

# Predictors of Staff Satisfaction, Stress, and Burnout at a Canadian Cancer Centre

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**PURPOSE**

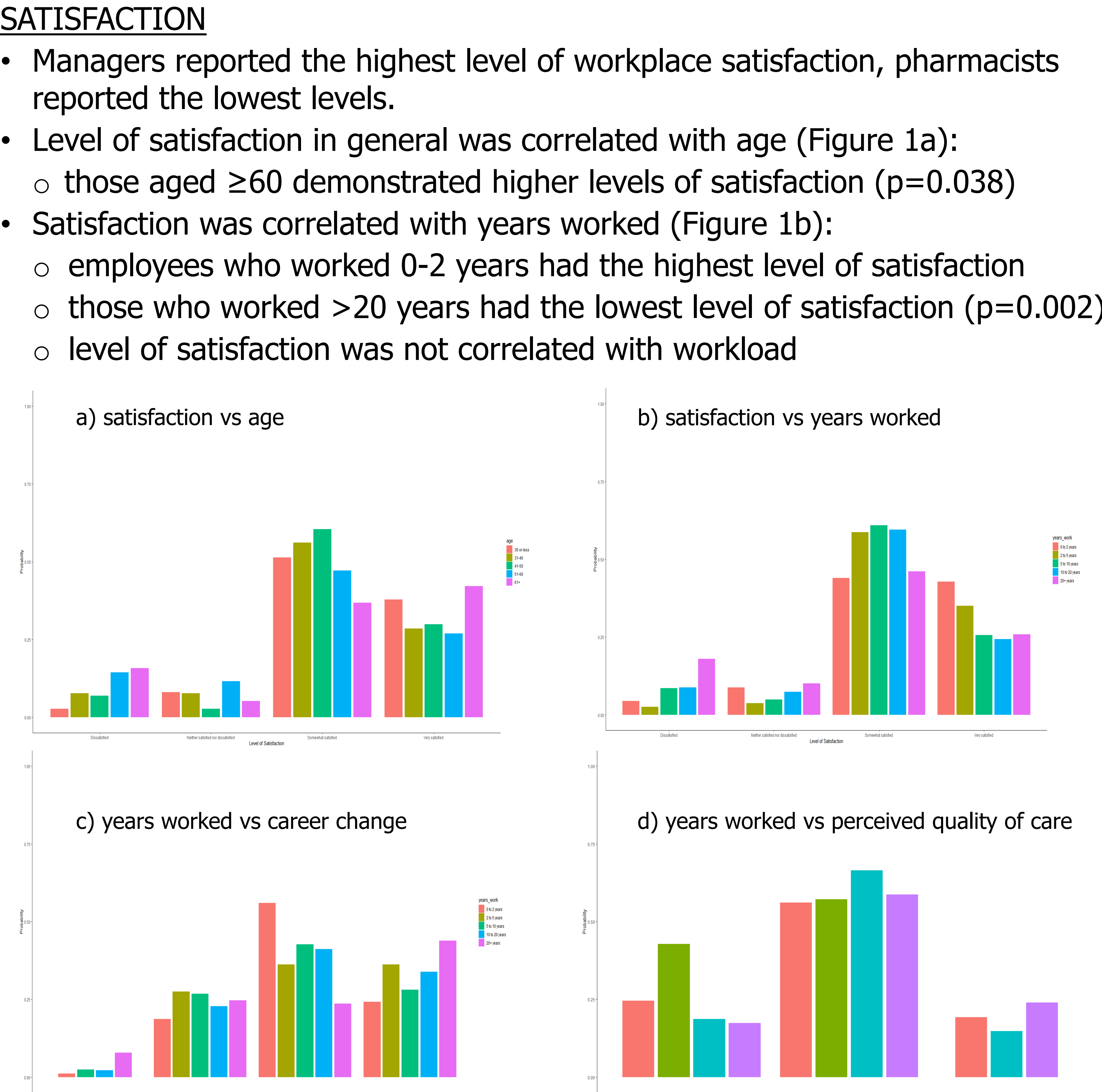
- Oncology health care professionals generally find their work rewarding, however are at risk of severe workplace stress and burnout [1-2]
- This study investigated predictors of workplace satisfaction, stress, and burnout amongst staff at The Ottawa Hospital Cancer Centre.

**METHODS**

- A 61-item ethics approved staff satisfaction survey was developed at our cancer centre to evaluate factors contributing to workplace satisfaction, stress, and burnout.
- The online survey was distributed to staff via email for self-completion in 2020 and inferential statistics were used to evaluate the responses.

**RESULTS**

- A total of 478 individuals completed the online survey, out of which there were:
  - 89 resident, fellow, and staff physicians
  - 102 nurses
  - 95 radiation therapists
- Other respondents included secretaries, administrative clerks, managers, clinical trials staff, pharmacists, psychosocial oncology staff, and physicists.



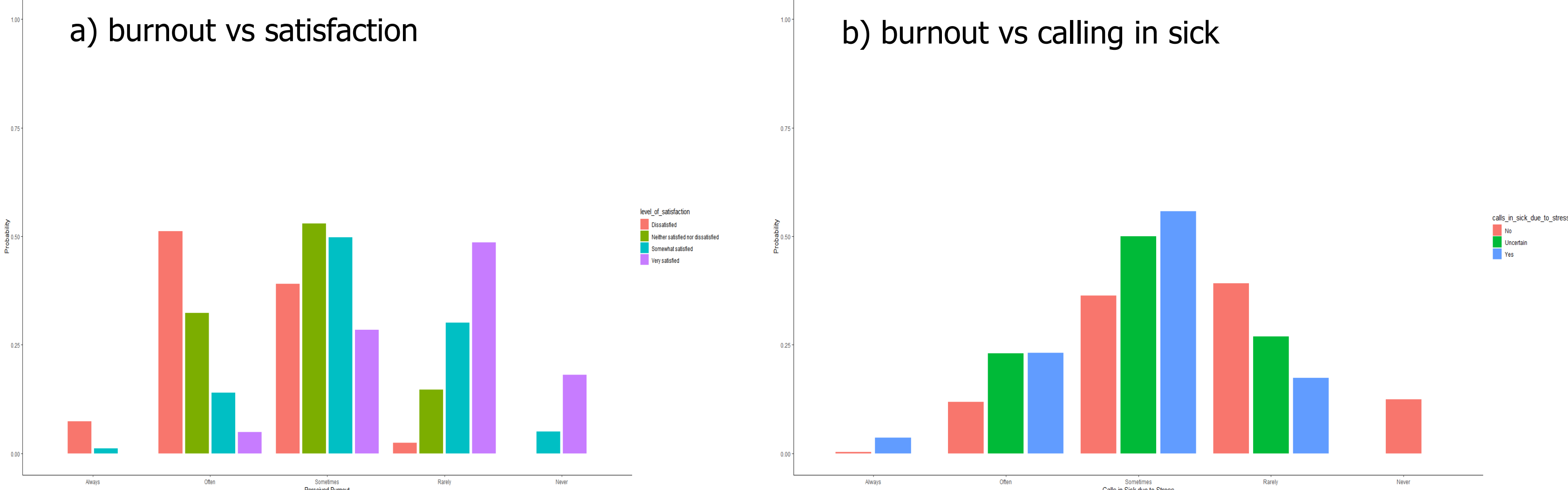
**Figure 1.** Comparing a) satisfaction vs age, b) satisfaction vs years worked, c) years worked vs career change, d) stress vs perceived quality of care

**STRESS**

- Resident and fellow physicians reported the highest levels of stress, while secretaries reported the lowest levels of stress.
- Levels of stress was not correlated with perceived quality of care provided by healthcare professionals.
- Consideration of a career change was correlated with years worked (Figure 1c):
  - those who worked >20 years were more likely to have considered changing careers (p=0.001)

**BURNOUT**

- Radiation therapists reported the highest perceived levels of burnout, secretaries reported the lowest perceived levels.
- Perceived burnout was correlated with:
  - lower level of job satisfaction (p<0.001)
  - higher levels of stress (p<0.001)
  - higher workload (p<0.001)
  - calling in sick due to stress more frequently (p<0.001)



**Figure 2.** Comparing of a) burnout vs satisfaction, b) burn out vs calling in sick

**CONCLUSIONS**

- Although the majority of oncology staff members find their work satisfying, stress is common and certain groups of staff admit to having high degrees of stress and/or symptoms of burnout.
- Age and years worked interestingly present as common themes, however predictors of satisfaction, stress, and burnout remain multifactorial.
- As such, strategies to address these issues also necessitate a multifactorial approach tailored towards the varying groups of oncology healthcare professionals.

**REFERENCES**

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