


# Chapter 3

## Empowering Emergency Room Healthcare Providers: A Study on the “Self” Dimension of Well–Being Within the 5S Model Framework

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### ABSTRACT

*Emergency Rooms have been one of the most emotionally and physically demanding workplaces in healthcare. This chapter will focus on the emotional and psychological wellness of ER health care providers with various roles, experiences, and institutions in Pakistan and how it impacts the “Self” dimension. Research revealed insights related to emotional awareness, mental and physical resilience. Private institutions received better ratings in terms of psychological support structures compared to the public sector. Moreover, with the support of leadership and supervisors displaying higher self-awareness and empathy, their employees reported better job satisfaction, stronger team dynamics, and a reduction in workplace burnout. Thematic analysis of coping strategies and reflections on emotionally triggering incidents signified the role of peer support networks. This research offered recommendations highlighting the critical need for systematic level interventions. These findings aim to support health care institutions in integrating mental health support strategies for clinical settings.*

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## INTRODUCTION

Emergency rooms are dynamic, high-stakes environments that require quick decision-making and emotional resilience to distinguish between life and death. They are often referred to as the “frontline” of healthcare institutions, serving as the first point of care for patients in critical emergency situations, including traumatic injuries, acute infections, or psychiatric emergencies. The role of healthcare service providers is critical in such unpredictable and fast-paced settings, as they ensure the clinical stability of patients while managing administrative chaos and provide calm and impactful responses under high-pressure environments. As gatekeepers of providing life-saving interventions, communicating with distressed families, and navigating operations with limited resources, uncertainty, and overutilized facilities, accompanied by emotionally charged situations, are a few dynamics that are the realities of healthcare providers.

The actions of healthcare providers directly impact patient health and survival, as well as short-term and long-term outcomes. Healthcare providers play a pivotal role in developing trust in healthcare systems, enabling communities to access the necessary care. Healthcare institutions operate in high-pressure environments where errors can have life-threatening consequences. Thus, such environments are assessed based on their ability to perform consistently, backed by their medical expertise, as well as on their psychological wellness, emotional regulation, and resilience. Due to a lack of adequate support mechanisms and effective coping strategies, healthcare workers are susceptible to burnout, psychological distress, emotional exhaustion, and compassion fatigue.

On a global scale, burnout is rising at an alarming rate among ER professionals. According to a 2019 study by the World Health Organization (WHO), burnout is now considered a professional phenomenon triggered by the mismanagement of chronic workplace stress (WHO, 2019). Burnout in emergency healthcare workers is linked to higher medical errors (Tawfik et al., 2018), reduction in patient satisfaction (Panagioti et al., 2018), and mental health triggers such as anxiety, depression, and suicidal deliberations (Moss et al., 2016).

Within ER, the external environment is highly uncertain and cannot be significantly influenced; therefore, empowering individuals to be resilient is paramount in ensuring sustainable performance and psychological well-being. In clinical practices, the role of the “Self” encompasses internal mechanisms for emotional regulation, reflection on decisions, trauma processing, and maintaining a sense of purpose, which in turn supports clinical performance. Traditional medicine typically focuses on clinical expertise and technical knowledge while maintaining a negligible focus on reflective practices and stress management. This results in the deterioration of services provided by healthcare workers, as they induct younger professionals who

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