

# Impact of Nurses' Burnout on Patients' Satisfaction with Nursing Care in Al-Najaf City

**Diaa K. Abed-Ali \***, **Hassan Abdullah Athbi\*\***, **Safi D. Nawam \*\*\***

\* Ph.D. Nursing, Adult Nursing, University of Kufa, College of Nursing.,

\*\* Ass. Instructor (M.Sc.), Adult Nursing, College of Nursing, Karbala University.

\*\*\* Ass. Instructor (M.Sc.), Psychiatric and Mental Health Nursing, College of Nursing, Karbala University

**Abstract:** Work is a significant source of stress in all occupations; a nationwide poll by the American Psychological Association (APA) showed that approximately 75% of Americans experienced substantial stress at work and nearly half noted that their work productivity decreased because of the stress. A cross-sectional descriptive study is conducted in AL-Najaf City from Dec. 2nd., 2014 to March 15th., 2015. To assess the impact of nurses' burnout on patients' satisfaction with nursing care.

A Non-Probability (Convenience Sample) of (107) patients, and (25) nurses were selected from medical and surgical units at AL- Sadder Medical City.

Data are collected using the constructed questionnaire and interview technique with each study subject. While the data analysis is done by using the statistical package of social science (SPSS) Ver. (16), and the Microsoft excel (2007).

The study results indicate that majority of the nurses (80%) are working at a fair practice area, majority of the nurses (84%) are sometimes burning due to their work place, and (70.1%) of the patients are satisfying with the interpersonal support domain. (62.6%) are partially dissatisfied with the nursing care. In addition, (91.6%) are partially satisfied with nursing care as an overall satisfaction.

According to the study findings and discussion, the study concluded that nurses are exposed to some burdens due to the practice environment, and this makes them burned. In addition, the nurses' burnout affects the patients' satisfaction with nursing care.

The study recommends that an intensive comprehensive wide population-based (national level) study can be conducted to assess the impact of nurses' burnout on patients' satisfaction with nursing care. In addition, to assess the factors that improve the practice environment, as well as improve the nurses' job satisfaction and prevent their burnout, to improve the quality of care services and the patients' satisfaction with such services.

**Index Terms-** nurses burnout, patients satisfaction, assessment, nursing care