

Managing Workplace Stress among Health Care Providers

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Abstract

Stress is one of the main problems that happened at workplace, it is means pressure or tension and it is the response of human (body and mind) towards some kind of change, visible or invisible consequences. There are many causes of stress that included individual factors, interpersonal factors and organization factors. Managing stress need to apply many methods that involves planning, time and managing energy and it must apply as personal level and organization level.

Keywords: Stress; Health Care; Workplace

Introduction

Many studies showed that millions of people around the world had workplace stress and are suffering from different physical and psychological problems [1]. Stress related to job and work performances at different professional levels are listed as on of the high stress types [2]. At workplace individuals come to work with a large group of people from different background [3,4].

There are many reasons that cause stress at different workplaces. Stress can result from job-related factors for example: task overload, conflicts with achievement goals, inability to do the tasks that assigned because of lack of preparation or experience [5]. Also, at workplaces there are many situations that cause stress, for example: overload on employee may be stressed to achieve the goals. Health care providers' jobs are often performed in life or death situations or working in some departments for example emergencies that may cause periods of extreme overload [6].

We can summarize the causes of stress that included many factors related to the individual factors, interpersonal factors and organizational factors [5].

Stress related to individual factors that can result from personal factors related to the rate of life change for example: marriage, pregnancy, also new employees cannot know all the set of skills and knowledge to achieve the tasks that they must do at workplace to become a good health care provider [7,8]. So, the managers must give support and direct the employees to the right road to do all the tasks that they should do. The other factors that increase stress is interpersonal factors that come from interpersonal relationships with other health care providers and managers, this may cause or increase tension [9]. This stress can come from conflict with other health care providers, also the nature of the work in different shifts, when they rotate in many different schedules. This rotation takes several weeks to adapt with physiological change that occur because of rotation at short period of time [5]. In this situation managers can decrease the physiological stress and pressure by giving the health care workers a rest and work breaks [7].

At a level of organizations there are many factors that cause stress such as: task overload, conflicts with achievement goals, unable to do the tasks that assigned because of lack of preparation or experience [5,10]. Also, at workplaces there are many situations that cause stress, for example: overload on employee may be stressed to achieve the goals. There are a lot of impact of stress on work, mainly high job stress causes low job performance [6,11]. Also it can lead to decrease productivity level at work and when stress level is high its causes communication problems with other workers or another health care providers and this make the employees anger and may make conflicts and this lead to inability to lead others or working at team [3,12,13].

Managing stress need to apply many methods that involves planning, time and managing energy and it must apply as personal level and organization level [5]. On personal level the employees should identify the stress and what the sources that cause stress. It is important to improve self-awareness toward stress and try to make balance in life [7]. Also, the employees should develop the interpersonal skills and making time management, knowing the job description.

Employees need to apply relaxation methods such as listening to music, reading and socializing with friends, taking regular vacations regardless of job pressures [5,7,10]. On organization level the managers should help the employees to identify their level of stress and what the source of it, also how can be reduced it. Managers must supply a good orientation about what to expect on the job and using more experienced nurses to decrease stress. Managers must know symptoms of stress related problems among their staff [3,14].

Policies can decrease the stress of shift work, so managers should have a role in putting or applying policies that coordinate the number of hours in the night shift, weekend, holiday work assignments, providing good opportunities for breaks and meals [1,3]. In addition, communication and social support are good factors to reduce stress; managers should open communication channels with employees and enhance to build teams that support with each other [15]. Also, the positive social support that causes decrease job stress and increase the job performance and quality of care that lead to increase rate of retention and decrease the rate of job turnover [6,16].

Conclusion

Stress is one of the main problems that happened at workplace, it is means pressure or tension and it is the response of human (body and mind) towards some kind of change, visible or invisible consequences. Stress is the response of people to the unreasonable or excessive pressure or demands placed on them.

There are many causes of stress that included individual factors, interpersonal factors and organization factors. Managers at work have a high responsibility to solve problems that result from stress situations to enhance the job performance, increase productivity and achieve the goals of the organization. The methods that manage the stress included open communication channels between managers and employees to solve problems, put plans to manage time at work, knowing the sources of stress and reduce it, applying policies that can reduce stress at shift work. Good management for stress and social support lead to increase job performance and increase rate of health care providers' retention.

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