

# Understanding the Lived Experience: A Mixed Methods Study on Resilience and Burnout

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## Background

During the Covid-19 pandemic, organizations rushed to accommodate a significant increase in critically ill and isolated patients. Rapid changes to workload and the environment consumed daily operations and placed an unrelenting strain on nurses.

## Objective

- Explore the lived experience of nurses from all areas of care during a pandemic.
- Determine the levels of individual resilience and perceptions of burnout during the emergent event.

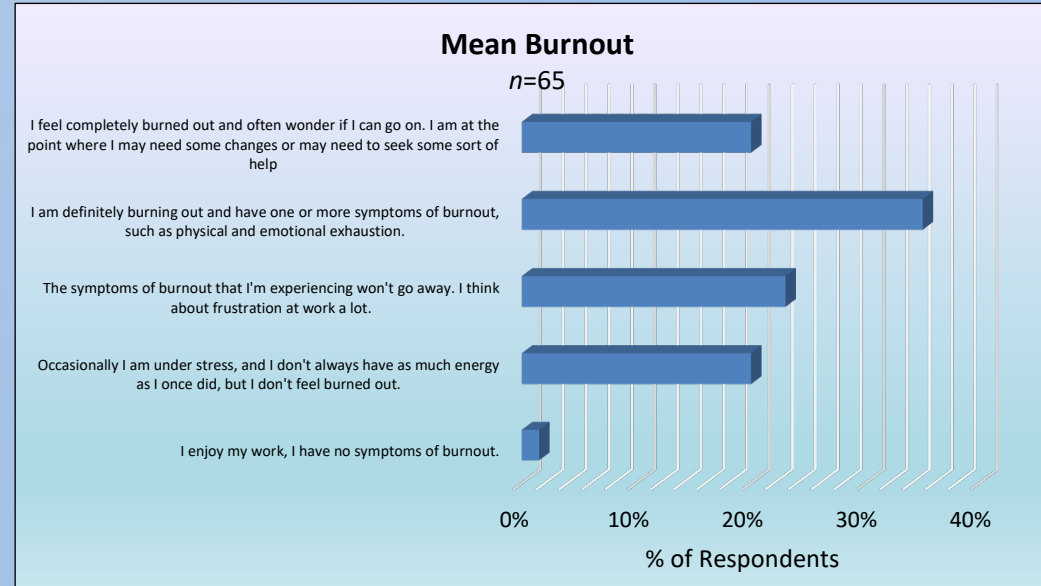
## Methods

This cross-sectional survey study used a convergent mixed method design to collect data from clinical nurses employed for at least 1 year and who provided direct patient care at a 160-bed 1a facility.

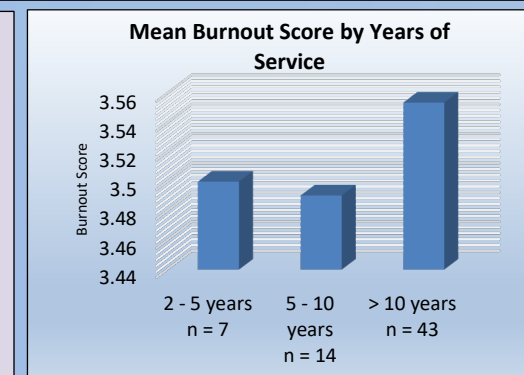
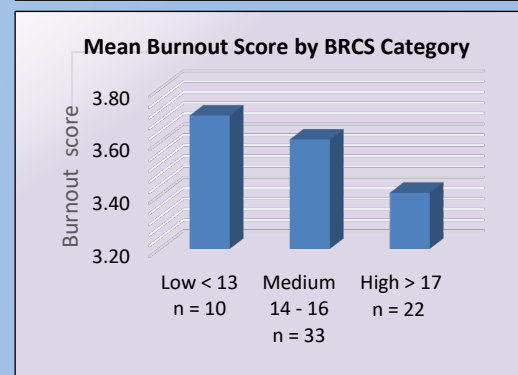
The quantitative survey included the Brief Resilient Coping Scale (BRCS) and burnout scale. The quantitative portion used descriptive statistics to summarize resiliency and burnout responses.

For the qualitative portion, nurses were invited to write a narrative to an open-ended question on their lived experience during the Covid-19 pandemic. For qualitative responses, constant comparative analysis was used to identify themes.

Demographic data were also collected to describe the sample.



*"I felt extreme moral distress and anxiety every day of the last three years and that has not changed..."*  
*"I feel the biggest challenge was the change fatigue."*  
*"This may sound extreme, but I feel a little abused, neglected, and abandoned."*



## Results

- The BRCS (M=15.7, SD 2.52).
- No significant correlation between burnout and BRCS (r=0.186).
- No statistically significant difference between years worked and burnout
- Four themes were identified.

## Discussion

Evidence suggests burnout is associated with ongoing mental, physical, and emotional tolls, constant change, and leadership challenges.

Recommendations for nursing leaders include ensuring organizational resilience by supporting leadership visibility, open and transparent communication, shared governance, teleworking opportunities and flexible schedules, and meaningful recognition and compensation.

## References

Upon request

## Acknowledgements

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This study was determined to be exempt with limited review by the Portland VA Medical Center Institutional Review Board. The PVAMC Research & Development Committee reviewed and approved the study.

## Contact Information

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