Evaluating Healthcare Personnel During a Pandemic using the
Burnout and Occupational Well-Being Survey (BOWS)
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Background and Objectives
Burnout is an occupational phenomenon resulting from chronic unmanaged job stress presenting as:
- Feelings of exhaustion
- Decreased worker efficiency
- Reduced self-care practices
Occupational well-being is an integrated quality of life concept comprising individual health and work-related factors including:
- Environmental factors
- Organizational factors
- Psychosocial factors

Methods
The BOWS framework was developed using:
- Total Worker Health® model
- Multiple burnout models
- Swarbrick’s wellness model
- The health belief model
BOWS assessment tool:
- 50 statements
- 6-point agreement scale
- Distributed via Qualtrics®
- Reverse scoring method
- SPSS V.27 used for analysis

Figure 1: BOWS Framework

- Compassion Fatigue
- Personal Wellness
- Presenteeism
- Emotional
- Environmental
- Financial
- Intellectual
- Physical
- Social
- Spiritual

Workplace Safety
Locus of Control
Perceived Burnout
Pressure to Work
Insecurity
Social Support

BOWS Results
- Distributed to 585 nurses in hospital setting
- 196 nurses (33.5%) consented to participate
- All 16 departments represented

Figure 2: Sample By Dept

Scoring Categories:
- Occupational Well-Being: 1-2.99
- Negative Trend: 3.49
- Burnout: 3.5-6

Figure 3: Hospital-Wide Mean BOWS Results

- Mean BOWS scores indicate occupational well-being
- Mean domain scores are mixed and include negative trends

- One-way ANOVA analyses find significant variance of mean BOWS scores blocked by dept
- F (15, 195) = 2.82, p = 0.001
- BOWS score indicates burnout:
- Emergency, \( \bar{x} = 3.64 \)
- BOWS score indicates burnout trend:
- ICU, \( \bar{x} = 3.17 \)
- Med/Surg, \( \bar{x} = 3.05 \)

Figure 4: BOWS Dept Results

- Neg. Trend

Limitations
- Sample findings only relate to the hospital surveyed
- Sample size not representative of all US healthcare agencies
- Further study and analysis needed for metric validation

Discussion
The BOWS identified:
- Multiple departments experiencing burnout trends identified
- Majority is exhibiting positive occupational well-being

Conclusions
Healthcare organizations conducting well-being assessments recognize burnout’s detrimental impact and want to support their HCP

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Scan for References