Press-Conference

„Prevention and rehabilitation-processes –
By way of example of patients with Burnout-syndrome"

Statement of the research-group care and health e.V., Hamm (Germany)

Ladies and gentleman,
on the basis of a constantly growing number of burnout concerned people the demand for prevention-measures for this person-group grew enormously nationwide. Especially people from social- and health-professions as well as employees of the service-sector generally, are often concerned at this health problem. Exactly the ones, that were extremely involved in their occupation once, which have so called “burned” once, are the ones who “burn out” most likely.

On the one hand the fear grows of the insecurity of the own job. On the other hand the employees which still are in “active work”, often are overburdened by their employers; they compensate for vacant jobs at the expense of their own healthiness. The talk in this context is about dissatisfaction at the job, communication-disturbances and even mobbing for example. Additionally there is bad time management partially and the workload is rising due to communication technologies. Furthermore, reasons can be found in the individual biographically conditional dispositions of people occasionally. For example they search for acknowledgement ( Confirmation ) through work and show the tendency to be a “workaholic” in this way. Consequently, different factors lead to an exhaustion syndrome, which is diffuse at the beginning often.

The research-group care and health e.V. comes from the university of applied sciences of Münster, Germany. It explores within an evaluation project on approximately two years, commissioned by the order of the BIG-directly health-insurance company, the possibilities of the prevention and the rehabilitation of burnout as well as the efficiency of the new rehabilitation-programs.
Main goal of the research is the entire process about three weeks of rehabilitation as well as the one-week prevention-programs. Inquiries about this take place at three times: at the beginning, while and after the measures offered by the clinic Möhnesee. In the centre of the reflection is in this connection the efficiency of the therapy-components of the clinic, which is unique in this combination and in its specific offer nationwide.

The sub-goals of the project:

- Evaluation of the prevention- and rehabilitation measures of the clinic Möhnesee with reference to burnout
- Improvement of the supply-management and the supply-quality in the framework of prevention-, / rehabilitation- / and therapy-processes of policy holders / clients with burn-out-syndrome
- Evaluation of the efficiency
  - by observing the therapy-group in the three-weeks-program of rehabilitation in the course of time
  - by observing the prevention-group (one-week-program) in the course of time
- Outlining of a typical “patient-career” in the entire rehabilitation-process (rehabilitation-clinic until out-patient sector)
- Representation of the risk-potentials (burnout-traps) as well as the coping- / and prevention-potentials at the burnout-syndrome, for patients and policy holder

The methodology

Altogether, the research-group applies a method-mix (triangulation) of qualitative and quantitative research methods. Hereby, the reality of the rehabilitation should be reflected with standardized procedures. On the one hand the experience- and behavioral-level are portrayed, on the other hand the conditions of the rehabilitation and the behavioral changes, as well as the degree of the burnout.

A special access to the research-field is to be emphasized here: Some former educated nurses, after finishing university as care-managers or care-educationists, collaborate also in the process of evaluation, to investigate their “burnedout colleagues”, which are accordingly employees of the health sector too and participate now at (lin) the above mentioned measures.
An additional peculiarity are the burnout-diaries, that first were developed by the research-group. The willingness and the commitment - the compliance - of the patients were extremely high to keep such a diary for the duration of three weeks after discharge. The diaries are analysed exactly at present concerning to which new behavior the policy holder has learned, which she/he can keep up or which alternative behavior she/he has developed to avoid a burnout in the medium term or in the long term. Besides the opinions and experiences of the policy holder, we consider to take (to collect) the views of the experts, that means the experiences of the doctors, therapists and nursing-experts associating with burnout-patients. Therefore the service-givers are the ones who consequently contribute important experiences with the new therapy-components of the prevention- and rehabilitation-programs, so that the research-group gains relevant knowledge in the broader sense of an optimisation of connected and integrated health-provide.

The previous project-course of the investigation
After first kick-off events in the clinic along with the health insurance company, the subject was about the continually conception of the inquiry – as well as the evaluation-instruments. During the first empirical phase, we have talked to the experts on the spot and explored the current rehabilitation- and prevention-concept, also as carried out an extensive organization-analysis. In this connection, it is about supply-courses, about the organization of the therapy-measures and about the so called “clinical pathway” of the policy holder, thus the path, that the patient is lead through. With the help of such an organization-analysis, improvement-suggestions and demands from the view of the policy-holder / patients can be portrayed and the recommendations for the clinic Môhnesee can be brought out, too. The visitations and conversations with the experts on the spot and also with the patients take place at three different times: at the beginning of the measure, shortly before discharge and 4 months after discharge. Additionally the patients write a diary during 3 weeks after leaving the hospital. Especially the new learned coping-strategies and the changed behavior of the patients with reference to their burnout-risk are in the focus of the analysis of any patient-statement. Therefore it is about the suggestions and experiences the policy holder has made herself/himself, through what also their experiences and self-care-potentials can be communicated to other persons.
The positioning of the research group care and health

The research group sees itself in the care- and health service at the interface of supply-practice as well as the research and theory-formation. The members want to promote and strengthen the dialogue and the experience-exchange between the different practice-institutions and theoretical working-fields.

Accordingly, the research group pursues – besides the support of the care- and health sciences – a row of goals on this occasion:

- recognition of need for action in the care- and health service
- consultative support of healthy, preventive, curative and rehabilitative institutions and projects in the care- and health system
- support of the reciprocal transfer of research results and practice experiences
- support of businesses and institutions of organization-development, personnel-development and quality-management in the social- and health service

International contacts and transfer

In addition, the research group is not only active in the national, but also in the international context. Some concrete supply-concepts become transferred like for example “Case Management” and “Symptom-Management” on the part of the patients of the University of California, San Francisco / UCSF (Symptom-Management-Research-Centre), USA. and University of South Florida, Tampa (College of Nursing), USA.

The Framework of the investigation

The all-embracing background and framework for the collaborated research is the cooperation with the BIG-insurance company. For this, a base of the supply-research is used by us, that is here on the one hand patient-orientated at the needs of the policy-holder and on the other hand organized interdisciplinary at the report and the experiences of the service giver. Our research work is related on the reality of the policy holder, for example from her/his private and professional environment, to comprehend the needs and coping-strategies in the association with the exhaustion-syndrome and to build up on this foundation.

In hope that this information has been of help to you and with best regards.