

Psychological Stress and Burnout Among Dental Staff: A Cross Sectional Survey

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Professional burnout, a prolonged response to stress, would possibly affect the standards of patient care. Burnout is defined as emotional exhaustion, depersonalization, and diminished personal accomplishment.

Aim: Identify and compare psychological stress and burnout levels among different job titles and specialties in dental clinics. Also, determine the effect of marital status, age, and gender on stress and burnout levels.

Methods: Convenient sampling approach is used to distribute the questionnaire among dental staff (n=177, response rate=88.5%). Two validated questionnaires, psychological stress measure-9 (PSM-9) and Maslach Burnout Inventory–Human Services Survey (MBI-HSS), are used.

Results: Mean level (and standard deviation) of stress was 32.60 (11.43), with the highest stress levels seen in consultants and residents (39.17% and 38.33%). Hygienists and technicians scored the highest lack of personal accomplishment (24.53%), consultants scored the highest emotional exhaustion (24.64%), while residents scored the highest impersonal response toward patients (26.67%).

Conclusion: Participants with the job title “consultant” and “resident” are shown to be the most stressed and burnt-out category among the dental department. Specialty, gender, age and marital status are not shown to be risk factors in our study. Stress and burnout should be reduced to maintain the standards of patient care.

Biography:

Abdullah Mohammed Alzahem (BDS, FAGD, MME, PhD) the Assistant Professor of Medical Education graduated 1995 with BDS degree. 1998, completed postgraduate studies in Temporomandibular Joint Disorders and Advanced General Dentistry in USA. 2004, awarded the prestigious Fellowship of General Dentistry Academy (FAGD), and in the same year appointed as Dental Consultant. 2009, completed successfully two-year master program in Medical Education (MME). 2015, completed PhD degree in Medical Education at Erasmus University Rotterdam, and was appointed as Director of Quality Assurance in King Saud bin Abdulaziz University for Health Sciences.