

PREVENTING BURNOUT AMONG HEALTHCARE PROFESSIONALS WORKING IN END-OF-LIFE CARE: DESIGNING AN INTERVENTION PROGRAM

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Introduction: Complex clinical situations as those caused when providing end-of-life care are a major risk for burnout. It is urgent to implement active strategies and intervention programs to prevent and/or diminish burnout levels among professionals working in intensive and palliative care units.

Objectives: To present an intervention program aimed at preventing burnout in intensive and palliative care units; and to discuss the applicability of this program in real clinical contexts.

Methods: Based on a literature review and comparison of the results of previous studies on burnout in intensive and palliative care units and its related factors, an intervention program has been designed.

Results: The intervention program has been structured considering the following dimensions: emotions, emotional intelligence, social skills, quality of life in the work environment, communication and team work, (education about) dying and death, self-awareness, relaxation, and humour.

Conclusions: This program has been developed as an interventive strategy to diminish and/or prevent burnout among professionals providing end-of-life care. It is expected that by discussing its applicability in real clinical contexts, further developments might be done for its effective implementation.

Keywords: Burnout. End-of-life care. Intervention program.