.com)

RAF Health & Wellbeing

<https://modgovuk.sharepoint.com/sites/IntranetRAF/SitePages/RAF-Health-and-Wellbeing.aspx>

Civil Servants Health and Wellbeing

References

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Questions?