

Managing Stress Amidst Nursing Shortage

A Brochure on Coping Mechanisms for Nurses

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Abstract

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Title of the thesis Managing Stress Amidst Nursing Shortage A Brochure on Coping Mechanisms for Nurses		
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Abstract <p>The shortage of nurses is an issue affecting many countries around the world, and Finland is not immune to it. The labour shortage in nursing field is associated with various contributing factors such as increased workload, longer hours, high turnover rates, lack of nursing education programs, and an ageing workforce. This has resulted in increased stress among nurses, and therefore nurses need to have effective ways to manage stress.</p> <p>The aim of this thesis was to create a brochure for the nurses working in Ward 1 at Katriina Hospital, focusing on stress management through the effective use of coping mechanisms. Furthermore, it was meant to support nurses in finding better ways to cope and improve their overall well-being. The purpose of this thesis was to prioritize the well-being of nurses by encouraging the adoption of effective coping mechanisms.</p> <p>The authors collected evidence-based materials from reliable sources and followed the LAB University of Applied Sciences' thesis guidelines. The PDSA model was used to conduct this practice-based thesis. A meticulously designed questionnaire was implemented to support the development of the brochure.</p> <p>The feedback gathered from the questionnaire helped to further improve the effectiveness of the brochure. The brochure was made available for the Ward 1 nurses of Katriina Hospital, which could help them to better understand and manage stress using effective coping mechanisms.</p>		
Keywords Labour Shortage, Nursing, Stress Management, Coping, Well-being at Work		

Tiivistelmä

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Tiivistelmä <p>Hoitajapula on ongelma, joka koskettaa monia maita ympäri maailmaa, eikä Suomi ole siltä immuuni. Työvoimapula hoitotyön alalla liittyy erilaisiin tekijöihin, kuten kasvaneeseen työtaakkaan, pidempiin työaikoihin, korkeisiin vaihtuvuusasteisiin, hoitotyön koulutusohjelmien puutteeseen ja ikääntyvään työvoimaan. Tämä on johtanut lisääntyneeseen stressiin hoitajien keskuudessa, ja siksi hoitajilla on oltava tehokkaita keinoja hallita stressiä.</p> <p>Opinnäytetyön tavoitteena oli laatia esite Katriinan Sairaalan Osastolla 1 työskenteleville hoitajille. Esitteessä keskitytään stressinhallintaan tehokkailla selviytymismekanismeilla. Lisäksi se tukee hoitajia löytämään parempia tapoja selviytyä ja parantaa yleistä hyvinvointiaan. Opinnäytetyön tarkoituksena oli priorisoida hoitajien hyvinvointia kannustamalla ottamaan käyttöön tehokkaita selviytymismekanismeja.</p> <p>Työssä kerättiin näyttöön perustuvaa materiaalia luotettavista lähteistä ja noudatettiin LAB-ammattikorkeakoulun opinnäytetyöohjeita. PDSA-mallia käytettiin tämän käytäntöpohjaisen opinnäytetyön suorittamiseen. Esitteen kehittämisen tueksi toteutettiin huolella laadittu kyselylomake.</p> <p>Kyselystä kerätty palaute auttoi edelleen parantamaan esitteen hyödyllisyyttä. Esite tulee Katriina Sairaalan Osaston 1 hoitajien saataville, mikä voisi auttaa heitä ymmärtämään ja hallitsemaan stressiä paremmin tehokkaita selviytymismekanismeja hyödyntäen.</p>		
Asiasanat Työvoimapula, Hoitotyö, Stressinhallinta, Selviytyminen, Työhyvinvointi		

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1 Introduction

Nursing holds great significance in the healthcare sector, as it is primarily focused on disease prevention, enhancement of general health, and the delivery of empathetic care to individuals of all ages with disabilities and mental or physical illnesses (International Council of Nurses 2023). According to the State of the World's Nursing report, nursing is widely acknowledged as the primary occupational category in the healthcare industry, making up about 59% of healthcare professionals (World Health Organization 2020a). In the past years, there has been a global shortage of nurses, which has raised serious concerns about the quality of patient care, as well as accessibility and cost of healthcare services. In addition, this shortage occurs when the demand for nurses surpasses the number of nurses that are available for recruitment. (Drennan & Ross 2019.) The COVID-19 pandemic has particularly increased the demand on health systems' capacity, especially on health labour forces. However, even before the pandemic, the ability to provide essential healthcare services in several countries was limited due to constant nursing shortages. Back in 2016, World Health Organization had already projected an 18 million healthcare worker shortage by the year 2030. (World Health Organization 2022.)

The labour shortage in nursing field is associated with various contributing factors such as increased workload, longer hours, high nurse turnover rates, an aging workforce, lack of nursing education programs, and a growing demand for healthcare services due to population growth and an aging. These factors can cause healthcare workers to experience increased levels of stress and burnout, which can greatly affect their mental and physical health, general well-being, and quality of life. (Haddad et al. 2023; Søvold et al. 2021.) Additionally, the nursing shortage has led to changes in nurses' attitudes towards their profession, which in turn decreased their job satisfaction, reduced productivity, and increased the probability of them leaving their jobs. Similarly, an inadequate nurse staffing has a negative impact on the quality of patient care, leading to higher rates of infection and mortality. (Kaddourah et al. 2018.)

The shortage of nurses is an issue affecting many countries around the world, and Finland is not immune to it. According to the Occupational Barometer, registered nurses and practical nurses are one of the top occupations facing a labour shortage in Finland. In 2021, there was an average of 8,000 job openings per month for practical nurses, while the number of advertised vacancies for registered nurses was about 4,600 per month. (Ministry of Economic Affairs and Employment 2022.) The Ministry of Finance has also predicted a demand for 200,000 new social and health care workers by the mid-2030s due to the growing scarcity of skilled and qualified professionals (Rissanen et al. 2020).

The aim of this thesis was to create a brochure for the nurses working in Ward 1 at Katriina Hospital, focusing on stress management through the effective use of coping mechanisms. Furthermore, it was meant to support nurses in finding better ways to cope and improve their overall well-being. The purpose of this thesis was to prioritize the well-being of nurses by encouraging the adoption of coping mechanisms. The brochure was made available to the Ward 1 nurses of Katriina Hospital, which could help them in better understanding and managing stress through the utilization of coping mechanisms.

This thesis was conducted in collaboration with Ward 1 of Katriina Hospital, which is a sub-division of the hospital services of Vantaa and Kerava welfare region situated in Seutula. This hospital has a total of 155 beds for patients and eight wards, one of which specializes in providing palliative care. It also offers a day hospital, a dental clinic, and a geriatric out-patient clinic. Moreover, Katriina Hospital has a geriatric acute unit with thirty-seven beds in Peijas Hospital. Ward 1 is primarily focused on the geriatric rehabilitation of elderly patients and has twenty-five patient beds. A team of healthcare professionals, including doctors, nurses, therapists, and social workers, are responsible for the treatment of patients. The patients' treatment and rehabilitation are planned and evaluated through doctor visits and goal-oriented meetings. (Katriina Hospital 2022.)

According to the head nurse of ward, there is a severe shortage of nurses, with a lack of new registered nurse recruits and a decrease in practical nurse applicants. Despite the shortage, the number of sick leaves among the working nurses has not increased. However, there is evident stress and work pressure as the nurses are required to fill in for absent workers/colleagues during their shifts. To increase the well-being of nurses, a flexible scheduling is being implemented, providing opportunities for nurses to participate in various training programs despite the lack of resources. The Vantaa-Kerava Welfare Area has organized a well-being afternoon program named *Tell me at least one thing that would increase your well-being at work*, where the entire workforce of the ward can participate. (Blomvall 2022.)

2 Nursing Shortage

2.1 Prevalence of Nursing Shortage in Finland

In 2020, Finland, Ireland, and Germany had the highest ratio of nurses per person compared to other European Union nations (OECD & European Union 2022). The Finnish government approved legislation regarding the number of nurses-patient ratio in long-term care (LTC) settings in 2020. It stipulates the need for five nurses for every ten patients. The team of nurses includes practical nurses, nursing assistants, and physiotherapists. However, the shortage of available personnel to fulfil the stipulation has resulted in a reduced number of LTC facilities. (Kangas & Kallioma-Puha 2021.) According to the Occupational Barometer (2022), there were 15,495.5 vacancies for health care assistants and 8,051 vacancies for nursing associate professionals by the end of June 2022 in Finland.

Finland had a total of 399,492 individuals employed in health and social services in 2018. Among them, 29,175 individuals were employed in organizations, 94,511 were employed in the private sector, and 275,733 people worked in the public sector. Moreover, there were 338,775 individuals working in health and social services who held professional titles. In 2018, the number of people under 65 years of age with a professional license in the health or social sector was 406,800, which respectively increased to 427,400 in 2020. (THL 2022.) It was anticipated that the need for nurses will increase in the forthcoming years because of the aging population, which includes a significant number of nurses that are nearing retirement age. Ensuring an adequate number of nurses in both present and future times is becoming a pressing matter. Enhancing the retention rate of nurses in their profession is a critical aspect in achieving this goal. (OECD & European Union 2022.)

2.2 Effects of Nursing Shortage

Workload

According to Umansky et al. (2016), the nursing profession carries a substantial burden, and the workload imposed on nurses can have a detrimental impact on patient well-being. His research has indicated that an increase in workload can negatively impact the quality of patient care. Additionally, the research has analyzed the link between workload and the decline in care by examining patient-staff ratios and the composition of skills within the healthcare team. Iyziku et al. (2021) emphasizes that the term "nursing workload" originally meant all nursing tasks that needed to be completed over a specific period. However, recently the definition of nursing workload has evolved to refer to the amount of time and attention that nurses give to their workplace, patients, and professional development.

The labour shortage in nursing sector leads to an overwhelming workload, which adversely affects the quality of nursing care. Slight increments in workload can potentially be beneficial since they might encourage nurses to become more devoted and focused. Nevertheless, as the workload rises, these positive effects probably diminish or are overshadowed by the detrimental impact of elevated stress, which can impair cognitive abilities. Eventually, healthcare providers are compelled to make compromises in the quality of care they offer to each patient to accommodate the growing number of patients. (Kovacs et al. 2022.) Moreover, when nurses encounter a heavy workload, they find it challenging to deliver all the necessary care they believe is important. For instance, crucial tasks like addressing the emotional and psychological needs of patients are neglected, leading nurses to experience dissatisfaction with their work and profession. This results in decline in the quality of care, loss of motivation, an increase in the intention to leave the profession, and a decline in patient satisfaction. (Van de Oetelaar et al. 2021.)

Burnout

The term "burnout" was first defined by Herbert Freudenberger and Sigmund Ginsburg during the 1970s. Freudenberger explains that burnout is a way of being exhausted by extreme use of energy, strength, or resources in the workplace. He further emphasizes that burnout is characterized by behavioural and physical signs. Behavioural signs include loss of personal identity, increased anger, suspicious attitude, feelings of frustration, and possible signs of depression. Similarly, physical signs include fatigue, headache, insomnia, and shortness of breath. (Heinemann et al. 2017.) On the other hand, Maslach and Leiter state that burnout is composed of three main aspects: depersonalization, lack of personal accomplishment, and emotional exhaustion. When nurses experience these aspects, they begin to feel detached and disengaged, which ultimately leads to the development of burnout syndrome. (Parola et al. 2022.)

Nurses have an essential role in the healthcare system, and their profession is often recognized for its high levels of stress and demanding nature of their responsibilities. In comparison to other healthcare professionals, nurses have a higher likelihood of experiencing chronic burnouts and encountering advanced levels of stress. (Tuna et al. 2014.) One of the main reasons of nurse burnout is a shortage of nurses. This shortage leads prolonged and excessive stress, causing nurses to feel exhausted emotionally and physically. As a result, nurses may experience symptoms such as low energy levels, job dissatisfaction, anxiety, lack of motivation, an unsustainable workload, and feelings of hopelessness. These factors can significantly impact nurses' performance and commitment, leading to negative impact on turnover rates and the overall quality of nursing care. (Mudallal et al. 2017.)

Ageing Workforce

Every economic sector of Finnish society, including healthcare, is experiencing an aging population change. Despite having a population of around 5.5 million, the proportion of people aged sixty-five and above has increased significantly by 6.8%. (Statistic Finland 2018.) Moreover, approximately 17% of nurses worldwide are fifty-five years or older. Within the next ten years, it is anticipated that one in every six nurses globally will retire, presenting an additional challenge in terms of replenishment. (World Health Organization 2020a.) According to Buchan et al. (2020), during the time of the COVID-19 pandemic, numerous countries asked retired nurses to return to the workforce and placed restrictions on their ability to leave the workforce under emergency circumstances in response to the additional urgent demands that the COVID-19 placed on health systems. However, as soon as the emergency measures came to an end, many nurses suddenly left the workforce, resulting in a temporary change in age demographics of the nursing workforce in some countries.

As the population ages, the workforce is also getting older. Even though older nurses are competent and efficient, they are more prone to experiencing physical and mental strain from nursing duties. Apart from the essential need for technical proficiency and critical thinking skills to provide care to complicated patient populations, nursing also entails working varying shifts, frequently missing breaks, providing physical care, and communicating with severely ill patients. As nurses age, they experience a decline in their muscle strength, functional capacity, sensory acuity, and quality of sleep, leading to an increased risk of chronic illnesses. Furthermore, stress-related mood disorders, back pain, and musculoskeletal issues are known to affect older healthcare workers. (Uthaman et al. 2015.)

Stress

When employees face work demands and pressures that exceed their capabilities and expertise, it creates stress that challenges their ability to manage (World Health Organization 2020b). Stress is a state of mental, emotional, or physical tension caused by different kind of events or thoughts that provoke feelings of frustrated, angry, or anxiety. It encompasses outcomes such as decreased engagement in work, frequent absences as well as delays in work, and a lack of motivation. There are primarily two main types of stress: acute stress and chronic stress. Acute stress is a temporary reaction to dangerous or exciting situations that rapidly fades away, whereas chronic stress persists for an extended period, and if not appropriately managed on time, it can lead to various health issues. (Berger et al. 2022; Dalri et al. 2014.)

Nursing is mentally and physically strenuous job, and it requires a lot of compassion and patience, not only with patients, but also when working in a multi-professional team. As part

of their daily duties, nurses handle life-threatening situations and carry the responsibility for the health and recovery of individuals. This can lead to unusual level of stress and can have negative influence on the health of nurses. (Mirzaei et al. 2022.) Likewise, stressed nurses are likely to be more vulnerable to occurrences of occupational accidents, medication errors, and endangering the safety of patients. Moreover, due to the existing labour shortage in nursing field, the remaining nurses are expected to increase their productivity while maintaining to the same work schedule, taking on more responsibilities, and reducing their resting time, leading to detrimental impacts on both their mental and physical health. (Dalri et al. 2014.)

3 Well-being and Coping Mechanisms

3.1 Nurse's Well-being at Work

Well-being at work is an individual experience in connection to the well-functioning relationship between the worker, their skills, and the workplace. Well-being at work implies that the work and the workplace environment is safe, healthy, and enjoyable. It improves productivity, worker's motivation, and dedication. (Ministry of Social Affairs and Health.) Well-being at work is important in Finland, especially in the healthcare field. To improve well-being at work, better working conditions and skills are necessary. In general, the Finnish workplace requires competent employees with adequate mental and physical capabilities to execute their jobs effectively. The government program recognizes the significance of mental health support to promote employment growth. (Ministry of Social Affairs and Health 2021.)

According to a report that utilized data from the European Working Conditions Survey, the health and well-being of workers are closely associated with their working conditions. Workers with certain job characteristics where they work longer hours, nightshifts, weekends, and unpredictable schedules encounter greater physical risks, higher levels of work intensity, heightened emotional pressures such as difficult clients and disturbing situations, and social pressures such as experiencing discrimination or harassment. (Kubicek et al. 2019.) There is also a noticeable connection between work and mental health. It is important to consider how mental health impacts work capabilities and how work can affect emotional coping and well-being. Workers' mental health is influenced by numerous aspects of working lives. Jobs involving significant emotional demands and time constraints tend to result in greater prevalence of mental well-being issues, including problems with concentration, exhaustion, and sense of incompetence. On the other hand, good mental health can enhance one's performance at work. Favourable working conditions, such as equitable treatment by supervisors, recognition for one's efforts, engaging work content, and streamlined work procedures have been associated with improved mental health among workers. (Työterveyslaitos.)

The US Occupational Safety and Health Institute stated that the nursing profession ranks 27th out of 130 professions that were studied in relation to work-related mental health problems (Dighe 2020). According to Chung et al. (2020), when nurses receive respect and support from their co-workers and supervisors for the work they do, this greatly increase work environment satisfaction. Previously, there was a widespread belief that nurses should prioritize their jobs above everything else. However, it is now recognized that maintaining a balance between work and personal life is crucial in minimizing the turnover rate among

nurses. The study also demonstrated the significance of nurses' health promoting lifestyle which promotes health and their work environment satisfaction. Moreover, when nurses are energetic, optimistic, and self-assured, it enhances their well-being, which in turn increases their job satisfaction.

3.2 Promoting Workplace Well-being in Finland

In Finland there is the mental health at work programme which is a component of the national mental health strategy. The programme is geared towards enhancing workplace preparedness to address workers' mental health concerns and manage potential hazards that may jeopardize their mental health. Its objective is to enhance the overall welfare of the workforce, diminish instances of sickness absences, and disability pensions attributable to mental health issues. Various digital tools are made available to workplaces as part of this programme. The mental health support toolkits provide workplace and occupational healthcare with user friendly methods for preventing and supporting mental health issues in the workplace. Furthermore, the program advocates for a shift in an organisational culture and attitudes towards mental health issues by disseminating information on how to support well-being in the workplace through communication techniques. The assessment of the programme encompasses monitoring the implementation progress and evaluating the outcomes and impacts achieved. The implementation of the Mental Health at Work Programme is a collaborative effort between the Ministry of Social Affairs and Health, the Institute of Occupational Health, mental health organizations, and other pertinent partners, along with an extensive network of stakeholders. (Ministry of Social Affairs and Health 2023.)

In 2020, the Finnish government started the TYÖ2030 program. The objectives of the program consist of strengthening work environment by promoting cooperation and trust, accelerating the use of new technologies, and renewal of operational methods, positioning Finland as a pioneer in creating innovative solutions for modern work culture and elevating the standards of occupational well-being to the best level globally by 2030. TYÖ2030 is carried out by the Ministry of Social Affairs and Health in partnership with the Ministry of Labour and the Economy, labour market groups, and other players in the field of employment. The Institute of Occupational Health is accountable for executing the program on a practical level. (Työterveyslaitos 2020.)

3.3 Coping Mechanisms

Baqtayan (2015) study recognized well-being, stress, and coping mechanisms as intertwined. The certainty of coping mechanisms being utilized mostly depends on the kind of stress, an individual's needs, and the positive or negative effects following it. According to

Tesfaye (2018), the process of coping with stressful situations involves both cognitive and behavioural actions that an individual takes to mitigate or address potential harm to their well-being. Nonetheless, coping does not ensure successful management of stressful situations, but rather serves as an effort to handle them.

In addition, coping mechanisms can be learned and developed throughout life, and can vary depending on the individual's personality, culture, and experiences. Not all coping mechanisms are equally beneficial, and their efficacy may vary depending on specific circumstances. It is good to understand how important dealing with stress is, as it enables stress-causing factors to be anticipated and influences the creation of a positive work environment. Developing healthy coping mechanisms and seeking support when needed are necessary to manage stress and overcoming other challenges in life. (Cortez et al. 2023; Ribeiro et al. 2015.)

To ensure that patients receive the best possible care, it is important for nurses to maintain their well-being and deal with stress in an efficient manner. Coping with occupational stress is a fundamental tactic for nurses, and the most successful way involves utilizing a combination of organizational planning, social support, and personal coping abilities. Through the implementation of these strategies, nurses can adeptly control stressful situations. (Javadi & Darvishpour 2019.) Furthermore, the utilization of effective coping mechanisms can assist nurses in positively managing stress and preventing negative consequences. Better health outcomes can be achieved by comprehending and maintaining work-related stress through the implementation of coping mechanisms. Several studies have emphasized on four types of coping mechanisms for nurses to deal with stress which include problem-focused, emotion-focused, positive, and negative coping. (Isa et al. 2019.)

Problem-Focused Coping

Problem-focused coping requires solutions and ways to modify the source causing the stress. It is aimed at reducing the needs of the situation and allocating more resources towards handling it. In this type of coping an individual approaches to handles or deals with the stressor promptly and externally. Assuming that the situation is changeable, it promotes a sense of control and minimizes the negative impacts of stress. Problem-focused coping involves various type of techniques, such as detailed planning, taking active steps to address the problem, seeking social support for practical reasons, avoiding distractions, limiting coping efforts, and attempting to convince others to re-evaluate the situation. Planning and proactively taking actions to prevent future stressors is one of the forms of problem-focused coping. Similarly, it can also be seeking social support from supervisors and co-

workers to find informational or tangible forms of support. (Baqtayan 2015; Isa et al. 2019; Stanisławski 2019.)

Problem-focused coping is the most appropriate choice since its objective is to address and resolve issues. Nurses who are involved in dealing with very demanding and direct patient treatment including medication preparation and administration duties would choose problem-focused coping, as they can manage and control these responsibilities. (Martínez-Zaragoza et al. 2020.) Similarly, nurses who work in critical and emergency care units mostly used problem-focused coping mechanisms, but they were not limited to using only one coping mechanism (Isa et al. 2019; Ribeiro et al. 2015).

Emotion-Focused Coping

Emotion-focused coping involves managing and adjusting one's emotional, cognitive, behavioural, and physiological response to the stressor, rather than focusing on finding a solution to the problem causing the stress. This approach is often used when individual feels that they have limited control over the situation or when finding a solution to the problem is not feasible. Emotion-focused coping involves various type of techniques, such as seeking emotional support from others, self-control, and improvement, practicing relaxation techniques, accepting responsibility, denial, personal growth, mental disengagement, and engaging in activities that promote positive emotions. (Baqtayan 2015; Martínez-Zaragoza et al. 2020; Stanisławski 2019.)

Although emotion-focused coping may not directly tackle the root cause of the stressor, it can still be advantageous in managing stress. The goal of emotion-focused coping is to reduce the negative emotions that arise from the stressor and improve the individual's emotional well-being. In emergency situations, the practice of self-control over unfavourable emotions and feelings is vital, as unforeseen situations require quick and efficient decision-making. (Isa et al. 2019; Ribeiro et al. 2015; Stanisławski 2019.)

Positive Coping

Positive coping is a type of coping which helps to manage stress by using healthy and effective strategies. It involves taking steps to deal with stressful situations and develop resilience rather than avoiding and denying such situations. It helps individuals to maintain their physical, emotional as well as mental well-being, improve their relationships, and enhance their quality of life. Positive coping involves various types of techniques, such as exercising, meditation, practicing yoga, mindfulness, seeking social support from friends and family, engaging in creative activities, humour, taking breaks to recharge and relax,

practising good sleep hygiene, prioritizing healthy nutrition, and setting realistic goals. (Heffer & Willoughby 2017; Ribeiro et al. 2015.)

Positive behaviours and emotions can be produced by positive coping mechanisms that contribute to achieve personal and professional growth, as well as communicative well-being (Ding et al. 2015). Furthermore, Tesfaye's (2018) study showed most nurses used the positive coping mechanism to manage or change problems causing them stress, with the help of social support, self-restraint, and planned problem solving.

Negative Coping

Negative coping is a type of coping which provides temporary relief from uncomfortable emotions, but ultimately creates more problems than it solves. For example, using drugs or alcohol to escape from stress can lead to addiction and long-term health problems. Similarly, avoiding problems or denying emotions can lead to increased anxiety and depression. It worsens the stress and leads to more significant problems such as addiction, depression, and other mental health issues. Negative coping can have harmful consequences on one's mental and physical health. This coping may include substance abuse, such as alcohol and drugs, overeating, aggressive behaviour, avoidance of problems, self-isolation, self-blame, and engaging in risky behaviours. (Heffer & Willoughby 2017; Ribeiro et al. 2015.)

Negative coping mechanisms often engage in negative judgement, improper self-evaluations, and deceived thoughts (Ding et al. 2015). Few nurses used negative coping mechanisms to control stressful events through escape or avoidance tactics by changing or quitting their career, misdirecting frustrations on family and friends, or missing work (Tesfaye 2018).

4 Methodology

4.1 Practice-Based Thesis

The practice-based thesis is widely used methodology in health research. It involves conducting original research to obtain new insights or further existing information on a chosen topic through practice, with the principal focus of this type of research on advancing knowledge about and within the practice. Furthermore, the outcomes of such practice-based thesis also hold operational implications for the practice itself. The word "practice" has a connotation that goes beyond ordinary thinking and inspires individuals to take actions that can result in new and desirable results. The principal focus of this type of research is to advance knowledge about and within the practice. The practice-based thesis contains a theoretical and empirical part which is utilized in the final products. (Candy & Edmonds 2018, 63-69.)

This thesis was developed with a focus on exploring new information related to a chosen topic in collaboration with a commissioning partner. The commissioning partner was involved in different stages of the implementation process. With the outcome of this thesis, a brochure was produced to accommodate the need of the commissioning partner. The authors of this thesis maintained ongoing interaction and co-operation with the commissioning partner throughout the process. Active discussion, assessment, evaluation, and giving and receiving feedback dictated the thesis writing process. Data for the theoretical part of this thesis was collected from various evidence-based research databases such as EBSCO, CINAHL, PubMed, ResearchGate, SAGE Premier, ScienceDirect, WHO articles, National Library of Medicine (NIH), MedlinePlus, and Google Scholar. The searches were done mostly in English and keywords and phrases like "labour shortage," "nursing", "stress management," "coping," and "well-being at work" were used. The data was collected from the latest and reliable sources to ensure the validity and relevance of information collected. The authors of this practice-based thesis used the PSDA model framework to create an effective brochure.

4.2 Criteria for a Good Brochure

A brochure is a type of leaflet or pamphlet that contains information to attract potential clients or prospects. It is a budget-friendly way of sharing information and professional knowledge to a target group. It is also an effective communication medium and can impart knowledge to engaging clients. Additionally, a good brochure should provide information explaining what you do, what product/service/solutions are available to the client, and/or why you should trust them. It must be clear, concise, and very effective in intriguing reader's

interest on the topic, product, or service, and most importantly, a good brochure must contain evidence-based research and information. Besides, a well-designed brochure should contain an aesthetically pleasing cover, relevant images, and simple and prompt words that tells the readers to take action to reinforce the desired goals of the authors. (Emedia Creative 2020; Jahan et al. 2014.)

When designing a brochure, its functional strategy should be considered. A functional strategy includes the main goal and desirable benefits, the target audience, desirable responses of the target audience, and the organization's personality. It should align with the service and mission of the organization. A well-designed brochure, although being brief, must provide the reader with necessary information that answers to the who, what, when, where, and why the topic is important. In addition, a brochure should contain interesting and important key points in comprehensible vocabulary rather than lengthy text and industry jargon. Similarly, including some graphics and pictures within a brochure will add value and make it more attractive. The format and size of a brochure is determined by the amount and type of information which needs to be included. However, it needs to be beautiful, compact, and easy to read. (Emedia Creative 2020; Jahan et al. 2014.)

The brochure layout can be designed in various shapes and sizes. The most common style is the tri-fold layout that has six slender panels. The first panel is the outer front cover, followed by the inner front cover, the middle panel, the inside back flap, the outside back flap, and finally the outside middle panel. (Emedia Creative 2020.) Below is Image 1 of the tri-fold brochure which helps to clearly visualize the shape, design, and layout of a well-made brochure.

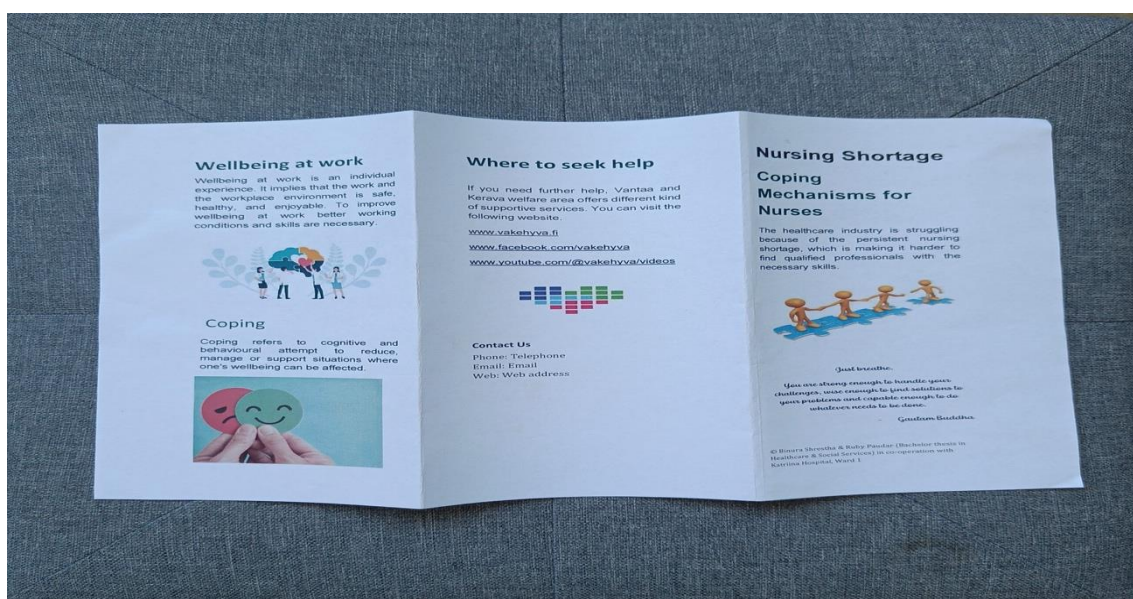


Image 1. Example of a Tri-fold Brochure (Image: Binura Shrestha)

4.3 Plan Do Study Act Model

The Plan Do Study Act model is composed of four consecutive stages starting with plan, do, study, and act. It is extensively utilized in the health care sector since it is a continuous quality improvement model and can be implemented for practical use. It provides a structure for a study where frequent test and gradual improvements or changes can be made to improve the quality of the system. The Plan Do Study Act (PDSA) model is very useful to guide and conduct the implementation process. The first stage is the “plan” stage which involves creating a plan that clearly states outcome predictions and assigns tasks, where the specifics of the plan such as who, what, when, and where are determined. In the "do" stage, the plan is put into action, and in the "study" stage, results and data are examined and analyzed. Lastly, based on the data assessment from the previous stage, the plan is either adapted, or terminated in the "act" stage. It is important that the learning from one cycle informs the subsequent cycles. (Connelly 2021; Katowa-Mukwato et al. 2021.)

The authors selected PDSA model to create a brochure for the commissioning party because it's a widely accepted technique that offers a systematic approach to testing and implementing changes repeatedly. By using this model, the authors aimed to enhance the overall quality of a brochure. Below is Figure 1 of the PDSA model which illustrates the actions taken at each stage of the brochure development process.



Figure 1. Development Process of a Brochure

4.4 Development Process of a Brochure

Plan Stage

The plan stage helps to identify, support, and recognize the need for improvement. It involves identifying problems, setting up goals, gathering ideas, and developing a strategy for examining potential solutions. This can be done through collecting relevant data, carrying out thorough research, generating ideas, and formulating new ideas. (Katowa-Mukwato et al. 2021.)

The authors co-operated with the commissioning partner while deciding on the subject and suitable title for the thesis. The aim and purpose were established and modified according to the feedback received from the commissioning partner. Throughout the planning stage, consistent communication and feedback was maintained. The co-operation with the commissioning partner was mostly carried out via emails. The decision to produce a brochure was made as it would contain important concise data on the topic. It would be readily available electronically. It would also be cost-effective to produce and distribute among the target group. The information for a brochure was collected from various evidence-based research databases such as EBSCO, CINAHL, PubMed, ResearchGate, SAGE Premier, ScienceDirect, WHO articles, National Library of Medicine (NIH), MedlinePlus, and Google Scholar. The authors planned to create a brochure and feedback questionnaire in English and then translate in Finnish language. Additionally, the authors planned to create a feedback questionnaire about a brochure to collect nurses' viewpoint on the brochure and its effectiveness. The feedback questionnaire included total of nine questions, comprising of seven Likert scale questions and two questions that required open-ended responses. The authors planned to circulate the brochure and feedback questionnaire electronically via email.

Do Stage

The do stage involves executing and implementing the plan that was identified in the previous planning stage (Katowa-Mukwato et al. 2021). Following a significant planning, the authors implemented the plan. The information gathered to create the brochure was re-organized and re-vised before implementing the changes to meet the requirements in collaboration with the commissioning partners.

When creating the brochure, information that was gathered from various evidence-based research to develop the contents of the brochure was meticulously chosen and summarized. The authors browsed through numerous brochure templates and images from Microsoft Word before deciding on the best one. The authors then chose to create a tri-fold

brochure which maintains simplicity, is easy to read, pleasing to the eyes, and most importantly is informative for the intended target group. The initial draft of a brochure was created utilizing viable information from the theoretical part of the thesis and appropriate colourful images. The images were searched and selected from Microsoft Bing images to ensure copyright infringement was avoided. The front cover of the brochure had headings with a font size of 18 and used the Biome bold and Bell MT bold font styles. As for the other panels of the brochure, the headings had a font size of 16 and used the Calibri (Headings) bold font style, while the text was in a font size of 11 and used the regular Calibri font style.

After the initial draft of the brochure was created, it was then shared with the commissioning partner. An email was sent to inquire about their views and requirements concerning the appropriateness of the brochure's content. Changes were made in the content of brochure to accommodate concerns and requirements of the commissioning partner. Once the final English version of the brochure (Appendix 1) was completed and approved by the commissioning partner, it was then translated to Finnish (Appendix 2). The authors then proceeded to create a questionnaire using Google Forms to gather feedback from the participants on the brochure. Finally, the feedback questionnaires in English (Appendix 3) and Finnish (Appendix 4) were created.

Study Stage

The study stage involves analyzing the data and results (Katowa-Mukwato et al. 2021). The information for the brochure aimed at providing useful coping mechanisms for nurses to deal with stress was compiled by carefully analyzing evidence-based data. The content was then scrutinized to ensure it met the requirements of the commissioning partner and was suitable for the topic on hand.

The feedback questionnaire was designed using Likert scale questions. The chosen questions were structured on a 5-point Likert scale, allowing respondents to express their agreement level with a statement using the following five options: (1) Totally disagree, (2) Disagree, (3) Neither disagree nor agree, (4) Agree, and (5) Totally agree. The Likert scale questions required mandatory responses whereas, responses for open-ended questions were optional. The brochure in both English and Finnish versions were sent as an attachment, along with links to access the feedback questionnaires in English and Finnish, via email to the head nurse of Ward 1. The head nurse of Ward 1 took on the responsibility of distributing the brochures and feedback questionnaires to the nurses in Ward 1 via email. Among all the respondents, the first five responses were chosen for further evaluation. The concise summary of feedback of the brochure received from five respondents is shown in Table 1 below.

	(1) Totally disagree	(2) Disagree	(3) Neither disagree nor agree	(4) Agree	(5) Totally agree
The layout of the brochure is attractive.			2	3	
The language used in the brochure is easy to understand.				3	2
The brochure was organised in a way that made sense to you.				4	1
The information in the brochure was presented clearly and concisely.			1	3	1
The coping mechanisms provided in the brochure were helpful.			1	2	2
The brochure empowered you to manage your stress.			1	4	
I would recommend this brochure to someone who is dealing with stress.			1	3	1

Table 1. Summary of Feedback of the Brochure Received from Respondents (n=5)

The respondents answered two optional open-ended questions as follows:

Was there anything missing from the brochure that you would have liked to see included?

Breathing can be a good way to relieve momentary stress. How do I find the time to stretch when I could hardly get time to even eat or go to the bathroom?

What is the definition of stress and especially harmful stress? Would that be relevant in this brochure?

Meditation could be included.

Mielestäni esite on kattavasti ja ymmärrettävästi esitetty. Esiteessä on hyvin nostettu esille millä keinoilla hoitaja voisi selviytyä työpaikan stressistä.

Lisää ehkä vielä muutama kohta esitteeseen, kuten milloin voi syödä kiireisin vuorojen aikana tai mitä muuta voisi tehdä stressin vähentämiseksi?

Do you have additional feedback or suggestions for improving the brochure?

Why coping with stress matters is confusing. Maybe Why stress management is important would be more appropriate for the title.

Overall, the brochure is visually inviting, it is informative and very needed. Good job.

Separate the links and all the text.

Ei oikeastaan ole kehitettävää.

Esitteen asettelu voisi olla hieman värikäs eikä täysi valkoinen.

The authors analyzed the feedback received from the respondents, which assisted in making changes to optimize the brochure's effectiveness. Overall, the responses on the layout, language, information provided on the brochure was positive. One of the respondents suggested that the title on one of the brochure's panels was unclear, so the authors decided to modify the title to make it more appropriate and was aligned with the text. Another respondent suggested the authors to possibly re-consider separating the links and the text in the brochure. The authors chose to place all the links on the outside middle panel of the brochure which was initially included within the text. Another respondent pointed out that the layout of the brochure was plain. Considering this comment, the colour of the brochure was changed from white to yellow. Another respondent mentioned that the practising stretching at work which was mentioned in the previous version of the brochure was not practical since nurses hardly have time for breaks to eat and go to the restroom. Taking note of this comment, the authors removed this section and chose to put more emphasis on healthy diet instead. Ultimately, the quality of the brochure's content was improved by incorporating the feedback received from the respondents.

Act Stage

The act stage is final step of the PDSA model. It involves taking action to implement the changes that were tested and evaluated in the previous stages. (Katowa-Mukwato et al. 2021.) The authors applied all the necessary changes based on feedback collected and communicated with the commissioning partner to improve the content's quality in the brochure. The final version of the brochure was created and circulated for use by the commissioning partner.

5 Discussion

5.1 Assessment of the Brochure

The aim of this thesis was to create a brochure specifically for the nurses working in Ward 1 at Katriina Hospital, and this goal has been accomplished successfully. The brochure contains helpful information on managing stress through effective coping mechanisms. The authors and the commissioning partner worked together and had exceptional teamwork throughout the thesis writing process. Constant communication from the beginning to the end of the thesis work was beneficial and resulted in the successful production of the brochure, which was the outcome of the thesis.

The purpose of this thesis was to prioritize the well-being of nurses by encouraging the adoption of effective coping mechanisms. Although the brochure contains practical and feasible coping mechanisms, significant and positive impact on nurses' or potential unintended consequences that may arise from adopting those coping mechanisms cannot be anticipated.

For the developmental process the authors chose to implement the PDSA model to create the brochure for nurses and gather feedback from the questionnaire. In the early stages of creating the brochure, there were difficulties in determining the appropriate format, structure, and quality of the content. It was challenging to differentiate between relevant knowledge and knowledge that the nurses already possessed, which would be redundant to include in the brochure. To ensure the production of an effective brochure, specific criteria for creating a good brochure were followed, and careful consideration and analysis of the information to be included were undertaken to construct the contents of the brochure.

On the other hand, the feedback questionnaire consisted of structured as well as semi-structured questions. The feedback obtained from five respondents was instrumental in assessing the quality of the brochure. Considering the feedback provided by the respondents, necessary changes were made. Since the authors native language was not Finnish, it was challenging as well as time consuming to translate the brochure and questionnaire from English to Finnish using Google Translate. Moreover, translations done by the Google Translate was not accurate most of the time. Thus, the Finnish language accuracy cannot be assured.

Before the final version was produced, the brochure underwent multiple reviews and corrections ensuring that it contained relevant and useful information. Final versions in English and Finnish were made available to the commissioning partner.

5.2 Ethical Consideration and Trustworthiness

Ethical considerations and trustworthiness are essential components of research that help ensure studies are conducted with integrity, respect for human rights, and scientific rigor. The Finnish National Board on Research Integrity TENK is responsible for providing guidelines for researchers to adhere to and promote responsible conduct of research in Finland. All the universities, including universities of applied sciences and other research organizations, must comply and adhere to the guidelines that include upholding integrity, precision, and accuracy when carrying out research, and documenting and assessing the research findings. (Finnish National Board on Research Integrity TENK guidelines 2019.) When conducting research involving human participants, it is crucial to adhere to ethical principles. Safeguarding participants' privacy and maintaining confidentiality of their personal information are of utmost importance. (World Medical Association 2022.)

In Ward 1 of Katriina Hospital, a team consisting of four to five nurses are tasked with the responsibility of caring for around twenty-five geriatric rehabilitation patients during each shift. The demanding workload, high patient-to-nurse ratio, and the presence of stress can easily overwhelm the nurses, hindering their ability to provide the best possible care and potentially impacting their own general health and mental well-being. The authors recognized that nursing shortage could have ethical implications related to the potential negative impact on nurses' overall health and well-being. Therefore, understanding the ethical significance of promoting and supporting nurses' well-being, the authors strived to create ethically responsible solution in the form of a brochure that could empower and aid nurses with coping mechanisms while also respecting their rights and well-being.

During the data research process, the authors faced difficulty in gathering relevant information due to limited availability of research articles on labour shortage in nursing field and coping mechanisms to manage stress. The limitation arose from restricted access that required special authorization or payment. Nonetheless, the authors persisted and were able to retrieve credible data from trustworthy sources to maintain the credibility of the thesis. According to Stahl & King (2020), a way to increase credibility is to utilize triangulation as a method. It involves the use of various sources of data or methods within a specific area to identify consistent patterns. Likewise, transferability must strive to gain comprehension by transferring research findings from one setting to another. Therefore, the authors of the thesis made sure the data collected in the knowledge base of the thesis were from numerous evidence-based and peer-reviewed articles/journals published within the last ten years. The thesis was carried out utilizing reliable databases such as EBSCO, CINAHL, PubMed,

ResearchGate, SAGE Premier, ScienceDirect, WHO articles, National Library of Medicine (NIH), MedlinePlus, and Google Scholar.

The sources used in the thesis were in accordance with the thesis guidelines provided by the LAB university of Applied Sciences. The authors paid special attention to avoid plagiarism by re-wording the sentences from the selected sources while retaining the essential idea or meaning of the information obtained from the references. The references used in the thesis were cited meticulously. Hence, the trustworthiness of the thesis was upheld by the authors. Furthermore, the thesis co-operation agreement was signed and made readily available to concerned parties.

Consistency in the results obtained from different methods and participants signifies the reliability of the collected data. Moreover, if the outcomes closely align with the researcher's specific context, prediction, and explanation, it indicates the validity of the research. However, assessing the validity of data can be challenging, as interpreting the real situation may not always be straightforward. (Nicolas 2021.) The authors utilized both primary and secondary research methods to gather data. To create the content of the brochure, the secondary data was collected from the reliable sources such as journals, publications, and articles. On the other hand, the primary data was collected through a feedback questionnaire. The brochure and feedback questionnaire were electronically sent via email to the head nurse of Ward 1, who then shared them with nurses in the ward. The survey respondents' anonymity was maintained, and their participation was voluntary, without any inducements offered, ensuring that the authors had no control or influence over their responses.

5.3 Implication for Further Studies

Nursing is a profession that requires both physical and mental effort. It necessitates a high level of empathy and patience, not just when interacting with patients but also when collaborating with other professionals. Nurses encounter life-threatening situations and are responsible for the health and recovery of individuals as part of their daily duties. (Mirzaei et al. 2022.) The stress inherent in these circumstances can have negative impacts on nurses' health, making it important to provide guidance on managing stress and enhancing well-being. To address this, the brochure aimed to provide nurses with effective coping mechanisms for reducing stress at work. However, further research could examine the brochure's effectiveness and potential for customization to meet the specific needs of nurses.

The brochure primarily focused on practical coping mechanisms that can be utilized during stressful shifts, which were included in the final version of the brochure. In the future, this thesis can be used as a foundation to explore additional coping mechanisms that nurses

could adopt to manage stress not only at work but also in their personal lives. Additionally, since this thesis has already highlighted the significance of placing nurses' well-being, further studies can investigate the wider implications of prioritizing nurses' well-being including its impact on variety of other aspects such as patient outcomes, healthcare expenses, and the sustainability of the healthcare system.

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Appendix 1. Brochure

WHY STRESS MANAGEMENT IS IMPORTANT

Nurses experience more stress and pressure in the workplace because of the specific character of their profession.

Amidst nursing shortage, nurses are expected to increase their productivity while maintaining similar work schedules, taking more responsibilities, and reducing their resting time. The mental and physical health of nurses is harmed by these factors.

Coping with stress is a fundamental skill for nurses. To ensure that patients receive the best possible care, it is important for nurses to maintain their well-being and deal with stress.

Understanding the significance of managing stress can help anticipate stress inducing factors and foster a positive work environment. Developing healthy coping mechanisms and seeking support when needed are necessary to manage stress and other challenges in life.

FURTHER INFORMATION



By using the link below you can evaluate your own wellbeing at work.

<https://sairaanhoitajat.fi/tyohyvinyvointi/arvioi-omaa-ja-tyoyhteisosi-hyvinyvointia/#>

Mielenterveystalo offers mental health-related information, support, and care to everyone.

<https://www.mielenterveystalo.fi/fi>

Below is a link to a wellness programme for managing stress.

<https://www.mehilainen.fi/en/wellbeing/coaching-programmes/take-a-breath>

Find instruction for deep breathing from the link below.

<https://www.youtube.com/watch?v=V0m9xGvsWJ8>

The video below shows few techniques of stretching at work.

<https://www.youtube.com/watch?v=YtGXHxwoumc>

MANAGING STRESS AMIDST NURSING SHORTAGE



COPING MECHANISMS FOR NURSES

© Binura Shrestha & Ruby Paudar (Bachelor of Health care, Nursing) in co-operation with Ward 1 of Katriina hospital.



MAINTAIN HEALTHY DIET

Stress often results in poor nutrition. There are some ways to promote healthy nutrition under stress:

- Eating a healthy and filling meals before starting a shift.
- Bring healthy snacks to work, rather than relying on fast food.
- Drink plenty of water throughout the shift.

SEEKING SUPPORT

- Establish connections. Ask co-workers how they are doing.
- Pair work / ask help from co-worker.
- Voice your concerns in departmental meetings.
- Initiate conversation about issues that are causing stress.



PRIORITIZE TIME AND ENERGY

- Do the most important thing first.
- Set realistic goals.
- Learn to say 'NO'.
- Focus on the positive aspects.

DEEP BREATHING

The practice of deep breathing, which involves inhaling slowly and deeply through the belly rather than the chest, can be helpful for relaxing the body during stress. It lowers heart rate & blood pressure, increases energy levels, decreases muscle tension, focuses mind & improves sleep.



LAUGHTER IS THE BEST MEDICINE

Humor in the middle of a busy workday can have positive effects on reducing levels of stress hormones, providing a distraction from negative emotions and stress, giving a new perspective, and promoting social connections. When you laugh, your body takes in more oxygen, which helps muscles to relax.

ACT INSTEAD OF REACT

Feeling powerless in a situation can trigger stress. Hence, it is crucial to refrain from reacting angrily when encountering a stressful event. Instead, take a moment to gather oneself and respond in a composed and controlled manner. Even if internal stress persists, displaying a calm demeanor can still have a positive impact.

TAKE TIME TO RECHARGE

Nursing is a 24-hour job. But taking time for self-care & recharging is necessary after long shifts or exhausting work weeks. Getting enough sleep, enjoying a leisurely walk, regularly practicing yoga, meditation, and relaxing massage may aid in minimizing stress.

Practice stretching at work during breaks, as it helps to reduce stress & lightens mood.

Ask your supervisor for the opportunity to participate in stress management training.

Don't stress.
Do your best.
Forget the rest.

Appendix 2. Esite

MIKSI STRESSINHALLINTA ON TÄRKEÄÄ

Hoitajat kokevat paljon stressiä ja painetta työpaikalla ammattinsa erityisluonteen vuoksi.

Keskellä hoitajapulaa hoitajien odotetaan lisäävän tuottavuuttaan säilyttäen samalla samanlaiset työaikataulut, ottavan enemmän vastuuta ja vähentävän lepoaika. Nämä tekijät vahingoittavat hoitajien henkistä ja fyysistä terveyttä.

Hoitajien on tärkeä osata hallinta stressiä. Varmistaakseen, että potilaat saavat parasta mahdollista hoitoa, hoitajien on tärkeää ylläpitää hyvinvointiaan ja käsitellä stressiä.

On hyvä ymmärtää, miten tärkeää stressin käsitteleminen on: se mahdollistaa stressiä aiheuttavien tekijöiden ennakoinnin ja vaikuttaa positiivisen työympäristön luomiseen. Terveellisten selviytymismekanismien kehittäminen ja tarvittaessa tuen hakeminen ovat välttämättömiä stressin hallitsemiseksi ja muiden elämän haasteiden voittamiseksi.

LISÄTIETOA



Alla olevan linkin avulla voit arvioida omaa työhyvinvointiasi.
<https://sairaanhoitajat.fi/tyohyvinvointi/arvioi-omaa-ja-tyoyhteisosi-hyvinvointia/#>

Mielenterveystalo tarjoaa mielenterveyteen liittyvää tietoa, tukea ja hoitoa kaikille.
<https://www.mielenterveystalo.fi/fi>

Alla linkki hyvinvointivalmennus stressinhallinnan avuksi.
<https://www.mehilainen.fi/hyvinvointi/valmennusohjelma/hengahda>

Löydät ohjeet syvähengitykseen alla olevasta linkistä.

<https://www.youtube.com/watch?v=V0m9xGvsWJ8>

Alla oleva video näyttää muutamia tekniikoita venyttelyyn työpaikalla.
<https://www.youtube.com/watch?v=YtGXHxwoumc>

STRESSINHALLINTA HOITAJAPULAN KESKELLÄ



SELVITYMISMEKANISMEJA HOITAJILLE

© Binura Shrestha & Ruby Paudar (Sairaanhoitaja AMK) yhteistyössä Katriinan sairaalan, osaston 1 kanssa.



NOUDATTA TERVEELLINEN RUOKAVALIOITA

Stressi johtaa usein huonoon ravitsemukseen. On olemassa tapoja edistää terveellistä ravintoa stressin aikana:

- Syö terveellisiä ja täyttäviä aterioida ennen työvuoron aloittamista.
- Tuo töihin terveellisiä välipaloja pikaruokaan sijaan.
- Juo riittävästi vettä koko työvuoron aikana.

HAE TUKEA

- Luo hyviä ihmissuhteita. Kysy työkavereilta, kuinka he voivat.
- Parityö / pyydä apua työkaverilta.
- Kerro huolenaiheitasi osastokokouksissa.
- Aloita keskustelu stressiä aiheuttavista asioista.



PRIORISOI AIKA JA ENERGIA

- Tee tärkein asia ensin.
- Aseta realistisia tavoitteita.
- Opi sanomaan 'Ei'.
- Keskity positiivisiin asioihin.

SYVÄHENGITYS

Syvähengitys, jossa hengitetään hitaasti ja syvästi vatsan kautta rintakehän sijaan, voi olla hyödyllistä rentouttaessasi kehoasi stressin aikana. Se alentaa sykettä ja verenpainetta, lisää energiatasoa, vähentää lihaskäynnitystä, keskittyy mieleen ja parantaa unta.



NAURA ON PARASTA LÄÄKETTÄ

Huumori keskellä kiireistä työpäivää voi vaikuttaa positiivisesti stressihormonien tasoihin, estää negatiivisia tunteita ja stressiä, antaa uuden näkökulman ja edistää sosiaalisia yhteyksiä. Kun sinä naurat, sinun kehosi saa enemmän onnea, mikä auttaa lihaksia rentoutumaan.

TOIMI ENNEMMIN KUIN REAGOI

Voimattomuuden olo vaikeassa tilanteessa voi laukaista stressiä. Siksi on erittäin tärkeää pidättäytyä reagoimasta vihasesti, kun kohtaat stressaavan tapahtuman. Sen sijaan kokoa itsesi hetkeksi ja vastaa hillitysti ja hallitusti. Vaikka sisäinen stressi jatkuu, rauhallisella käytöksellä voi silti olla myönteinen vaikutus.

OTA AIKAA LATAUTUMISEEN

Hoitotyö on 24 tunnin työ. Mutta pitää ota aikaa itsehoitoon ja latautumiseen pitkien työvuorojen tai uuvuttavien työviikkojen jälkeen. Riittävä nukkuminen, rauhallinen kävely, säännöllinen jooga harjoittaminen, meditaatio ja rentouttava hieronta voivat auttaa vähentämään stressiä.

Harjoittele venytyksiä työssä taukojen aikana, koska se auttaa vähentämään stressiä ja keventää mielialaa.

Pyydä esihenkilöstä mahdollisuutta osallistua stressinhallintakoulutukseen.

Älä stressaa.
Tee parhaasi.
Unohda loput.

Appendix 3. Questionnaire

On a scale of 1 to 5, how would you rate the following statements about the brochure (1- Totally disagree, 2- Disagree, 3- Neither disagree nor agree, 4- Agree and 5- Totally agree). *

	1	2	3	4	5
The layout of the brochure is attractive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The language used in the brochure is easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The brochure was organised in a way that made sense to you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information in the brochure was presented clearly and concisely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The coping mechanisms provided in the brochure were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The brochure empowered you to manage your stress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this brochure to someone who is dealing with stress.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Was there anything missing from the brochure that you would have liked to see included?

Your answer

Do you have any additional feedback or suggestion for improving the brochure?

Your answer

Appendix 4. Kyselylomake

1. Miten arvioisit asteikolla 1-5 seuraavia esitteeseen liittyviä väittämiä. (1- täysin eri mieltä, 2- eri mieltä, 3- ei ole eri mieltä eikä samaa mieltä, 4- samaa mieltä ja 5- täysin samaa mieltä)? *

Mark only one oval per row.

	1	2	3	4	5
Esitteen ulkoasu on houkutteleva.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Esitteen kieli on helppo ymmärtää.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Esite on järjestetty sinulle mielekkäällä tavalla.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Esitteen tiedot esitetään selkeästi ja ytimekkäästi.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Esitteen selviytymismekanismit olivat hyödyllisiä.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Esite auttoi sinua hallitsemaan stressiäsi.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suosittelen tätä esitettä jollekin, joka käsittelee stressiä.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Puuttuuko esitteestä jotain, jonka olisit halunnut sisällyttää?

3. Onko sinulla muuta palautetta tai ehdotusta esitteen kehittämiseksi?
