Effect of the Verbal Abuse Experience, Resilience on Burnout among Emergency Nurses

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Introduction
Emergency nurses are at the forefront of health care and experience a lot of fatigue from verbal abuse or work stress while treating emergency patients. When burnout is high, the intention of turnover increases, which can reduce the quality of emergency care. However, there are insufficient studies to test the level of verbal abuse experience, resilience on burnout and to identify the factors affecting the burnout of emergency room nurses.

Methods
Data were collected through self-report questionnaires. Collected data were analyzed using descriptive statistics, t-test, ANOVA, Pearson correlation coefficients, and multiple regression with SPSS/WIN 23.0.

Purpose
To identify factors affecting the burnout of emergency nurses.

Results
Participants’ scores for the total score of burnout was 70.95 ± 14.67 out of 132. In multiple regression analysis, factors affecting burnout were found to be; resilience, verbal abuse experience(patients & care givers, doctors), gender, marital status, and job satisfaction. The explanatory power of this finding was 38.5% and the regression model was statistically significant.

Discussion and Conclusions
It is concluded that the degree of burnout for emergency room nurses was increased from verbal abuse experience, and decreased by resilience of nurses. Therefore, from the results of this study, it would be necessary to pay attention to the burnout of emergency room nurses, and to continue the relevant research in future. It also suggests developing programs to improve resilience of nurses and to reduce the burnout.

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Keyword
Nurses, Emergency nursing, Bullying, Workplace violence, Professional resilience, Professional burnout

Participant
Total 128 nurses working at two regional emergency medical centers and two local emergency medical centers in Gyeonggi Province were recruited.

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