

## **PS1.197**

### **Satisfaction assessment and burnout of employees in community health centers**

*Onur Ozturk(1), EI Uyar(2)*

*(1) Asarcik Family Health Center, Samsun, Turkey*

*(2) Atakum Community Health Center, Samsun, Turkey*

*Corresponding author: Dr Onur Ozturk, Asarcik Family Health Center, Family Medicine, Samsun, Turkey. E-mail: dr.onurozturk@yahoo.com*

**Background & Aim:** Community health center (CHC) is the health institution determining related risks and problems in order to protect and improve public health, making corrective and preventive activities and providing the coordination between the health institutions in its area and other institutions and organizations. Satisfaction and burnout of employees in CHCs constitute a serious problem which may disrupt health service providing and receiving stages. in our study, we aimed to discuss the issue.

**Mehod:** We reached 163 employees in five CHCs in Samsun. Employee satisfaction survey and Maslach Burnout Inventory were applied.

**Results:** Number of females constituting 65,6% of the participants were significantly higher compared to men ( $p=0,04$ ). Middle aged nurse-midwife group was the most common occupation group (47,9%). It was determined that demographic data didn't effect burn-out. Emotional burnout and personal success scores were at the worst levels in those who had at least nine years of CHC experience and desensitization increased without a statistically significance.

**Conclusion:** Positive communication and occupational support provided by management units and managers to the staff increased the environment of thrust and satisfaction.