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THE ROLE OF COPING STRATEGIES IN OVERCOMING EMOTIONAL BURNOUT

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Relevance. Emotional burnout is a serious medical and social problem caused by high levels of psychoemotional stress. Early detection of burnout symptoms and relevant appliance of coping strategies can prevent professional disadaptation and psychosomatic disorders.

Aim: to assess the frequency and structure of emotional burnout symptoms and to study the role of coping strategies.

Materials and methods. An anonymous survey of 100 people adapted by N.E. Vodopyanova. Descriptive statistics methods of analysis were used.

Results and their discussion. Emotional exhaustion by the end of the week (feeling “squeezed out”) is experienced by 68% of respondents. 61% participants reported cognitive impairment, such as “brain fog” and difficulty making quick decisions. Increased irritability over minor issues (a broken water cooler, a dropped pen) was found in 58% of healthcare workers. 54% of participants experience professional regret due to their inability to help everyone. After work, 47% of respondents avoid contact with their family members (preferring to lie silently, facing the wall). 42% have stopped noticing their own successes seeing only failures. Loss of interest in previously enjoyable activities (hobbies, meetings with friends) was recorded in 39%. 36% of medical workers wants their patients to disappear as soon as possible. Reduced professional effectiveness (performing work worse than previously) is noted in 33% of participants. 31% of respondents mentioned complete loss of interest in previously meaningful activities.

Conclusions. The most common burnout symptoms in the focus group are emotional exhaustion (68%), cognitive dysfunction (61%), irritability (58%), and professional regret (54%). The high frequency of depersonalization (36–47%) and reduction of personal accomplishments (33–42%) indicate insufficient use of adaptive coping strategies such as reflection, social support, physical regulation, and relaxation techniques. The data obtained confirm the need to implement preventive programs aimed at developing adaptive coping strategies: bilateral stimulation, breathing techniques, tactile contact, reflective practices, and participation in Balint groups.