

Cognitive and Behavioral Factors Associated with Burnout Among Evidence-Based Clinicians During COVID-19

Presenters: Chrissna Hem, BS, Amanda Henkel, BA, Hunter Baril, BS

INTRODUCTION: Clinician burnout negatively impacts personal well-being and patient care. The APA (2022) reported high levels of burnout and decreased ability to meet patient demands among clinicians following the onset of COVID-19. Research conducted during the pandemic also found that clinician burnout is related to cognitive and behavioral factors, including self-compassion, work-life balance, and telepressure (Kotera et al., 2021), as well as cognitive emotion regulation skills (Sandhu & Singh, 2021). This study extended prior research by examining associations between burnout and multiple cognitive and behavioral variables among evidence-based clinicians.

METHODS: Survey invitations were posted to listservs/message boards for national psychological professional associations (e.g., ABCT, ADAA, IOCDF, ISITDBT) and sent to 120 evidence-based clinics across the United States.

Measures were collected via SurveyMonkey between November 2022 and March 2023 and included:

- Demographic data
- Maslach Burnout Inventory (MBI; Maslach & Jackson, 1981)
- Cognitive Emotion Regulation Questionnaire - Short Form (CERQ-SF; Garnefski et al., 2001)
- Acceptance and Action Questionnaire II (AAQ-II; Bond et al., 2010)
- Self-Compassion Scale-Short Form (SCS-SF; Raes et al., 2011)
- Work-Life Climate Scale (WLCS; Schwartz et al., 2019)
- Questions about workplace telepressure (Barber & Santuzzi, 2015).

RESULTS: Burnout levels were above published norms for mental health professionals (Maslach et al., 2018) on MBI-Emotional Exhaustion (MBI-EE, $M = 25.40$, $SD = 11.92$) and in line with norms on MBI-Depersonalization (MBI-D, $M = 5.75$, $SD = 4.71$).

As expected, lower self-compassion, lower psychological flexibility, less work-life balance behaviors, and increased telepressure were significantly related to higher MBI-EE. Findings were similar for MBI-D and MBI-Personal Accomplishment (MBI-PA) in expected directions. While most maladaptive cognitive emotion regulation (CERQ-SF) strategies were significantly related to MBI-EE, adaptive strategies were not.

DISCUSSION:

Study findings replicate and extend prior work on cognitive and behavioral factors related to therapist burnout. Notably, while maladaptive emotion regulation skills were significantly related to higher emotional exhaustion, adaptive strategies related to higher personal accomplishment. This may inform efforts to reduce clinician burnout, improve well-being, and optimize quality of care. Additional findings related to work settings, change in telehealth hours pre- and post- COVID onset, and demographic variables and the relation to burnout can be found in the supplemental materials.

Authors:

Chrissna Hem, BS, Amanda Henkel, BA, Hunter, Baril, BS, Jessica A. Harper, PhD, Tina Hsu Schweizer, PhD, Megan Shope, PhD, Ariel Ravid, PhD, & Travis L. Osborne, PhD

During COVID-19, higher burnout among evidence-based therapists was related to maladaptive emotion regulation strategies, lower self-compassion, less psychological flexibility, less work life balance, and greater telepressure.



Participant Characteristics (N = 183)

	n or Mean	% or SD
Age	42.4	10.8
Current Gender		
Female	155	84.7
Male	20	10.9
Use a different term	8	4.4
Current Sexual Identity		
Straight/Heterosexual	138	75.4
Bisexual	16	8.7
Queer	14	7.7
Lesbian	7	3.8
Other	5	2.7
Gay	3	1.6
Race		
White	157	85.8
Multiracial	14	7.7
Asian	5	2.7
Black or African American	4	2.2
Declined	2	1.1
Native Hawaiian or Other Pacific Islander	1	0.5
Ethnicity		
Not Hispanic or Latino	160	87.4
Hispanic or Latino	15	8.2
Declined	4	2.2
Years Licensed	10.5	8.7

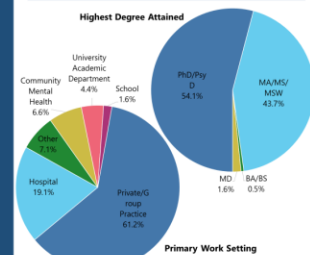


Table 1: Association Between Burnout, Self-Compassion, Psychological Flexibility, Telepressure, and Work Life Balance

	MBI-Emotional Exhaustion
Self-Compassion Scale-SF	-.43*
Acceptance and Action Questionnaire-II	-.54*
Telepressure	.28*
Work Life Climate Total Score	.52*

* p < .01

Table 2: Association Between Burnout and Cognitive Emotion Regulation Strategies

	MBI-Emotional Exhaustion
Cognitive Emotion Regulation Questionnaire-Adaptive	
Acceptance	-.06
Positive Refocusing	-.08
Refocus on Planning	-.01
Positive Reappraisal	-.10
Putting into Perspective	-.05
Cognitive Emotion Regulation Questionnaire-Maladaptive	
Self-Blame	.33*
Rumination	.36*
Catastrophizing	.33*
Other Blame	.15

* p < .01

Title: Cognitive and Behavioral Factors Associated with Burnout Among Evidence-Based Clinicians During COVID-19

Authors: Chrissna Hem, BS, Amanda Henkel, BA, Hunter, Baril, BS, Jessica A. Harper, PhD, Tina Hsu Schweizer, PhD, Megan Shope, PhD, Ariel Ravid, PhD, & Travis L. Osborne, PhD

Affiliation: Evidence Based Treatment Centers of Seattle (EBTCS) www.ebtseattle.com

Clinician burnout negatively impacts personal well-being and patient care. The APA (2022) reported high levels of burnout and decreased ability to meet patient demands following the onset of COVID-19. Research conducted during the pandemic also found that clinician burnout is related to cognitive and behavioral factors including self-compassion, work-life balance, and telepressure (Kotera et al., 2021), as well as cognitive emotion regulation skills (Sandhu & Singh, 2021). This study extended prior research by examining associations between burnout and multiple cognitive and behavioral variables among evidence-based clinicians.

Survey invitations were posted to listservs/message boards for national psychological professional associations (ABCT, ISITDBT, ADAA, IOCDF) and were sent to 120 evidence-based clinics across the US. Measures were collected via SurveyMonkey between Nov 2022 and March 2023 and included: demographic data, Maslach Burnout Inventory (MBI; Maslach & Jackson, 1981), Cognitive Emotion Regulation Questionnaire - Short Form (CERQ-SF; Garnefski et al., 2001), Acceptance and Action Questionnaire II (AAQ-II; Bond et al., 2010), Self-Compassion Scale-Short Form (SCS-SF; Raes et al.,

2011), Work-Life Climate Scale (WLCS; Schwartz et al., 2019), and questions about workplace telepressure (Barber & Santuzzi, 2015).

One hundred and forty-four clinicians (doctoral level $n = 81$; master's level $n = 62$) participated. Participants identified mostly as female ($n = 120$; 83.3%) and White ($n = 121$; 84%). Average age was 41.1 ($SD = 9.96$) with an average 9.8 years ($SD = 8.07$) of post-licensure experience. Burnout levels were above published norms for mental health professionals (Maslach et al., 2018) on MBI-Emotional Exhaustion (MBI-EE; $M = 25.40$; $SD = 11.92$) and in line with norms on MBI-Depersonalization (MBI-D; $M = 5.75$; $SD = 4.71$).

As expected, lower self-compassion (SCS-SF; $r = -.47$, $p < .001$), lower psychological flexibility (AAQ-2; $r = .54$, $p < .001$), less work-life balance behaviors (WLCS; $r = -.53$, $p < .001$), and increased telepressure ($r = .28$, $p = .001$) were significantly related to higher MBI-EE. Findings were similar for MBI-D and MBI-Personal Accomplishment (MBI-PA) in expected directions. While most maladaptive cognitive emotion regulation (CERQ-SF) strategies were significantly related to MBI-EE, (Self-Blame $r = .31$, $p < .001$; Rumination $r = .30$, $p < .001$; Catastrophizing $r = .29$, $p = .001$), adaptive strategies were not (all r 's $\leq -.13$, all p 's $\geq .12$). However, Refocus on Planning ($r = .30$, $p < .001$) and Positive Reappraisal $r = .28$, $p = .001$) were related to higher MBI-PA.

Study findings replicate and extend prior work on cognitive and behavioral factors related to therapist burnout. Notably, while maladaptive emotion regulation skills were significantly related to higher emotional exhaustion, adaptive strategies related to higher personal accomplishment. This may inform efforts to reduce clinician burnout, improve well-being, and optimize quality of care. Supplemental data not presented in the poster are provided below.

Supplemental Data:

Table 1S. Relation Between Burnout, Self-Compassion, Psychological Flexibility, Telepressure, and Work Life Balance

	MBI Emotional Exhaustion	MBI Depersonalization	MBI Personal Accomplishment
Self-Compassion Scale-SF	-0.43*	-0.38*	.39*
Acceptance and Action Questionnaire-II	0.54*	.42*	-0.43*
Telepressure	.28*	.20*	-0.14
Work Life Climate Total Score	.52*	.42*	-.34*

Note. MBI, Maslach Burnout Inventory

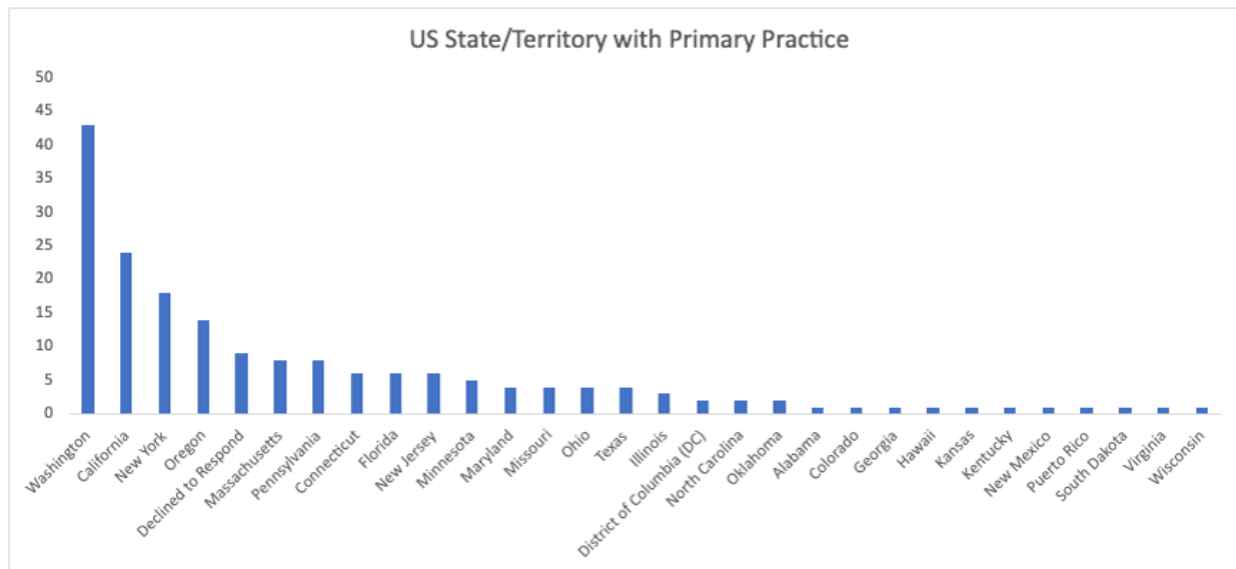
* $p \leq .01$

Table 2S. Relation Between Burnout and Cognitive Emotion Regulation Strategies

	MBI Emotional Exhaustion	MBI Depersonalization	MBI Personal Accomplishment
Cognitive Emotion Regulation Questionnaire Adaptive Strategies			
Acceptance	-0.06	-0.1	0.16
Positive Refocusing	-0.08	-0.05	0.13
Refocus on Planning	-0.01	-0.04	.29*
Positive Reappraisal	-0.1	-0.1	.26*
Putting into Perspective	-0.05	0.02	0.12
Cognitive Emotion Regulation Questionnaire Maladaptive Strategies			
Self-Blame	.33*	.33*	-.19*
Rumination	.36*	.18*	-0.14
Catastrophizing	.33*	.31*	-.29*
Other Blame	0.15	.19*	0.08

Note. MBI, Maslach Burnout Inventory

* $p \leq .01$



Note: Data represent the number of clinicians providing clinical work in each state

References:

- American Psychological Association's 2022 COVID-19 Practitioner Impact Survey (APA, 2022)
- Barber, L. K., & Santuzzi, A. M. (2015). Please respond ASAP: workplace telepressure and employee recovery. *Journal of Occupational Health Psychology, 20*(2), 172.
- Bond, F. W., Hayes, S. C., Baer, R. A., Carpenter, K. M., Guenole, N., Orcutt, H. K., ... & Zettle, R. D. (2011). Preliminary psychometric properties of the Acceptance and Action Questionnaire-II: A revised measure of psychological inflexibility and experiential avoidance. *Behavior therapy, 42*(4), 676-688.
- Garnefski, N., Kraaij, V., & Spinhoven, P. (2001). Negative life events, cognitive emotion regulation and emotional problems. *Personality and Individual Differences, 30*(8), 1311-1327.
- Kotera, Y., Maxwell-Jones, R., Edwards, A. M., & Knutton, N. (2021). Burnout in professional psychotherapists: Relationships with self-compassion, work-life balance, and telepressure. *International Journal of Environmental Research and Public Health, 18*(10), 5308.
- Maslach, C., & Jackson, S. E. (1981). MBI: Maslach burnout inventory. *Palo Alto, CA, 1*(2), 49-78.
- Maslach, C., Jackson, S. E., Leiter, M. P. (2018). Maslach Burnout Inventory Manual - 4th Edition. Mind Garden.
- Raes, F., Pommier, E., Neff, K. D., & Van Gucht, D. (2011). Construction and factorial validation of a short form of the self-compassion scale. *Clinical psychology & psychotherapy, 18*(3), 250-255.
- Sandhu, T. & Singh, H. (2021). Counselor burnout during COVID-19: Predictive role of cognitive emotional regulation. *Indian Journal of Positive Psychology, 12*(3), 258-262.
- Schwartz, S. P., Adair, K. C., Bae, J., Rehder, K. J., Shanafelt, T. D., Profit, J., & Sexton, J. B. (2019). Work-life balance behaviours cluster in work settings and relate to burnout and safety culture: a cross-sectional survey analysis. *BMJ Quality & Safety, 28*(2), 142-150.
- Warlick, C. A., Farmer, N. M., Frey, B. B., Vigil, K., Armstrong, A., Krieshok, T. S., & Nelson, J. (2021). Cost borne by the counselor: Comparing burnout between dialectical behavior therapy (DBT) counselors and non-DBT counselors. *Journal of Counseling & Development, 99*(3), 302-314.