ER NURSES AND RESILIENCE, GENERAL OVERVIEW

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Abstract :

Background: The emergency department (ED) plays a major role in every healthcare facility, especially during disasters, outbreaks, and emergencies. This systematic review article emphasizes the crucial duty of EDs to provide immediate, effective, and high-quality care to patients. Nurses are integral to the daily operations of the ED, responsible for triage, assessment, management, treatment, and patient care. Given the influx of patients, EDs require excellent facilities and a highly trained and professional healthcare team.

Methodology: Disasters vary in definition but often involve severe societal disruptions, surpassing the affected community's coping capacity. Nurses must comprehend crisis management fundamentals, including readiness, reaction, recovery, and mitigation. They are expected to possess disaster management knowledge, skills, and abilities to support patients, promote community preparedness, and demonstrate professional commitment.

Results: Continuous training is vital, including psychological readiness and advanced methodologies like high-fidelity modelling. Emergency nurses work in really stressful conditions daily, necessitating resilience to cope effectively. Excessive personal and system-level stress can hinder nurses' ability to provide optimal care. Developing resilience and work engagement through personal activities and stress-relief behaviours is crucial. Empathy and intellectual abilities are essential in the ED, ensuring high-quality care under any circumstances.

Conclusion: In conclusion, the ED and its healthcare team are vital in managing disasters and providing immediate care. Nurses, in particular, must be well-prepared, resilient, and empathetic to deliver top-tier patient care and thrive in a demanding work environment.

Keywords Emergency department nurses, ER nurse, Resilience, Burnout Syndrome, Healthcare facilities, Recovery.

1. Introduction

Emergency Department is a section of a hospital that is organized and staffed to offer high-quality emergency care to members of the public who believe they require immediate or acute care, including admission to a hospital. The Emergency Departments also called Accident and Emergency, Casualty, and Emergency Room worldwide. It is typically serves as the hospital's main entrance, where many patients first interact with the medical community. In this setting, nurses are heavily involved in the day-to-day operations. They are responsible for triaging, assessing, managing, treating, and caring for patients who present to the ED.

Another role of emergency department is to provide highly acute patient care in unexpected and stressful work conditions [1]. According to resilience theory, each person has unique qualities that enable them to deal with stress. The ER nurses naturally will have to deal with this highly stressful work environment every day, so each nurse needs to be capable of coping with the work environment without falling under tremendous stress in their professional, social and personal life because personal and system-level stressors prevent emergency nurses from adequately using their knowledge abilities and the provided facilities to care for their patients and this will make a significant crack in the hospital system.

High-stress levels can drive some nurses out of the field or lead them to engage in personally destructive activities as a means of coping [2]. Many researchers confirmed that developing resilience and more work engagement is attained by practicing personal activities and adopting certain behaviours which can relieve the increasing stress in the work environment. The capacity for empathy and intellectual abilities is always used in the emergency department to deliver high-quality care for all patients under any circumstances. The resiliency techniques will shield nurses from workplace pressures and enable better care for their patients [3, 4].

Also ER nursing team should have continuous training inside and outside the workplace to boost disaster preparedness and work. Improving nurses' psychological preparedness during catastrophes and implementing cutting-edge learning and training methodologies, including high-fidelity modelling, is also a critical point; despite efforts to equip nurses for disasters, there remain gaps between their preparedness skills and fundamental competencies, according to a lot of research [5].

This systematic review aims to give a guide for the development and implementation of evidence-based interventions and policies that prioritise the holistic well-being of ED nursing staff [6]. By addressing the challenges of burnout and promoting resilience, healthcare organisations can cultivate a supportive and sustainable work environment that ultimately enhances the quality of patient care in the emergency department setting.

2. Method

2.1 Search Strategy:

The following databases and sources were used for this systematic review: PubMed, CINAHL, and PsycINFO. The search terms and keywords used included "emergency department nurses" OR "ER nurses" AND "resilience" OR "burnout" OR "work engagement". The search was restricted to studies published between 2015 and 2023. The search strategy was executed by the PRISMA guidelines.

Table 1: Regular Keywords and MeSh Terms

Regular Keywords	MeSH Terms
Emergency department nurses	Emergency Nursing
ER nurses	Emergency Service, Hospital
Resilience	Resilience, Psychological
Burnout	Burnout, Professional
Work engagement	Personnel Turnover
	Personnel Management
	Personnel Loyalty

Table 1 presents the regular keywords and Medical Subject Headings (MeSH) terms utilised in the systematic search across various databases. These terms were crucial in ensuring a comprehensive exploration of the literature relevant to the study's focus on emergency department nurses' resilience, burnout, and work engagement.
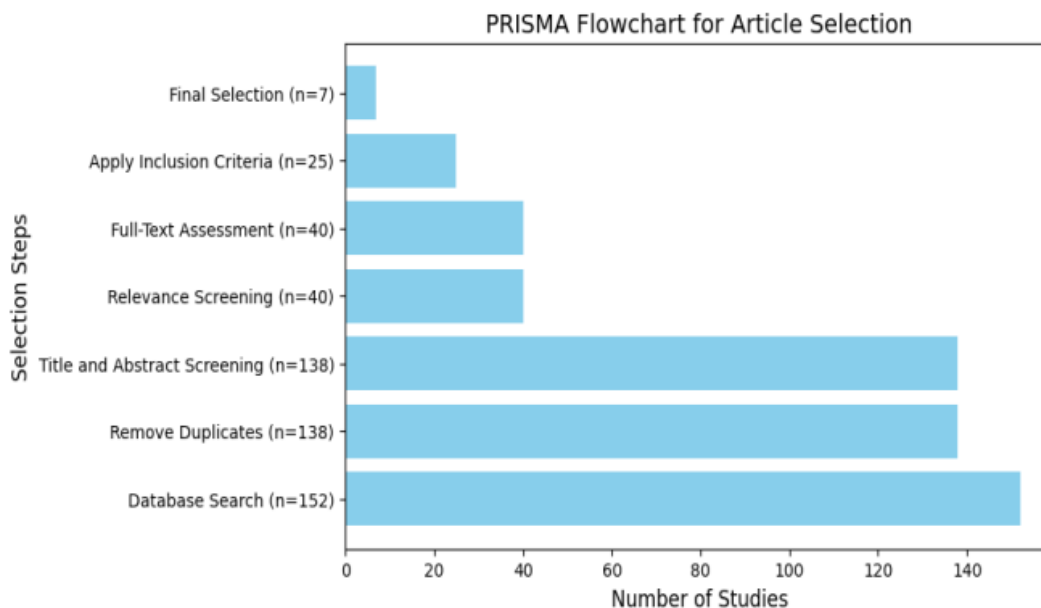

Figure 1. PRISMA flowchart showing how the seven articles were selected.

2.2 Study Selection:

The study selection process involved screening titles and abstracts, followed by a full-text assessment. Inclusion criteria comprised studies that focused on emergency department nurses, examined resilience, burnout, or work engagement, and utilised either quantitative or qualitative
methodologies. Studies not meeting these criteria or those in languages other than English were excluded. The PRISMA flowchart was used to represent the selection process visually **(Figure 1).**

2.3 Data Extraction:

Relevant data were extracted using a standardised form that included information on study design, sample characteristics, measures employed, and key findings related to resilience, burnout, work engagement, and their correlates. **Table 2** provides a concise overview of the search strategy employed in PubMed and the same approach applied to the other databases. The search strategy's strict adherence to specific search terms, language restrictions, and the defined publication year range demonstrates the systematic approach taken to identify relevant studies for inclusion in the review.

Table 2: PubMed Search Strategy Summary (Same Approach Applied to All Other Databases)

Database	Search Terms	Languae	Publication Year
PubMed	("Emergency department nurses" OR "ER nurses") AND ("resilience" OR "burnout" OR "work engagement")	English	2015-2023
CINAHL	("Emergency department nurses" OR "ER nurses") AND ("resilience" OR "burnout" OR "work engagement")	English	2015-2023
PsycINO	("Emergency department nurses" OR "ER nurses") AND ("resilience" OR "burnout" OR "work engagement")	English	2015-2023

Table 3: Inclusion and Exclusion Criteria

Inclusion Criteria	Exclusion Criteria
Studies focused on ER/ED nurses.	Studies not focused on nursing.
Studies examining resilience, burnout, or work engagement	Studies not related to the specified topics
Quantitative or qualitative studies	Studies with insufficient data
English language studies	Non-English language studies

The inclusion and exclusion criteria in **Table 3** elucidate the rigorous standards used to select studies for the systematic review. By clearly outlining the parameters that determined study eligibility, this table emphasises the meticulous process followed in screening and ensuring the relevance of the included literature to the study's focus.

2.4 Quality Assessment:
The quality of the included quantitative studies was assessed using standardised tools for cross-sectional and quasi-experimental designs. Qualitative studies were evaluated using the Critical Appraisal Skills Programme (CASP) checklist.

2.5 Data Synthesis:
Findings were synthesised through a narrative approach, with results grouped into thematic categories such as levels of resilience, burnout, work engagement, associated factors, interventions, and impacts on patient care. Meta-analysis was not feasible due to the heterogeneity across the included studies.

2.6 Publication Bias Assessment:
Using funnel plots, publication bias was assessed, and asymmetry was examined visually for the presence of bias. In the assessed studies, no significant asymmetry was detected.

3. Literature review

3.1 Factors that are correlated with resilience and public health emergency:
Creative and flexible thinking is widely regarded as a crucial aspect to comprehend when operating within the context of an emergency department. This capability will empower the emergency room nurse to effectively handle the current issue, manage it, and provide essential care for the patient without being entangled in superfluous and distracting thoughts that may impede the nurse's capacity to do their duties proficiently. In essence, it is crucial to bear in mind that unforeseen circumstances may arise at any given moment, necessitating the ability to effectively handle, prioritise, and promptly address them without allowing them to impede progress for the remainder of the day [7]. The concept of determinant action is being discussed.
The act of assuming responsibility for decision-making in the absence of comprehensive access to pertinent background information is sometimes referred to as engaging in decisive action. The ability to draw upon past experiences, quick analytical aptitude, and self-confidence are key factors that facilitate making timely and resolute decisions. The emergency room nurses should demonstrate proficiency in the skill of filtering out extraneous information, maintaining mental clarity, and displaying self-assurance when making decisions [8]. Frequently, in the emergency department, the nurse must assume a leadership role and mediate between various professional and disciplinary perspectives with the primary objective of safeguarding the patient's well-being[7]. The quality of tenacity is characterised by persistent determination and perseverance in the face of challenges or obstacles.
Tenacity can be defined as the persistent and determined effort to progress and achieve the desired outcome [9]. Tenacity is a quality which includes the use of numerous heuristics, approaches, and novel interventions while using creative and no dogmatic thinking throughout the process. The nurses working in the emergency room (ER nurses) should be able to manage patients and Deal with difficult situations, especially in caseswhere few resources are available. Emergency rooms are well known as places with tension and pressure environment. Consequently, emergency department nurses must have

a strong internal drive to finish their work and deliver the most possible patient care reasonably to navigate and thrive in this environment successfully. According to the Glasgow coma scale, HW (Healthcare workers) should prioritise routine patient monitoring, starting with the Most Dangerous case.

They must stay focused and in an excellent mental state despite any distractions in the place brought on by loud voices and noises if they Have to give effective care to the patients. It is A must that they give close attention at this stage to prevent any mistakes from happening when trying to help the patients.Consequently, ER nurses must possess the capacity to comprehend and effectively manage such circumstances, given their frequent occurrence within the context of their profession.

The nursing profession necessitates a steadfast dedication to patient care, wherein the desired outcomes are effectively attained. The person is thus motivated by perseverance to the next patient despite being weary or in a difficult position [7]. Interpersonal connection and cooperation are essential components of effective human interaction.

Social networks are widely acknowledged for their positive impact on individuals, particularly in terms of stress reduction and resilience-building to overcome challenges. The presence of interpersonal connection consistently exerts a significant influence on the construct of hardiness. Interpersonal connection refers to providing physical and emotional support by the healthcare team. The healthcare team should prioritiseenhancing efficiency and improving patient care. Having a mentor of high calibre within the department who can provide guidance in adapting one's methods, offer support at moments of error, and provide recognition for commendable performance can significantly enhance an individual's self-assurance and bolster their self-reliance in navigating challenging situations. According to Reference [7] the presence of a mentor within a group, the presence of a role model, and the support of one's team all yield advantageous outcomes.

3.1.1 One crucial aspect to consider is sincerity.

The attribute of sincerity holds significant value within the nursing profession since it yields advantageous outcomes for both patients and colleagues alike. The medical system is widely recognised for its extensive integration and branching. Without honesty, the healthcare team is at risk of losing the trust of their patients. Consequently, this may result in additional time consumption as cases need to be rechecked, and doubts may arise regarding the integrity of team members. Ultimately, such circumstances can undermine the emergency system, which relies heavily on cooperation, honesty, and critical decision-making [7].

Self-discipline is an essential trait involving the ability to control one's behavior, actions, and emotions to achieve specific emotional self-regulation refers to the capacity to exercise control over one's emotions instead of engaging in impulsive behaviours. Promoting resilience and self-control can be facilitated by implementing coping strategies such as engaging in physical activity, practising relaxation techniques, and maintaining a nutritious diet. Establishing a correlation between maintaining a happy attitude, thinking, and emotions is of utmost significance. In addition to their core competencies, emergency room nurses should possess the capacity to examine multiple factors. Maintaining a positive mindset, establishing a sense of structure in the midst of chaos, and identifying signs of stress are essential factors for achieving optimal performance in the workplace [7].

The concept of hopefulness is a psychological state characterised by a positive expectation or anticipation of future events or outcomes.

Maintaining a cheerful and optimistic mindset contributes to stress reduction among emergency room nurses and fosters the establishment of a conducive and tranquil work atmosphere. An optimistic mindset can be cultivated by directing attention towards positive aspects, taking proactive measures within one's control, and identifying actionable steps to address a crisis or any circumstance causing stress. Within the nursing profession, the utilisation of optimism has the potential to counteract detrimental behaviors and alleviate exacerbating circumstances effectively [10]. In addition, it is imperative to foster effective communication and cultivate positive emotions within the given context [7].

3.2. Psychologicaltolerability with the tenacity of internal drive:

The self-reported reasons for burnout among emergency clinicians frequently include psychological pressures and insufficient ancillary support inside emergency rooms [11]. Based on the testimony provided by the healthcare professionals, the exacerbation of the issue can be attributed to the pressure associated with working late-night shifts and the challenges encountered when providing care for sick patients in isolation. The correlation between burnout and the work environment is associated with substandard patient care. Emergency medicine (EM) is known to have a notable prevalence of burnout and psychological stress in several fields of medicine. According to the 2019 Medscape Lifestyle Report, around 48% of emergency medicine physicians indicated the presence of burnout symptoms. Research has focused on finding potential reasons for burnout in recent decades. In recent times, notable discoveries have shed light on the correlation between hospitals characterised by frequent patient transfers and various adverse outcomes. These outcomes include elevated levels of morbidity and mortality, diminished patient satisfaction, compromised patient safety, and a decline in satisfaction due to heavy workloads. According to References [5, 12].

3.3 Defending Workplace Engagement Against the Effects of Moral Distress:

Moral distress arises when nurses possess knowledge of appropriate patient care protocols but encounter obstacles preventing their implementation, such as institutional limitations or underlying factors at the patient, team, or system level (e.g., patient noncompliance, inability to obtain a provider order, staffing constraints, etc.). During the provision of patient care, nursing personnel, including licensed practical nurses, Registered Nurses (RNs), and advanced practice nurses (referred to collectively as nurses), encounter significant levels of stress and ethical unease. Healthcare professionals encounter several manifestations of moral discomfort [13]. The continuous obstruction of an individual's ability to uphold their professional principles and standards inside the workplace can substantially harm the individual and the overall work environment. This obstruction can arise from various institutional, cultural, and social factors in the workplace. Based on initial investigations, it has been observed that emergency department (ED) nurses who encounter moral and psychological discomfort may manifest emotions such as anger guilt, as well as physical symptoms including fatigue and gastrointestinal disturbances. When emergency room nurses are unable to manage their emotions and cope with chronic stress, they may encounter an intensification of moral distress, referred to as a crescendo of moral distress, or a sustained state of moral distress, commonly known as moral residue. In certain instances characterised by heightened stress levels, emergency room nurses may contemplate drastic measures, such as resigning from their position, since they perceive a lack of viable alternatives.

 Examining the variables contributing to moral and psychological anguish among emergency room nurses will give the medical system a comprehensive understanding of the extent of harm it engenders. This study aims to examine the factors of resilience, occupational engagement, moral distress, and resiliency within the broader population of nurses working in the emergency department nursing community. The study should additionally examine the interaction of these factors and their impact on emergency nurses to formulate a comprehensive, integrated approach to safeguard ER nurses from the adverse consequences of moral distress and enhance their workplace engagement. It is worth noting that applying resilience in the work setting can mitigate moral and psychological distress, enhance workplace engagement, and decrease attrition rates. Ultimately, improving patient outcomes and the overall healthcare system can be greatly facilitated by enhancing resilience and reducing moral distress [14, 15].

3.4. Emergency Room Nurses' Control and Adaptability facing catastrophe:

The review highlights the Importance of Nurses of the Emergency Department (ED) in times of calamities, emphasising the necessity of their readiness, diversified duties, and emotional fortitude in efficiently handling a range of difficult circumstances. This also highlights the significance of the mentioned below standardised processes and protocols to ensure effective patient care and assessment, even in unpredicted different situations. The review gives Supporting evidence that the emergency department (ED) Nurses' capability and responsibility may widen in response to disasters, asking them to perform supplementary obligations such as Decontamination of the patient and acquire peculiar training to utilise Personal Protective Equipment (PPE). Furthermore, it demonstrates the nursing profession's Crucial sense of duty and responsibility, exhibiting situations in which exceptional commitment and devotion nurses show to their responsibilities despite personal obstacles or difficulties.

Moreover, the review establishes the Complex emotional range Emergency Department (ED) nurses develop in the presence of disasters, a confluence of adverse and affirmative behaviours clarification [16].

This review underscores the strong sense of the individual's dedication and pride as they Carry out their duty as First responders. They receive motivation from the nursing community and society, which gives them support and Appreciation. The Review Also Illustrates their steadfast dedication to their responsibilities, as proven by their determination in performing their tasks despite personal obstacles or difficulties. The review gives a synopsis of the many responsibilities and emotional encounters that emergency department nurses encounter during disasters. It focuses on their ability to adjust, persevere and maintain a constant dedication to patient care and community welfare.

3.5 Esthetic Code of Nursing:

The review underscores the Esthetic Code of Nursing's significance, Focusing on its role as a guiding model to ensure high-quality nursing care and emphasise the standards of esthetic in the nursing profession, according to the American Nurses Association (ANA) [17]. It maintains the four key elements of the Esthetic Code Of Nursing, including justice, beneficence, autonomy and non-maleficence, that act as Important guiding principles to nurses in their Routine practice. The review outlines the Developmental history of the Esthetic Code Of Nursing, mentioning its beginnings in 1893, known as the "Nightingale Pledge", Honoring Florence Nightingale, the Godfather of the modern nursing that we know today [18]. It mentions that the American Nurses Association (ANA) founded the code of ethics in the late 1950s, and it has passed through many updates, with the most recent Crucial update in 2015. This update included nine rules or interpretative statements to afford direction and clarity for nursing practice.

Moreover, the review underscores the importance of the ANA's nursing code of ethics, focusing on its enduring effect as an essential reference for nursing practices in different states. It highlights the humanitarian and moral code focus, illustrating the compassionate roleand the ethical nursing care for all patients.

3.6. Ethics Principles for Nurses:

With focusing on the issues of ethics that are important in the profession of Nursing, The part gives analytical concepts that are laid out in the nursing's esthetic code.

Autonomy pertains to recognising a patient's entitlement to exercise independent decision-making in matters concerning their healthcare [19]. It underscores the significance of furnishing thorough information and assistance to facilitate informed decision-making. This statement highlights the importance of honouring and supporting patients' preferences, even when they diverge from the advice provided by healthcare professionals. It acknowledges the influence of many patient considerations on their decision-making process [20].

The notion of beneficence encompasses the caring actions undertaken by nurses in order to enhance the overall well-being of their patients. The significance is in the prioritisation of fostering relationships based on empathy, care, and mutual respect, which have a role in alleviating patients' emotional distress and promoting treatment adherence, following the American Nurses Association's focus on "compassion-driven actions."

The notion of justice is expounded upon as the moral need to ensure equitable and impartial care for all individuals seeking medical attention, regardless of their socioeconomic background, colour, religion, gender, or sexual orientation. The aforementioned principle highlights the significance of implementing non-discriminatory practices within the healthcare sector.Moreover, the principle of non-maleficence is delineated as the fundamental tenet of nursing ethics, underscoring the imperative to refrain from causing harm to patients. This statement underscores the importance of choosing therapies that minimise negative consequences, considering various physical, psychological, ethical, and financial factors. The statement underscores the responsibility of nurses to promptly disclose any treatments or circumstances that could potentially jeopardise the safety and welfare of the patient and the broader community [20].

3.7 The impact of a nurse's characteristics on quality:

The passage explores multiple facets pertaining to the practice of nursing, placing particular emphasis on the significance of emotional intelligence, personality qualities, and workplace burnout in influencing the calibre of patient care delivered. The concept of emotional intelligence refers to the cognitive ability to comprehend and regulate emotions, which has a notable influence on the proficiency of nurses in delivering efficient healthcare services. This statement emphasises the importance of self-awareness, empathy, and social skills in establishing an environment conducive to providing care for patients. The progressive nursing education system promotes the facilitation of emotional expression, acknowledging the advantages of cultivating a familiar and transparent patient-nurse communication dynamic. The book highlights the significance of emotional intelligence in assisting nurses in effectively managing stress and preserving their overall well-being, resulting in enhanced patient outcomes and improved teamwork [21].

The passage emphasises the impact of personality qualities on the nurse-patient connection and the provision of quality care. Crucial aspects for delivering comprehensive and successful nursing care encompass positive traits such as compassion, empathy, and coping abilities. The passage highlights the need to cultivate these characteristics within nursing education to cultivate a caring and understanding attitude towards patient care, hence advancing professional proficiency [21]. The issue of workplace burnout is widely recognised as a significant concern for healthcare personnel, resulting in a decline in the standard of care provided and negative consequences for patients. The book underscores the manifestation of burnout in the form of emotional weariness, diminished concentration, and heightened errors in the provision of patient care. The statement mentioned above highlights the significance of effectively treating workplace burnout to safeguard the overall well-being of nurses and uphold the delivery of exceptional patient care. The paragraph highlights the decrease in the quality of treatment over later shifts in comparison to first shifts, emphasising the importance of addressing burnout in order to maintain a consistent delivery of high-quality care [12, 21-23].

3.8. Negligence and malpractice in nurses:

The section examines various crucial elements of nursing neglect, emphasising the potential hazards and consequences linked to the failure to adhere to established care standards and regulations. The emphasised features encompass a range of issues, such as the lack of adherence to care standards, improper use of medical equipment, insufficient evaluation, supervision, and communication, subpar documentation practices, and the inability to prioritise the interests and preferences of patients [24].

The discourse places significant emphasis on the significance of complying with hospital regulations, adhering to recommendations set by professional nursing associations, and following protocols established by federal organisations.This obedience is vital in maintaining the delivery of high-quality care and minimising any preventable injury from the patients. Nurses must possess competence in a high quality in the expenditure of medical equipment and ensure firm adherence to manufacturers' guidelines to avoid any potential problems. The importance of timely evaluation, tracking and Efficient communication in providing early response and recognising mitigating negative health effects.

Recognising the need for proper documentation is vital in maintaining the integrity of patient information and data, which is essential for providing effective care coordination and efficient communication between healthcare workers. Moreover,

the review underscores the necessity of the nurses engaging in promoting patient support and illustrating enough decision respect for them, as recommended by the nurse's code of esthetics [25].

Additionally, the review demonstrates the necessity of following the prescribed medications and treatment plans, as any negligence or deviation may result in unfavourable results for the patients. This paper also investigates the management of the situation, such as delayed commencement of cardiopulmonary resuscitation (CPR), working hours napping, and missed checking visits, with a deep focus on illustrating the possible risks and outcomes for patient well-being and safety. The review initially focuses on the necessity of following professional protocols and norms, underlining the important role that nurses need in maintaining the safety and well-being of the patients.

3.9 Vulnerability of ER nurses:

This part investigates the psychological and emotional obstaclesnurses encounter, especially those who work in environments likely to elevate violence, such as inEmergency Departments (ED). This statement underscores the psychological burden experienced by nurses as a result of their extended and personal engagements with patients. Nurses frequently encounter situations where they are susceptible when fulfilling their responsibilities of delivering healthcare services and overseeing the well-being of patients. Nurses may experience feelings of guilt and inadequacy, particularly in instances where patients' health declines, exacerbating the emotional burden they bear. The occurrence of violence and aggression is notably widespread in eating disorders (EDs), underscoring the importance of identifying risk factors and triggers associated with these behaviours. The chapter emphasises the role of several elements, such as alcohol and drug consumption and extended periods of waiting, in intensifying violence. Furthermore, it recognises that on certain occasions, the conduct of emergency department nurses may unintentionally contribute to the escalation or instigation of violent incidents [26]. This highlights the significance of nurses cultivating robust interpersonal abilities to handle and defuse high-stress circumstances involving patients and visitors effectively.

Violence within hospital settings, commonly instigated by patients but occasionally by their family or visitors, exhibits a discernible pattern characterised by the gradual escalation of stress culminating in aggressive conduct. The chapter delineates typical indicators that may precede acts of violence, including behaviours that incite conflict, restlessness, and the use of aggressive language. The persistent presence of violence can engender feelings of fear and worry within the nursing profession, exerting an influence on several aspects of nurses' professional performance, self-perception, and overall job contentment. This apprehension may also hinder nurses from delivering transparent and compassionate care, potentially resulting in psychological distress and impacting their self-assurance in subsequent patient-care interactions. The passage posits that proactively handling instances of violence prior to their escalation is the most efficacious approach to preventing such occurrences. While it may be acknowledged that certain reasons leading to violence are beyond one's control, implementing preventive measures involves enhancing communication with patients and their families concerning waiting periods and treatment plans.

Furthermore, it is necessary to establish a cultural environment that fosters open dialogue and knowledge sharing among healthcare professionals in instances of violence [27]. The review highlights the importance of measuringand managing violent attitudes in hospital environments. In focus, the paperunderscores the psychological and emotionalobstacles nurses encounter and the hazards and violence inside the working environment, especiallyinside the emergency departments (EDs). This chapterhighlights the necessity ofapplying protective and preventive measures, fostering efficient connection and communication, and using declassification strategies to provide perfect control and address aggression and violence in different situations. [28-30].

3.10 Successful Throughput Strategies for the Emergency Department:

The review also introduces the major problem of emergency department overcrowding and the different solutions supposed to address this issue. Emergency department overcrowding can have a suspected bad effect on the safety provision and the patient's well-being and care. This will lead to delays in giving the proper treatment, a lowered care quality, and a high risk of medical mishaps and danger in sensitive situations. This review demonstrates different solutions supposed to manage and control the problem of emergency department overcrowding effectively. The concept of hospital capacity enhancement is bespoke as an effective solution. The passage illustrates the difference between non-true emergent cases and urgent or primary care advice to prioritise people at high risk, hence providing more effective and suitable treatment for every case. Also, it highlights the final consequences of the Emergency Department (ED) patients housing admitted, leading to major overcrowding and unfavourable outcomes. To enhance the quality of patient numbers and decrease the utilisation of unneeded imaging. One potential strategy to treat the overcrowding problem is adopting examination services for patients complaining of chest discomfort, which might serve as a hospital admission alternative. Moreover, the section demonstrates the importance of advocating for national education and lifestyle determinants to decrease the rate of emergency department visits associated with diseases with non-true emergencies, such as obesity, hypertension and unmanaged diabetes mellitus [31].

Implementing various automotive safety measures, such as seatbelts, airbags, and advancements in vehicle structure, has been identified as a significant factors in reducing the extent of injuries sustained in car accidents. The passage

emphasisesacknowledging alcohol's contribution to car accidents and the imperative for ongoing consciousness and preventative actions in this domain. In brief, the section outlines various approaches to address the issue of overcrowding in emergency departments (EDs), focusing on enhancing hospital

Table 4. crucial systematic review findings
capacity, reassessing admission practices, advocating for alternative care facilities, and tackling preventable health concerns through educational initiatives and lifestyle adjustments. Additionally, it underscores the importance of implementing safety protocols to mitigate the extent of injuries arising from accidents. According to References [32-34], these studies have been conducted on the topic.

4. Results

Table four provides critical details and a summary of the studies demonstrated in the systematic review article. It gives the essential information regarding study design, measures used, sample size, and key findings, combining in the comprehensive understanding of the diverse research landscape related to burnout, resilience and work engagement among emergency department(ED) nurses.

Study	Main Findings Related to Resilience	Main Findings Related to Burnout	Main Findings Related to Work Engagement
[10]	N/A	Overview of burnout research	N/A
[7]	N/A	Identified challenges in disaster management	N/A
[12]	Explored mutual vulnerability in patient-nurse relationship	N/A	N/A
[18]	N/A	Examined nursing malpractice and nurse's duty	N/A
[9]	N/A	Investigated nurse characteristics and quality effects	N/A
[15]	Explored hospital strategies for reducing ED crowding	N/A	N/A
[2]	Assessed disaster preparedness and core competencies	N/A	N/A
[19]	Examined perceived disaster preparedness	N/A	N/A
[4]	Investigated relationships among resilience, moral distress, and workplace engagement	N/A	N/A
[16]	Proposed ten solutions for ED crowding	N/A	N/A
[1]	Reviewed literature on nursing in the ED during disasters	N/A	N/A
[13]	Developed a grounded theory of how emergency nurses develop resilience	N/A	N/A
[17]	Explored the use of innovative technology and big data	N/A	N/A
[14]	Discussed violence and aggression in the ED	N/A	N/A
[8]	N/A	Information on nursing ethics	N/A
[11]	Quantified burnout in emergency nurses	N/A	N/A
[20]	N/A	Information on nursing negligence and malpractice	N/A
[21]	N/A	Information on Negligent Nursing Practice	N/A
[5]	Explored resiliency in emergency nurses	N/A	N/A
[3]	Discussed nurses' roles in disaster preparedness and response	N/A	N/A
[6]	Studied the effects of resilience factors on workload, patient outcomes, and burnout in physicians	N/A	N/A

Table 5 gives an overview of the robustness of the qualitative evidence synthesised in the review. The checklist of(CASP) for qualitative manner studies provides the quality of the methodology of the demonstrated

qualitative research. By evaluating various branches, such as methodological appropriateness, the research aims to analyse and collect the data, ethical considerations, and the research value.

Table 5: CASP Checklist for Qualitative Studies

CASP Checklist Items	Angel & Vatne (2017)	Han et al. (2021)	Tubbert (2016)
Was there a clear statement of the aims of the research?	Yes	Yes	Yes
Is a qualitative methodology appropriate?	Yes	Yes	Yes
Was the research design appropriate to address the aims of the research?	Yes	Yes	Yes
Was the recruitment strategy appropriate to the aims of the research?	Yes	Yes	Yes
Was the data collected in a way that addressed the research issue?	Yes	Yes	Yes
Has the relationship between the researcher and the participants been adequately considered?	Yes	Yes	Yes
Have ethical issues been taken into consideration?	Yes	Yes	Yes
Was the data analysis sufficiently rigorous?	Yes	Yes	Yes
Is there a clear statement of findings?	Yes	Yes	Yes
How valuable is the research?	High	High	High

The systematic review article demonstrates 25 studies (total number) that met the prospective criteria, giving insights into the resilience level, work engagement, and burnout among Emergency Department nurses. The content of these studies provides several key themes, including the significance of burnout, factors that affect resilience, the influence of work engagement on patient care, and different interventions enhancing resilience among ED nurses,which also focus on mitigating burnout.
The studies demonstrate the burnout effect on emergency department nurses, with quantitative assessments giving considerable depersonalisation and emotional exhaustion levels. Furthermore, qualitative inquiries underscore the role of violence in the workspace, elevated patient acuity, and lower organisational support as major factors shared in nurse burnout in the emergency department environment.

4.1 Implications for Practice
The systematic review findings underscore the need for comprehensive methods to deal with burnout and provide resilience among emergency department nurses (ED) nurses. They focus on the fact that the ED environment has a damaging effect and the substantial influence of nurse health and well-being on patient treatment have outcomes, imperative implementing targeted interventions. Strategical initiatives that support and enhance work culture, prioritise staff well-being, and provide avenues for professional development can be essential in enhancing resilience and decreasing burnout.Furthermore, the study results highlight the influence of acknowledging and understanding the unique challenges that ED nurses face in disaster control situations.

5. Conclusion:

This systematic review article offers a comprehensive outline ofemergency department nurses' challenges, with a unique examination of burnout, resilience, and work engagement. The content of twenty-five studies underscores the effect of burnout among ED nurses, demonstrating the final impact on both personal well-being and the quality of patient care quality. Moreover, the article review highlighted the essential role of resilience in controlling the adverse outcomes of burnout and promoting a good and healthy work field.

Also, the findings demonstrate the need for multifaceted interventions that prioritise the well-being and mental health of emergency department nurses. Solutions focused on enhancing resilience, fostering social support networks, and implementing organisational policies prioritising staff well-being are crucial in addressing the pervasive burnout problem [35]. Additionally, integrating comprehensive disaster management training and psychological support systems is crucial in preparing ED nurses to navigate high-stress situations and effectively maintain optimal performance during crises.
Moving forward, the insights gleaned from this review can guide the development and implementation of evidence-based interventions and policies that prioritise the holistic well-being of ED nursing staff. By addressing the challenges of burnout and promoting resilience, healthcare organisations can cultivate a supportive and sustainable work environment that ultimately enhances the quality of patient care in the emergency department setting.

Consent for publication:
Not applicable.

Conclusion:

No one can deny the great effort of ER nurses in the universal health care system as they are considered the frontline for any patient entering the ED, from minor problems to the most severe and significant accidents. Resilience is one of the most crucial challenges in the field of nursing, especially for ER nurses. To have some resilience with self-control requires them always to have excellent communication skills, deal with immense amounts of stress and be able to prioritise the good of their patients efficiently. Resilience helps them to apply the full protocol of the Nursing Code of Ethics to deliver the best quality of care to their patients. It also trains them to face disasters or catastrophes with minimum losses and preparedness.

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