Appendix 1: Standardized instruments included in questionnaire for survey of burnout, job satisfaction and job stress among cancer care workers in Ontario

- **Maslach Burnout Inventory:** The most widely used standardized measure of burnout. Each of the 3 components of burnout syndrome are measured by separate subscales: emotional exhaustion (feeling emotionally overextended by work); depersonalization (unfeeling and impersonal response to people); and personal accomplishment (feelings of competence and achievement at work). The total score for each subscale is classified as low, moderate or high according to predetermined cut-off points based on normative data from a sample of US health care professionals. This instrument was the basis of determining the prevalence of burnout in the study sample.

- **General Health Questionnaire:** The 12-item version of this instrument is a valid and reliable screening tool for psychological morbidity in community samples and occupational settings. This instrument was the basis of determining the point prevalence of psychological morbidity in the study sample.

- **Questionnaire on job stress and satisfaction:** This questionnaire, designed and widely used by Ramirez and associates, was modified minimally to make it relevant to all cancer care workers (not just physicians). Included were 25 specific sources of stress and 17 sources of satisfaction, which respondents rated using a 4-point scale (0 = “Not at all”, 3 = “A lot” and 4 = “Not applicable”). In addition, global ratings of stress and satisfaction were obtained by asking workers to rate their response to the question “Overall, how stressful (satisfying) do you find your work?” on a scale of 0 (“Not at all”) to 4 (“Extremely”).

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