

## ABSTRACT

### INSIGHT INTO MEDICAL SOCIAL WORK: RECOGNIZING AND RESOLVING PROFESSIONAL BURNOUT

The importance of this study is to better understand the phenomena of burnout in medical social work. The research focused on job satisfaction, burnout, and secondary trauma among the social workers at Children's Hospital Central California. The study was a preexperimental, one-shot case study design, utilizing the ProQOL R-IV, professional quality of life survey. Thirty-eight social workers were surveyed and 28 participated for a 70% (n = 28) return rate. Based on the research findings, trauma exposure is highly correlated with burnout. The study showed that social workers at CHCC are experiencing burnout and secondary trauma, but maintain their job satisfaction. One's age, the number of years in the field of social work, and the number of years employed at CHCC were found to be statistically significant predictors of burnout and secondary trauma. The findings should not be generalized, but should encourage further research.

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