

Chapter 5

Managing Time and Stress

Components of Workplace Stress

- Content
 - Workload
 - Work pace
 - Working hours
- Context
 - Status and pay
 - Role in the organization
 - Interpersonal work relationships

Definitions

- Stress
- Job stress
- Time management

Relationship Between Time and Stress

- Delivering time-sensitive care can lead to stress
- Time management is constant stress for nurses
- Higher nurse-patient ratios lead to stress/poorer outcomes

Lifecycle: Timing and Stress

- Anticipated and unexpected life events
- Manage work and caregiving roles
- Balance life and career ambitions
- Self-advocacy
- Leveraging personal strengths
- Co-creating work schedules

Time Management Strategies for Nurse Leaders

- Time audit self-assessment
- Do tasks that prepare you in advance
- Do detailed tasks while at your peak
- Save routine tasks for a trough period
- Model self-care

Resilience

- Ability to bounce back
- Empowerment breeds resiliency

Leadership and Management Implications

- Stress Management
 - Mindful meditation
 - Biofeedback

Workplace Interventions

- Management style
- Incentives
- Education opportunities
- Salaries
- Recruitment/retention strategies
- Nurse residency programs

Wellness Programs

- Workshops
- Retreats
- Prevention

Self-Care Techniques

- Taking personal time each day
- Getting enough sleep (7-8 hours/night)
- Eating healthily
- Drinking fluids
- Exercising
- Leaning on support systems
- Setting boundaries
- Relaxing
- Journaling

Organizational Recommendations

- Early prevention/intervention
- Assess stress-management strategies of employees
- Management/leadership education
- Effective communication patterns

Healthy Work Environment

- Safe
- Empowering
- Satisfying

Special Considerations for Nurse Managers

- Employee negative attitudes
- Patient/family complaints
- Physician interactions
- Facility politics

Current Issues and Trends

- Predictions
- Risks

Question #1

This phenomenon occurs when clinicians know the ethical action to take but are prevented from doing so by either internal or external obstacles.

- A. Stress
- B. Time management
- C. Moral distress
- D. Relaxation response