

OCCUPATIONAL STRESS, BURNOUT AND FATIGUE



Time pressure, lack of control over work tasks, long working hours, shift work, lack of support and moral injury are important risk factors for occupational stress, burnout and fatigue among health workers.

Key facts

- ✓ Intrinsic demands of the job, individual susceptibility, and poor work organization contributes to increased stress in health workers.
- ✓ Prolonged job stress may cause burnout, chronic fatigue, absenteeism, high staff turnover, reduced patient satisfaction, and increased diagnosis and treatment errors.

Preventive measures:

- ✓ Set clear and consistent goals for staff.
- ✓ Provide frequent training to increase role effectiveness and coping strategies.
- ✓ Provide work-focused consultations to staff who are experiencing job stress.
- ✓ Encourage the development of support groups and resource exchange networks.
- ✓ Organize work to reduce job strain by optimizing workload and working time, ensuring safe staffing levels, encouraging regular breaks and having flexible schedules.
- ✓ Maximize staff autonomy and participation in decision-making.
- ✓ Provide training in conflict resolution.
- ✓ Optimize shift lengths to avoid fatigue, giving preference to shift rotation in a forward direction.
- ✓ Provide accommodation for health workers during emergency operations with access to food services, sanitary facilities and recreational opportunities.

Source:

<https://www.who.int/tools/occupational-hazards-in-health-sector/occup-stress-burnout-fatigue>

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<https://www.who.int/activities/protecting-health-and-safety-of-health-workers>

