



# Project CAN

Supporting Chinese American Nurses  
Through Their Burnout Challenges

## **Project Name: Project Can**

In Collaboration With The Chinese American Nursing Association And Local And National Organizations And Artists, Project CAN Assists Chinese-American Nurses Facing Job-Related Burnout. This Initiative Utilizes AI And Art/Drama Therapy As Complementary Interventions To Enhance Mental Health, Improve Job Satisfaction, Alleviate Stress, And Fortify Community Bonds And Resilience Among These Essential Caregivers.

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## **Burnout Statistic**

According To An APA Research In 2023, Workplace Stress Also Remains At A Concerning Level, With 77% Of Workers Having Reported Experiencing Work-Related Stress In The Last Month. Further, 57% Indicated Experiencing Negative Impacts Because Of Work-Related Stress That Are Sometimes Associated With Workplace Burnout Such As (Emotional Exhaustion, Didn't Feel Motivated To Do Their Very Best, A Desire To Keep To Themselves) (APA.2023)

## **Burnout Among Nurses**

Some Occupations Are More Vulnerable Than Others To The Effects Of Burnout. Christina Maslach, PhD, A Professor Emerita Of Psychology At The University Of California, Berkeley, And A Core Researcher At The University's Healthy Workplaces Center, Said Teachers And Health Care Workers Are Uniquely Prone To High Rates Of Burnout, As Was The Case Even Before The Pandemic.(APA.2022)

According To A Study Published In Nurses Rep (2023), Job Burnout And Job Satisfaction Levels Were Compared Among Nurses And Other Healthcare Workers (HCWs) After The COVID-19 Pandemic. The Findings Indicated That 91.1% Of Nurses Experienced High Burnout, Significantly More Than The 79.9% Of Other HCWs. Additionally, 61.0% Of Nurses Reported Low Job Satisfaction, Compared To 38.8% Of Other HCWs. Factors Such As Having An MSc/PhD, Shift Work, And Perceptions Of Understaffing Were Linked To Higher Burnout And Lower Satisfaction Across The Board. The Study Highlights The Need For Targeted Interventions To Improve Working Conditions For Nurses Specifically. (NLM.2023)

## **Definition Of Burnout**

According To The World Health Organization, Burnout Is A Syndrome Resulting From Workplace Stress That Has Not Been Successfully Managed. It's Characterized By Three Dimensions:

- Feelings Of Energy Depletion Or Exhaustion;
- Increased Mental Distance From One's Job, Or Feelings Of Negativism Or Cynicism Related To One's Job; And
- Reduced Professional Efficacy. (WHO.2019)

## **The Specific Situation Of Chinese American Nurses**

Our Understanding Of The Chinese American Nurse Cohort Began With An Attempt To Connect With Various Nursing Groups Across New York City. Initially, We Reached Out To Multiple Groups With Our Survey Request, But The Primary Respondents Who Were Willing To Communicate With Us Were Chinese American Nurses. This Phenomenon Was Not Only Because We Are Also Chinese-Speaking New Yorkers, But Also Because This Special Cultural Connection Allowed Us To Establish Closer Ties With Them.

### **1. Pressures From Society And Culture**

- a. In Fact, This Cultural Phenomenon Has Also Revealed The Unique Challenges Faced By Chinese American Nurses. As Professionals With Dual Identities, They Not Only Carry Out Nursing Responsibilities But Often Also Act As Cultural And Linguistic Bridges In Their Workplaces. For Example, When Interacting With Non-Chinese Patients And Colleagues, They Need To Communicate In English, Whereas For Chinese Patients, They May Need To Use Mandarin Or Even Dialects To Provide More Personalized And Precise Care.
- b. This Additional Cultural And Linguistic Responsibility Not Only Increases Their Workload But Also Becomes A Significant Factor Leading To Professional Burnout. While Fulfilling Their Daily Nursing Duties, They Must Also Handle The Pressures Arising From Cultural Differences And Language Barriers. Therefore, The Issue Of Professional Burnout Among Chinese American Nurses Stems Not Only From The Medical And Nursing Fields But Is Also A Result Of The Interwoven Impacts Of Social And Cultural Factors.

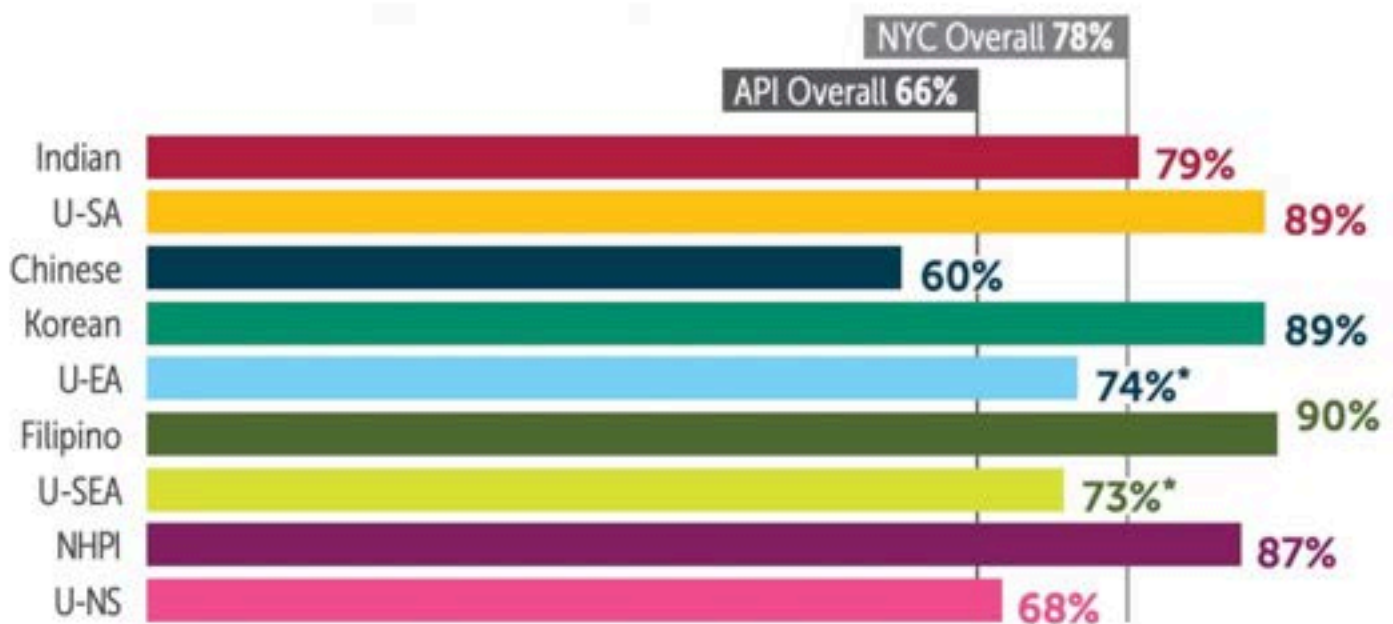
### **2. Challenges From The Society**

- a. A Recent Study Reported In JAMA Found That Three-Quarters Of Asian Nurses In The U.S. Experienced Significant Workplace Discrimination And Racism, Leading To Higher Rates Of Burnout.

Discrimination Includes Racial Slurs, Feelings Of Invisibility, And Obstructed Professional Growth, Starting As Early As Nursing School And Intensifying In The Workplace. The Study Revealed That Frequent Discrimination Correlated With Greater Burnout, Especially Among Those Working Over 40 Hours Weekly And Those Primarily Using English. The COVID-19 Pandemic Exacerbated Anti-Asian Sentiments, Increasing Discrimination And Microaggressions. This Ongoing Issue Highlights The Need For Targeted Anti-Racism Efforts Within Healthcare To Improve The Well-Being And Professional Environment For Asian Nurses. (JAMA.2023)

### 3. Needs From The Community

a. Additionally, The Health Status Of The Asian Pacific Islander Community In New York City, Particularly The Chinese Community, Is Poor, Which Increases The Demand For Chinese American Nurses. These Nurses Are Not Only Required To Provide Medical Services But Also Play A Key Role In Cultural Understanding And Linguistic Communication. These Factors Together Pose Unique Challenges To The Working Environment And Professional Life Of Chinese American Nurses. (NYCGOV2021)



  
**Bias &  
Microaggression**



**Language &  
Culture**  


  
**Demand  
Surge**

**Who We Are:** We Are Graduate Students In The School Of Visual Arts – Design For Social Innovation Program: Will (Penglin) Jiang And Xing Yang. Our Work Focuses On Addressing Social Issues Through The Lens Of Design, Art, And Technology, Proposing Solutions To These Challenges.

Furthermore, Our Research Will Focus On The Burnout Issue Among Chinese American Nurses. Throughout The Process Of Writing Our Thesis, We Will Develop Our Argument From The General Prevalence Of Occupational Burnout To The Specific Context Of Nurse Burnout, And Finally, To The Particular Case Of Chinese American Nurses, Peeling Back The Layers Of The Problem Like An Onion. Our Research Framework And Background Will Cover The Following Aspects:

1. General Prevalence Of Occupational Burnout: First, We Will Explore Occupational Burnout As A Widely Present Phenomenon, Analyzing Its Impact Across Different Industries And Professional Groups, Especially Within The Healthcare Sector.
2. Professional Burnout Among Nurses: Next, We Will Delve Into This Specific Professional Group, Examining The Unique Challenges And Pressures Nurses Face In Their Roles, And How These Contribute To High Rates Of Burnout.
3. The Specific Situation Of Chinese American Nurses: Lastly, We Will Focus On The Chinese American Nurse Cohort, Analyzing How Factors Such As Culture, Language, And Professional Environments Uniquely Influence The Occurrence And Development Of Burnout Within This Group.

Through This Structured Approach, We Aim To Provide Specific Insights And Solutions To Help Alleviate The Issue Of Professional Burnout Among Nurses, Particularly Highlighting The Prevalence And Severity Among Chinese American Nurses.

## **More About The Authors Of This Process Paper:**

### **About Will Jiang:**

Will Is A Designer Focused On Emerging Technologies, With A Background Such As Blockchain And Ai. His Professional Experience Spans Roles As An Analyst, Product Manager, And UI/UX Designer. He Is Deeply Committed To Social Issues As Well As The Interplay Between Technology And The Humanities. Will Is Particularly Interested In Exploring The Relationships And Impacts Of Technology On Society And Its Users. He Aims To Leverage Advancements In Technology To Create A More Complete And Equitable Society.

### **About Xing Yang:**

Xing Yang Is A Designer With A Background In Business And Sociology, Focused On Solving Social Issues Through The Means Of Art And Commerce. Throughout His Career, He Has Implemented Multiple Projects Exploring How Art Can Strengthen Connections Within Communities And Empower Them To Solve Problems. His Goal Is To Contribute To Society By Discovering More Possibilities Within Art.



In Conclusion, Chinese American Nurses Face Unique Challenges In The Workplace Related To Cultural, Linguistic, And Racial Discrimination. These Factors Collectively Impact Their Professional Health And Job Satisfaction, Necessitating Targeted Efforts To Improve Their Working Conditions And Quality Of Professional Life.

Lastly, As Part Of The Chinese Community In New York, We Recognize A Relationship With Chinese American Nurses Based On Mutual Understanding And Willingness To Collaborate. Based On This Understanding, We Have Focused Our Thesis On This Group, Specifically On The Issue Of Burnout Faced By Chinese American Nurses In New York. Our Goal Is Not Only To Delve Into The Specifics And Causes Of This Issue But Also To Develop Effective Strategies To Improve The Working Conditions And Quality Of Life For Chinese American Nurses, Thereby Providing Tangible Support And Assistance To This Unique Group.

## **Context And Framing**

This Research Project Originated From A Street Survey We Conducted, Where We Asked Passersby In NYC If They Had Experienced Professional Burnout, As We Believed It To Be A Widespread Issue. Particularly During That Day's Street Interviews, We Encountered Many Nurses Who Openly Admitted To Experiencing Professional Burnout. This Phenomenon Sparked Our Interest In Exploring The Issue Of Nurse Burnout More Deeply, Prompting Us To Undertake A More Systematic And In-Depth Study.

# Research Process

Our Process Can Be Broadly Divided Into The Following Steps. First, We Found Our Community Partner, The Chinese American Nurses Association (CANA). Through CANA, We Not Only Conducted Primary Research And Surveys But Also Carried Out One-On-One Interviews, Which We Will Detail In This Section. Additionally, To Deepen Our Partnership With These Community Partners, We Participated In Many Volunteer Activities. This Not Only Helped Them Understand Us Better But Also Allowed Us To Integrate More Fully Into The Community Ecosystem. These Steps Were Not Carried Out In Isolation; In Fact, They Were Intermixed Throughout The Process. In The Later Stages Of The Process, We Developed A Prototype For Our Thesis As A Test And Feedback Mechanism For Our Initial Research.

## About CANA

The Chinese American Nurses Association (CANA) Is A Non-Profit Organization For Nursing Professionals In The United States. Established In New York City In 1997, CANA Strives To Unite All Chinese American Nurses In The United States.

As A Professional Organization, They Are Aiming To Uphold The Image Of Chinese American Nurses As A Professional Group, Improve The Quality Of Health Care, Facilitate Community Health Services, And Advocate For The Welfare Of The Chinese American Nurses And The Population They Served.

The Mission Of The CANA Is To Establish An Organization To Recognize Professional Chinese American Nurses And Carry Out Activities On Their Behalf. In Collaboration With Other Healthcare Organizations, Its Goal Is To Promote Quality Healthcare Services To The Community.

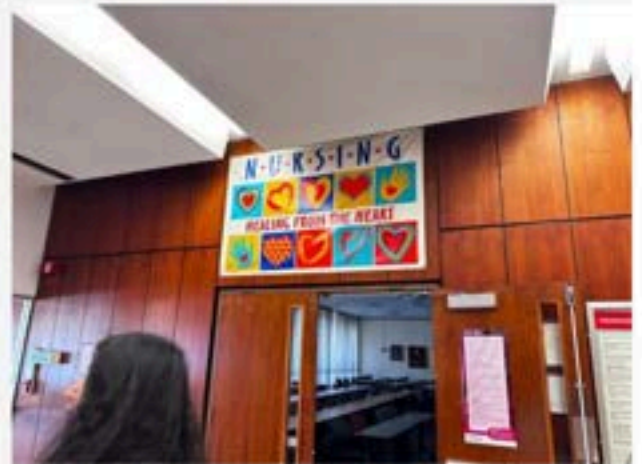
## Establishing Partnership With The Chinese American Nurses Association

Initially, We Reached Out To Several Local Chinese American Nurse Organizations In New York. Among These, CANA Responded Actively And Took The Initiative To Engage With Us. Our Goal Was To Expand Our Nurse Resources Based On This Community And Gain A Deeper Understanding Of This Group. CANA Not Only Provided These Resources But Also Needed Our Design Skills To Design For This Organization, Making This Collaboration A Healthy, Mutual Relationship.



After Our Initial Communication Via Zoom, We Expressed Our Desire To Focus Our Thesis On The Issue Of Burnout Among Chinese American Nurses. They Shared Their Perspectives And Welcomed Our Interest In This Issue, Inviting Us To Meet In Person. We Then Attended A Nursing Job Fair At Rutgers University, Where CANA Was Also Present. We Discussed The Issue Of Nurse Burnout More Deeply With Them Face-To-Face And Discussed How We Could Help As Volunteers.

Throughout The Process, We Maintained Close Communication With Five Key Members Of The Chinese American Nurses Association, With Chair Teresa Chan Being The Most Frequent Contact. The Other Members Also Provided Substantial Assistance In Subsequent Activities And Interactions.



Hui Yu, RN, BSN  
Secretary



Miu Ling Chung  
Director Of Activities



Theresa Chan  
President



Christine Lee  
Associate Director



Cecilia Ma  
Ex-President

## Primary Research

### Probing With The Nurses @Feb 18, 2023

After Our Online Exchange With CANA, We Attended Their Offline Event For The First Time, Where We Conducted A Small Probe Designed To Encourage Chinese American Nurses To Express Their Thoughts And Feelings About Overwork—Not Only Verbally But Also Through Writing Or Drawing. This Method Aimed To Capture A Deeper Understanding Of Their Emotions And Perspectives On Burnout, As Well As Their Hopes For The Future.

As We Had Initially Surmised, The Primary Concerns And Desires Expressed By The Nurses Revolved Around The Shortage Of Staff And The Aspiration For Better Pay.



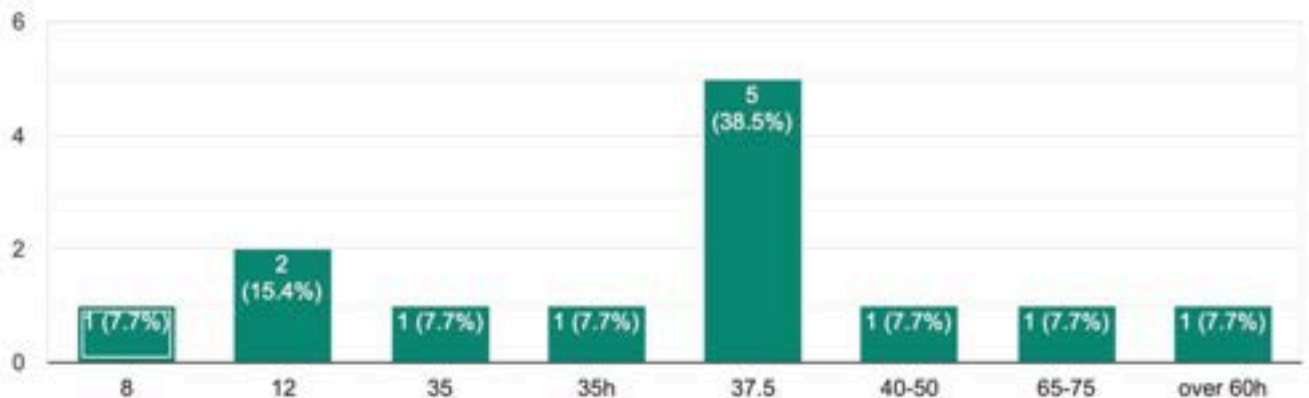
## Survey With Nurses @March 13, 2023

After Establishing Initial Contact And Trust With CANA, We Distributed A Survey Questionnaire Through Their Internal Communication Group Online. We Received Responses From 13 Registered Nurses And Discovered Some Interesting Data. Most Nurses' Working Hours Did Not Significantly Exceed Societal Norms, With About 80% Of Nurses Working Around 40 Hours Per Week, And Each Shift Requiring Care For Approximately 4 To 9 Patients.

How many hours per shift week do you typically work?

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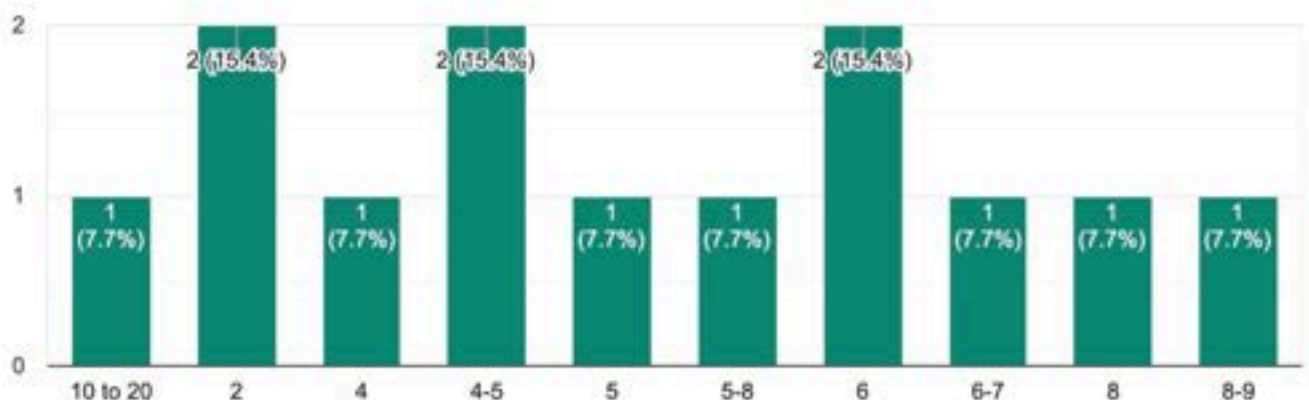
13 responses



On average, how many patients do you care for during a typical shift?

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13 responses

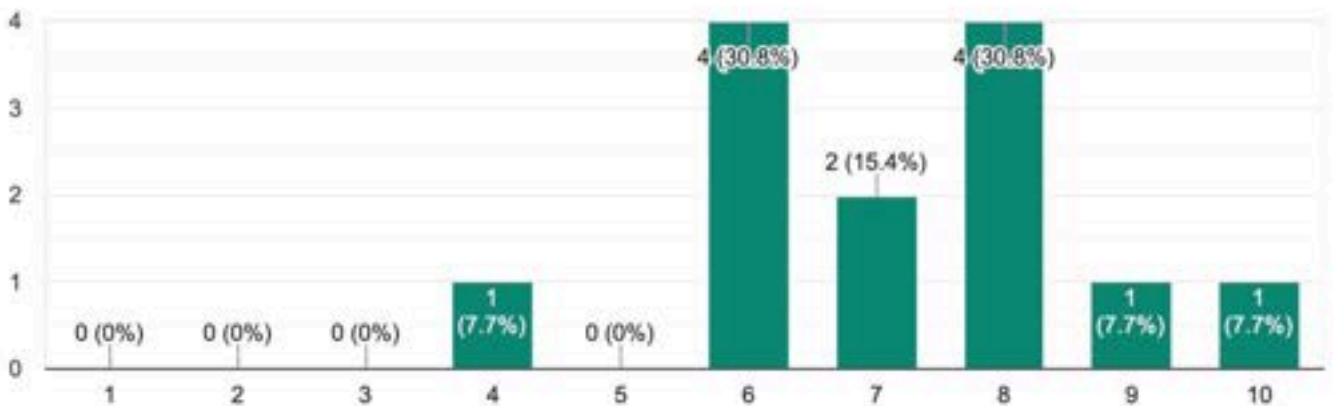


Despite Their Working Hours Not Being Excessively Long, Almost All Nurses Reported Feeling That Their Workload Was Too Heavy. On A Scale From 1 To 10, Nearly 99% Of Nurses Chose A Score Of 6 Or Higher, With The Most Common Score Being 8, Selected By Four Nurses. When Asked About Their Experience Of Burnout, The Majority Indicated They Had Experienced It, With Most Selecting A Score Of 8.

How often do you feel overwhelmed or unable to keep up with your workload?

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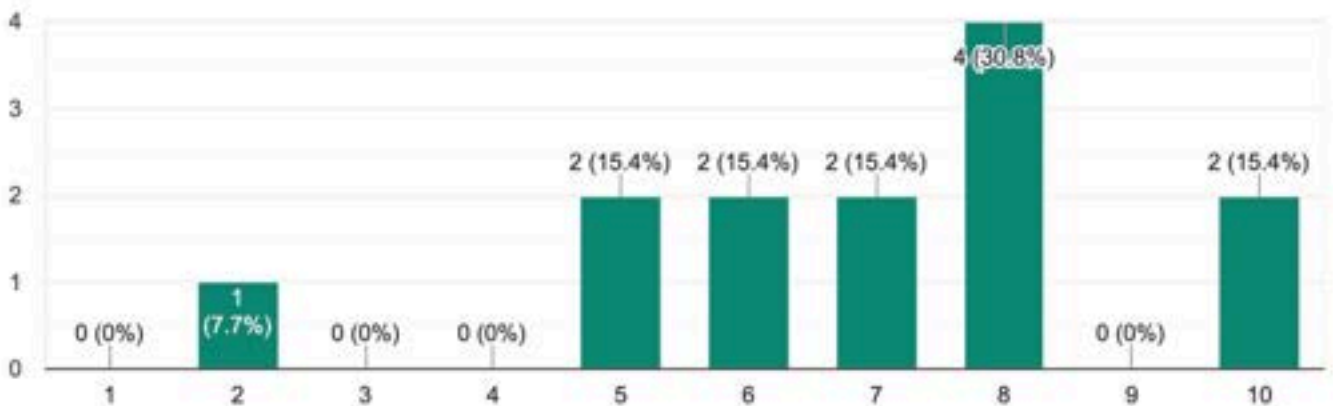
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How often do you feel emotionally exhausted or burnt out from your work?

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13 responses



Furthermore, 85% Of Nurses Believed That Their Workload Was Heavy Enough To Compromise The Care Provided To Other Patients. Most Nurses Felt Pressed For Time, To The Extent That They Were Unable To Complete Tasks Other Than Patient Care.

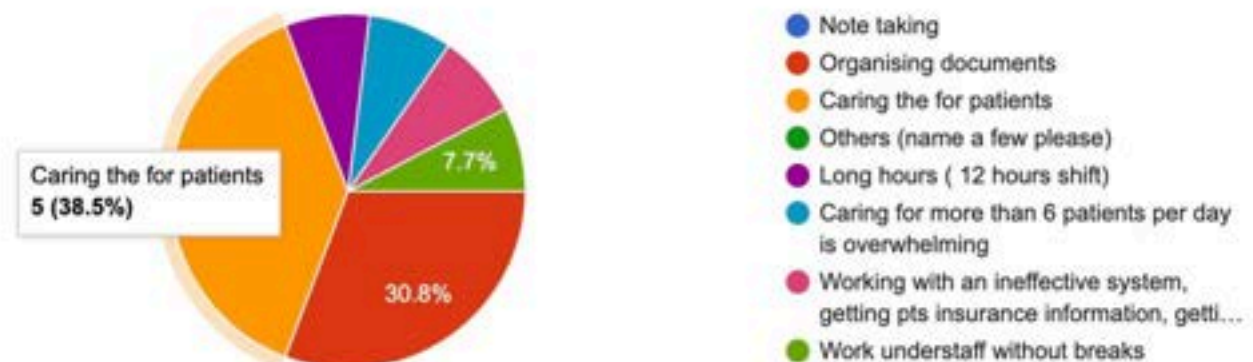
Regarding The Ability To Take Breaks And Communicate With Colleagues Or Superiors, The Results Were Better Than Those For The Previous Questions. Although Most Reported Feeling Pressed For Time, The Overall Distribution Was Bell-Shaped, Indicating That A Significant Portion Felt They Had Enough Time, While Only A Few Felt They Did Not Have Enough. When Asked If They Felt Burnout Or Anxiety Caused By Work, 90% Of Nurses Admitted To Feeling Some Level Of Burnout With Associated Mental Or Physical Symptoms.

One Particularly Striking Finding Was That 38.5% Of Nurses Found Interacting With Patients To Be The Most Mentally Taxing Part Of Their Job, While Another 30% Felt That Dealing With Paperwork Was The Most Burdensome. This Suggests That 70% Of The Nurses' Burnout Originated From Patient Interactions And Repetitive Workflow Burdens.

In your opinion, which is the most exhaustive content in your daily work?

 Copy

13 responses





From This Data, We Can Construct The Following Narrative: Although Most Nurses Work Hours Within Standard Limits, They Universally Feel Overburdened, And Nearly All Experience Significant Occupational Burnout. The Majority Of Nurses Scored High On Job Dissatisfaction, Indicating That Burnout Is A Widespread Issue. Moreover, Most Nurses Believe That Heavy Workloads Impact The Quality Of Care They Can Provide, And Tight Schedules Make It Difficult To Complete Other Tasks. Although Their Experiences With Rest Times And Communication Were Somewhat Better Than Other Aspects, A Considerable Number Still Felt Short On Time.

Additionally, A Significant Proportion Of Nurses Pointed Out That Interactions With Patients And Paperwork Processing Are The Main Sources Of Their Mental Drain, Contributing To The Phenomenon Of Occupational Burnout. It Is Important To Note That The Survey Had A Small Sample Size And Cannot Represent The Overall Situation Of Chinese American Nurses But Can Serve As A Reference.

Next, We Will Shift Our Focus To One-On-One Interactions To Hear From Nurses Of Various Specialties About Their Experiences And Thoughts.

## **1 On 1 Interviewing Report: Angie On Nurse Overwork In The United States @March 17, 2023**

Angie Is A Nurse With Ten Years Of Experience In The Healthcare Industry, Who Previously Worked In Biological Research Before Deciding To Switch Careers And Earn A Bachelor's Degree In Nursing. She Has Worked In The Emergency Room And Later Transitioned To Being An Oncology Nurse And Case Manager. Currently, She Works As A Visiting Nurse And Has A Deep Understanding Of The Nursing Profession.

Her Daily Tasks Include Taking Her Children To School Before Heading To The Hospital To Check On Patients, Coordinating With Social Workers, Case Managers, And Hospitals, And Handling Patient Needs For Equipment And Supplies Such As Ventilators, Feeding Bags, And Catheters. She Interacts With Four Different Groups Of Doctors And Patients Each Day, Prioritizing Those With The Most Severe Conditions, And Sometimes Deals With Particularly Challenging Elderly Patients.

Angie Works At An Under-Resourced Public Hospital With A Shortage Of Beds. Each Patient Has Their Own Set Of Challenges And Is Generally Impoverished; Many Are Veterans Living In Single-Room Occupancies Who Require Regular Home Visits For Medication Changes. It Is Difficult For The Hospital To Find Nurses Willing To Take On Such Patients.

The Challenges For Visiting Nurses Include A Shortage Of Staff During The Pandemic, Delayed Wage Payments By Insurance Companies, And A Workload Of Managing 16 To 10 Patients Per Day. Additionally, Medication Changes Involve Significant Risks, Particularly Since Many Patients Are Bachelors Or Veterans Without Family Support. They Face Long Waits For Outpatient Services At Hospitals, Making Home Visits Essential For Changing Bandages, Applying Medication, And Administering IVs. However, Some Patients With Mental Health Issues Can Be Unstable And May Assault Nurses, Adding To The Stress Of The Job Which Includes Concerns About Commuting And The Risk Of Violence In Patients' Homes.

Hospital Work Is Complicated By Difficulties In Verifying Insurance Information When Admitting Patients, Sometimes Because They Do Not Have Their Insurance Cards, Making Identity Verification Impossible. Another Challenge Is Filing Insurance Claims, As Different Insurers Have Various Reimbursement Policies And Doctors Need To Understand The Specific Filing Rules. Due To High Turnover Among Doctors, Nurses Often Have To Retrain New Doctors On These Procedures. The Insurance Requirements Are Also Complex And Public Hospitals Suffer From A Lack Of Staff, Although Some Work Could Be Done By Volunteers. However, Many Volunteers Give Up Due To The Two To Three-Month Background Check Required, Resulting In Many Tasks Being Left Undone.

Angie Joined CANA Because It Helps Her Obtain Timely Insider Information From The Industry, Such As Which Hospitals Are Hiring Nurses And Which Doctors Are Good To Work With, All Of Which Help Chinese American Nurses Survive Better In The US. CANA Also Organizes Marches And Activities, Which Angie Follows Closely.

### **1 On 1 Interviewing Report: Ms. Ling On Nurse Overwork In The United States @March 22, 2023**

In A Discussion About Nurse Burnout In The United States With Ms. Ling, A Board Member Of The Chinese American Nurses Association (CANA), Ms. Ling Shared Her Insights On The Working Conditions Of Nurses, The Reasons For The Increasing Workload, And The Measures Healthcare Institutions Can Take To Support Nurses.

Ms. Ling Pointed Out That Nurses In The US Are Overworked Due To Staffing Shortages, Unequal Pay, Lack Of Hazard Pay During The Pandemic, Insufficient Backup, And The Inability To Rest Or Decline Extra Shifts. She Emphasized That Patients In Hospitals And Nursing Care Facilities Require Round-The-Clock Care, Hence Nurses In These Settings Usually Work In Shifts, Covering All 24 Hours. They May Work Nights, Weekends, And Holidays, And They May Be On Call, Which Means That They Must Be Ready To Work At Short Notice.

CANA Addresses The Issue Of Nurse Burnout By Amplifying The Voices Of Nurses And Highlighting The Challenges They Face Daily. Although They May Not Be Able To Make Changes At An Individual Level, They Can Collectively Create Meaningful And Lasting Change For Current And Future Nurses. CANA Provides Support To Nurses Experiencing High Stress Or Burnout Through Mental Health Resources And Support Programs For New Nurses.

When Asked What Measures Healthcare Organizations Can Take To Reduce The Workload On Nurses And Improve Their Work-Life Balance, Ms. Ling Stressed The Importance Of Higher Pay, Safe Nurse-To-Patient Ratios, Hazard Pay, Real Mental Health Resources, Adequate Staff Support, And Support Programs For New Nurses. She Noted That It Is Essential To Motivate Nurses To Continue Practicing Clinically At The Bedside.

Finally, Ms. Ling Offered Advice To Nurses Feeling Overwhelmed And Overworked, Stating That Most Nurses Still Think Nursing Is A Great Career And Many Believe New Nurses Should Join The Profession. She Recommended That Nurses Prioritize Self-Care, Take Breaks, And Seek Support From Their Colleagues And Mental Health Resources. Ms. Ling Emphasized The Need For Collective Action To Support Nurses And Create Meaningful Change In The Healthcare Industry.

## **1 On 1 Interviewing Report: With Home Care Nurse @March 28, 2023**

During Our Interview With An Anonymous Visiting Nurse, We Learned That: Visiting Nurses Must Handle 60 To 70 Cases Each Month, Spanning Across Manhattan, Requiring Them To Independently Plan Their Visit Schedules. When Patient Numbers Surge And Insurance Companies Fail To Recruit More Nurses Promptly, The Existing Nurses Must Take On Additional Work, Potentially Leading To Nurse Burnout In A Vicious Cycle. Visiting Nurses Are Paid An Annual Salary, So Increased Workload Does Not Result In Higher Income.

Visiting Nurses Work Relatively Isolated Without A Fixed Community Support, Necessitating Solo Visits To Various Patients' Homes. Before Leaving, They Need To Call And Gather Information About The Patients' Physical, Mental, And Family Conditions To Be Fully Prepared. Although Most Visits Go As Planned, Nurses Sometimes Face Challenges Such As Language Barriers, Uncooperative Family Members, Or Patients With Psychological Issues.

Visiting Nurses Possess Critical Skills For Assessing Home Environments, Such As Gauging A Patient's Politeness And Communication Difficulty Over The Phone, And Reviewing Local Crime And Drug Use Statistics To Assess Safety Risks Before Visits.

Their Work Involves Not Only Checking Patients' Health But Also Providing Emotional Support, Striving To Make Patients Feel Happier And Psychologically Connected, Which Also Involves Collaborating With Patients' Families.

A Typical Home Visit Case Includes: 30 Minutes Of Document Review, Plus 1 Hour Of Commuting (Driving And Biking Combined), And 1 To 1.5 Hours Of Health Checks At The Patient's Home. This Shows That The Daily Work Of Visiting Nurses Not Only Requires High Professional Skills But Also Good Time Management And Interpersonal Skills.

## **Interview Report: A Day In The Life Of Nurse Tian @April 1, 2023**

We Also Interviewed A Newly Graduated Chinese American Nurse Named Tian, Who Has Been Working As A Registered Nurse For Eight Months. Tian Shared Her Work Process, Which Includes Reading The Previous Nurse's Report, Dispensing Medications, Welcoming New Patients, And Managing Her Assigned Patients, Writing Residency Reports, And Transferring Patients As Necessary. She Emphasized That Promptly Addressing Patients' Needs And Complaints Is A Crucial Part Of Her Job.

Nurse Tian Works Three 12-Hour Shifts Per Week. Although This May Seem Like A Favorable Schedule, The Shifts Are Unpredictable And Irregular, Often Resulting In At Least One Day Of Continuous Work Each Week. She Mentioned That This Could Lead To Health Issues Such As Headaches, Insomnia, And Muscle Aches.

She Also Noted That Nursing Is A Physically Demanding Job Requiring Nurses To Lift And Carry Patients. Many Nurses Suffer Injuries While Performing Their Duties, Leading To Long-Term Health Issues. Furthermore, Nurses Often Have To Deal With Difficult Patients Who Are Dissatisfied With Their Hospital Stay. Patients May Vent Their Frustrations On The Nurses, Creating An Unpleasant Working Environment.

In Summary, Nurse Tian's Experiences Highlight The Challenges Nurses Face In Their Daily Work. Nursing Demands Significant Physical And Mental Agility. Irregular Working Hours, Multitasking, Dealing With Difficult Patients, And Physical Labor Can All Impact Nurses' Health And Well-Being. Recognizing These Challenges And Providing Necessary Support To Nurses Is Crucial For Them To Perform Their Duties Effectively.

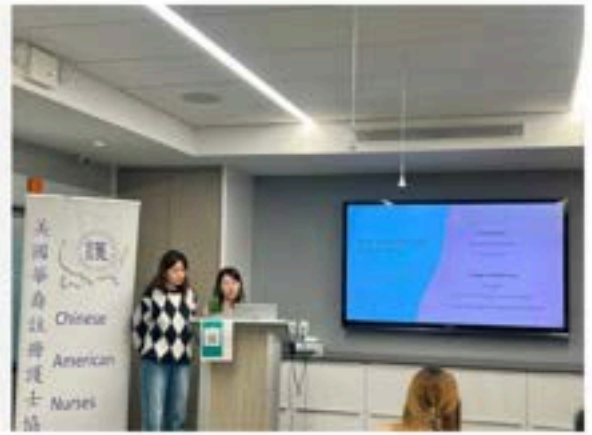
## **Volunteer Works**

As Outlined In This Chapter, Our Collaboration With The Chinese American Nurses Association (CANA) Stemmed Not Only From Their Ability To Provide Resources For Our Study But Also From Our Design Skills, Which Were Precisely What The Organization Needed. During Our Research, We Engaged In Several Volunteer Activities To Complement Our Primary Research, Divided Into Three Main Parts:

Firstly, Community Service. For Example, In The Summer, We Participated In A Community Forum On Heatstroke Prevention, Which Not Only Aided The Community But Also Allowed Us To Gain Deeper Insights Into How The Organization's Nurses Interact With The Chinese Community. We Also Hosted A Day-Long Free Blood Pressure Screening Event In New York's Chinatown, Offering Dietary And Health Advice Based On The Results, Further Confirming CANA's Close Ties With The Community And The Unique Importance Of Chinese Nurses In Language And Cultural Alignment.

Secondly, We Participated In CANA's Annual Volunteer Activities, The Most Central Of Which Was The Organization And Participation In The Annual GALA. We Designed Promotional Brochures, Recording The Organization's Achievements Over The Year And The Individuals Who Needed To Be Thanked, And Placed Ads In The Annual Magazine Hoping To Attract More Nurses To Participate In Our Survey. Attending Their Annual Meeting Provided Us With An Opportunity To Observe The Ways In Which Chinese American Nurse Organizations And Nurses Communicate With Each Other, As Well As To Feel The Atmosphere Of The Organization.

Finally, We Were Honored To Take Part In The Organization's Board's Annual Report, Where We Shared Our Future Plans, Including How To Implement Our Prototype And Our Desire To Further Deepen Our Collaboration With The Organization. Overall, These Volunteer Experiences Allowed Us To Gain A Deeper Understanding Of The CANA Organization, Chinese American Nurses, And The Chinese Community.

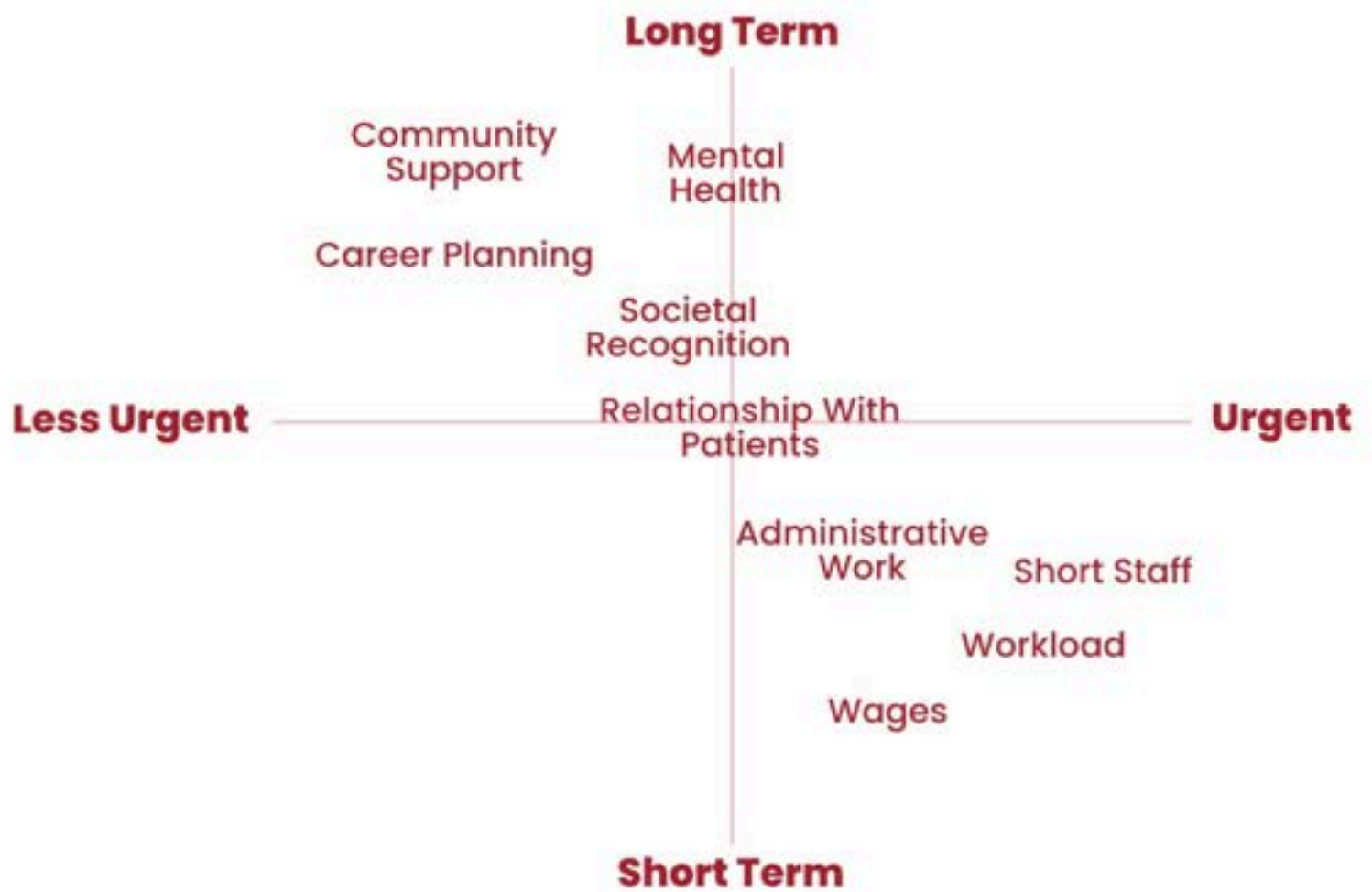




## **Analysis - Setting Up The Issue/Solution Framework. Issues Of Burnout, Short Term V. Long Term Solutions.**

After Completing Our Primary And Secondary Research, We Summarized That Nurses Across Various Specialties All Face Similar Issues Of Burnout, Which Are Universally Present Among All Nurses And Inherently Interconnected. To Better Analyze These Issues, We Adopted An "Urgent/Non-Urgent" Classification To Arrange Them And Assigned An Additional Attribute To These Issues—Whether They Are Short-Term Or Long-Term Solvable. This Method Allowed Us To Create A Table And Visualize It, Clearly Showing Several Major Burnout Issues That Nurses Frequently Mention, Such As Being Overly Busy, Understaffed, And Underpaid, Which Are Urgent Issues Solvable In The Short Term.

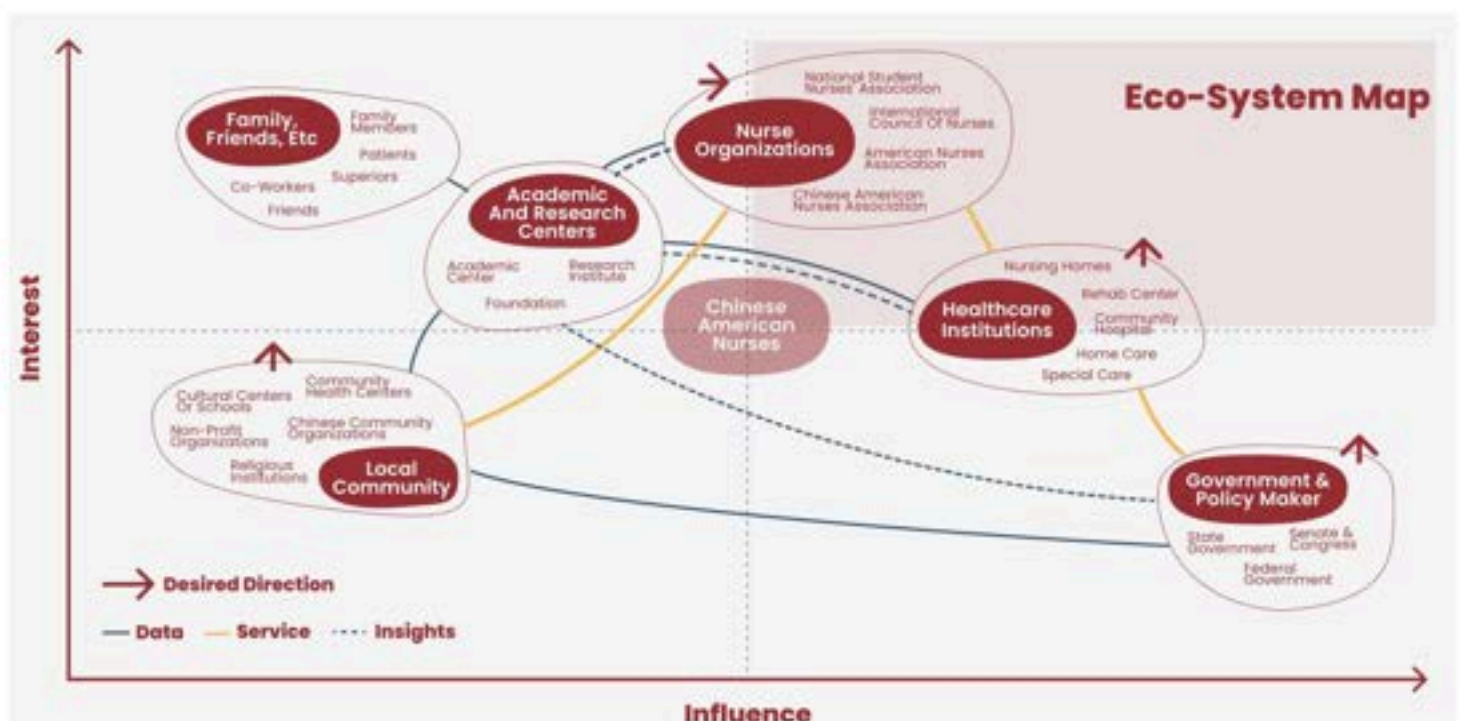
However, These Only Cover Part Of The Burnout Issues. We Must Also Not Overlook Those Factors That Seem Non-Urgent But Can Effectively Resolve Burnout Issues Over A Longer Term, Such As Career Planning, Social Recognition, Relationships With Patients, Mental Health Focus, And Community Support. For Instance, If There Were An Intervention That Suddenly Increased Nurses' Salaries By 30%, It Would Temporarily Resolve Complaints But Would Not Fundamentally Change The Underlying Issues, Potentially Leading To Recurring Professional Burnout. Similarly, If We Only Focus On Resolving All Long-Term Problems, Burnout Would Still Occur In The Short Term, Leading To Individual Suffering. Therefore, Addressing Both Types Of Issues Is Crucial For Alleviating Professional Burnout Among Chinese American Nurses, And Both Must Be Considered Simultaneously Without Neglecting Either.



## Ecosystem Map: Taking A Step Back

To Address The Issue Of Burnout Among Chinese American Nurses, After Accumulating Extensive Research And Surveys, We Attempted To Step Back From The Problem Itself To Observe The Associated Societal Organizations And Stakeholders. We Identified Six Main Categories: Local Communities, Family And Friends, Academic Research Centers, Nursing Organizations, Healthcare Enterprises And Institutions, And Healthcare Policymakers. The Stakeholder Map Is Divided Into Two Quadrants: An Influence Quadrant And An Interest Quadrant. The Higher The Position On The Map, The Greater The Concern For The Issue Of Burnout; The Farther To The Right, The Greater The Influence On Solving The Burnout Issue.

For This Problem, Our Goal For The Thesis Intervention Is To Enable Organizations In The Top-Right Quadrant—Those With The Highest Interest And Greatest Influence —To Engage And Help Solve The Burnout Issue Among Chinese American Nurses. Further Analysis Based On The Stakeholder Maps Indicates That "Nursing Organizations" And "Medical Institutions" Can Have The Greatest Impact On The Issue Of Burnout In A Relatively Short Time. This Ecosystem Map Has Led Us To This Discovery And Provides A Basis For Our Next Steps In Research And Conceptualizing Interventions.



## **Doom Loop Of Burnout : Primary Burnout And Secondary Burnout**

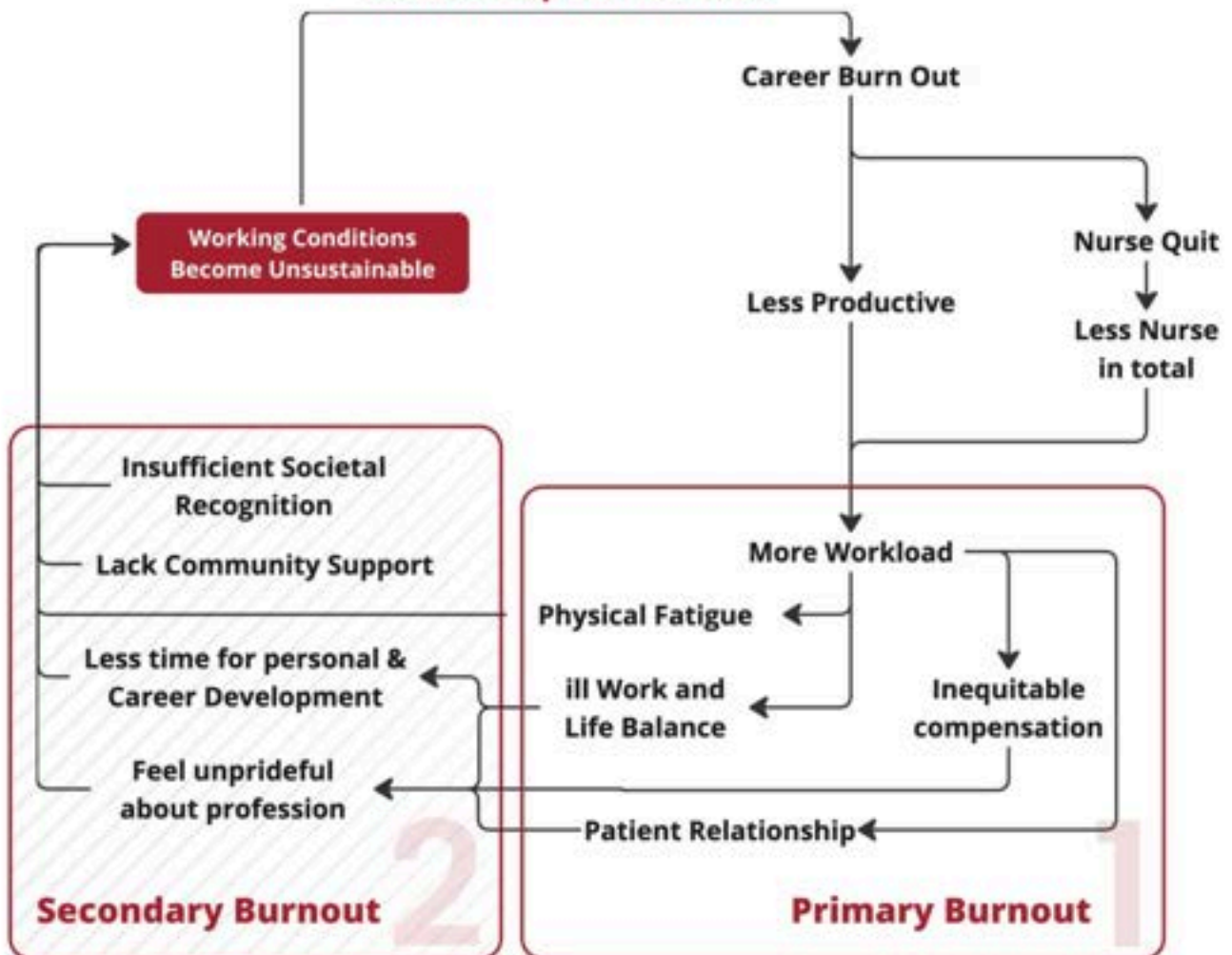
Based On Our Primary Research, The Occupational Burnout Among Chinese American Nurses Primarily Stems From Excessive Workloads. This Not Only Prevents Nurses From Fully Attending To Their Patients—Thereby Deteriorating Nursing Relationships—But Also Includes Administrative Management And Communication Tasks That Are Not Directly Related To Patient Care, Increasing The Nurses' Stress. Combined, These Factors Lead To Dissatisfaction With Their Jobs And Salaries, And A Lack Of Time To Engage In Other Activities, Which Further Intensifies Their Sense Of Burnout.

We Refer To This Externally Triggered Type Of Burnout As "Primary Burnout." Primary Burnout Can Also Lead To "Secondary Burnout," Which Involves The Negative Impacts Generated By The Nurses Themselves. For Example, Nurses Experiencing Occupational Burnout May Feel No Longer Proud Or Satisfied With Their Profession. Due To Exhaustion, They Lack Sufficient Time For Personal And Professional Planning, And If There Is A Lack Of Community Support And Social Recognition, It May Create An Unsustainable Working Environment. This Environment Of Secondary Burnout Can Lead To Extreme Fatigue In Nurses, Prompting Some To Leave The Profession Or Become Less Efficient. These Conditions, In Turn, Become New Sources Of Primary Burnout For Other Nurses, Leading To A Backlog Of Tasks And Staff Shortages, And Forming A Vicious Cycle Known As The "Burnout Downward Spiral."

Our Study Clearly Exposes This Issue, Confirmed By Both Primary And Secondary Research. Overall, The Occupational Burnout Of Chinese American Nurses Can Be Categorized Into Two Main Types: Physical Primary Burnout And Psychological Secondary Burnout. These Interact And Collectively Contribute To The Vicious Cycle, Posing A Severe Societal Challenge. Understanding Primary And Secondary Burnout Is Crucial For The Subsequent Process And Will Be The Analytical Core Of Our Thesis.

Organizations Like CANA, While Unable To Assist With Primary Burnout Issues, Can Provide Some Relief From Secondary Burnout, Helping To Mitigate This Negative Spiral. Next, We Will Analyze The Relationship Between Individual Chinese American Nurses And Their Community.

## Doom Loop Of Burnout



## **The Relationship Between Individual And Collective Among Chinese American Nurses**

Based On Our Previous Research And Analysis, Primary Burnout Primarily Affects Individual Chinese American Nurses, Placing Them Under Significant Stress. Typically, Individual Nurses Cannot Independently Change Their Condition Of Burnout. When Primary Burnout Leads To Secondary Burnout, They Turn To The Collective To Seek Support And To Voice Their Concerns Collectively. This Cycle—From Individual To Collective And Back To The Individual—Has A Positive Impact Under The Solidarity, Controlling The Effects Of Secondary Burnout.

The Relationship Between Individuals And The Collective Is Not Merely About Mutual Consolation; It's About The Necessity Of Collective Scale Effects. For Instance, From Our One-On-One Interview With A Nurse Named Angie, We Learned That Joining Nursing Organizations Like CANA Can Help Nurses Get Timely Industry Information, Such As Job Postings And Management Conditions Of Different Departments, Which Is Crucial For Career Planning.

When Individual Nurses Are Affected By Primary Burnout, They May Experience Deeper Secondary Burnout, Which Can Lead To Genuine Occupational Burnout. By Joining Organizations And Accessing Critical Information And Resources, Nurses Can Effectively Prevent The Occurrence Of Secondary Burnout. Support From These Organizations Also Helps Alleviate Their Feelings Of Burnout. The Power Of The Collective Can Not Only Interrupt This Vicious Cycle But Also Significantly Slow Down The Progression Of Occupational Burnout.

Additionally, Our Survey Showed That Despite Different Work Environments, The Burnout Issues And Demands Faced By The Nurses We Interviewed Were Highly Similar, Including The Need For More Staffing, Better Pay, Reduced Workloads, And Improved Medical Relationships. Therefore, Offering Services Specifically Targeted At One Type Of Nursing Specialty Is Unnecessary And Overly Complex. Addressing These Widespread Pain Points Can Effectively Alleviate Nurses' Feelings Of Burnout.

In Summary, The Issue Of Individual Nurse Burnout Must Not Be Overlooked. However, To Alleviate This Issue, Individuals Need To Come Together Into A Powerful Collective, Where The Strength Of The Group Can More Effectively Share And Mitigate Individual Pressures. This Presupposes That Nurses Actively Participate In The Collective To Enjoy The Benefits Fought For By The Group.

Collective Warmth Is Crucial For Alleviating Secondary Burnout; This Approach, Based On The Power Of The Group, Is Natural And Logical. However, We Are Also Exploring The Possibility Of Empowering Individuals So That They Can Mitigate Secondary Burnout On Their Own, Without Solely Relying On The Unity And Energy Of The Collective. This Exploration Aims To Find A Balance, Allowing Individuals To Maintain A Degree Of Autonomy And Self-Regulation Within The Framework Of Collective Support.

### **Research Summary, Analysis Reflections, And Next Steps**

In Concluding This Section Of Our Research, We Initially Established Contact With The Chinese American Nurses Association (CANA) And Set Up A Mutual Support Mechanism. By Leveraging Their Network, We Investigated The Burnout Issues Of Chinese American Nurses, Observed The Relationships Between Nurses And The Collective, As Well As Between Nurses And Their Patients, And Provided Design Support To Facilitate Mutual Resource Empowerment.

Our Primary Research Revealed That Nurses Mainly Face Shortages Of Personnel And Multiple Responsibilities, With A Hope For Better Compensation. Although The Working Hours Of Nurses Do Not Significantly Exceed Societal Norms, They Subjectively Experience Substantial Burnout. The High Pressure And Emotional Burden Of Work, Compounded By Challenges In Communicating With Patients, Affect The Quality Of Care And Increase Job Burnout. Additionally, We Unexpectedly Found That About 30% Of Nurses Consider The Processing Of Documentation And Non-Direct Care Tasks Equally Exhausting.

Our One-On-One Interviews Corroborated These Findings And Deepened Our Understanding Of The Challenges Nurses Face. While Nurses Have A Fundamental Commitment And Aspiration Towards Their Profession, They Commonly Face Burnout Issues Stemming From External Pressures. They Also Emphasized The Importance Of Self-Care And Seeking Collective Support.

Through Participating In Volunteer Activities, We Recognized The Critical Role Of The Chinese American Nurses Association And Its Members In The Local Chinese Community, Particularly In Addressing Health Issues Among The Asian Population In New York. Additionally, Our Data Analysis Revealed That The Most Effective Way To Make A Significant Impact In A Short Period Involves Influencing Individual Nurses, Nurse Organizations, And Medical Institutions.

We Understand That The Development Of Burnout Follows A Systematic Logic: Primary Burnout Arises From Excessive Workloads And Poor Doctor-Patient Relationships, Leading To Secondary Burnout, Which Involves Negative Psychological Impacts Such As Lack Of Motivation, Absence Of Social Recognition, And A Sense Of Hopelessness In One's Career, Alongside A Lack Of Sound Work Planning. This Progression From Primary To Secondary Burnout Can Lead To Unsustainable Working Conditions, Eventually Causing Nurse Turnover And Reduced Work Efficiency, Thus Creating A Vicious Cycle.

The Relationship Between Individuals And Collectives Is Key To Alleviating Secondary Burnout. We Discovered That Individual Suffering Is Difficult To Resolve Alone, And Collective Support Is Crucial. The Power Of The Collective Can Effectively Control And Reduce This Negative Cycle. We Also Recognize That While The Role Of The Collective Is Indispensable, We Are Exploring Ways To Empower Individuals So That Whether Alone Or As Part Of A Collective, They Can More Effectively Address Burnout Issues.



By Analyzing The Problems Faced By Chinese American Nurses, We Have Devised A Theory For Addressing Issues That Are Either Urgent And Important Or Non-Urgent But Equally Important. We Can Adopt Both Short-Term And Long-Term Strategies, Each With Its Advantages And Disadvantages. This Requires Us To Think From Two Dimensions, Undoubtedly Increasing The Complexity Of Design. However, This Complexity Also Clarifies The Direction For Our Design Efforts, Helping Us More Accurately Pinpoint The Development Of Solutions.

# Prototype

As We Analyzed During Our Research Phase, We Recognized The Need To Design A Short-Term Solution For Burnout That Could Guide Us In Developing Strategies For Addressing Long-Term Burnout. Therefore, The First Step In Our Prototype Design Should Be A Short-Term Prototype That Addresses The Urgent Issues Faced By Nurses. This Includes Identifying And Resolving The Shortage Of Nurses, Compensation Issues, And Improving Relationships With The Public, Society, And Patients.

During Our Research, A Profound Statement Shared By A Young Nurse During An Interview Greatly Inspired Us: "We Are Not Angels; We Are Human." This Simple Yet Profound Statement Not Only Moved Us But Also Made Us Deeply Reflect On The Societal Stereotypes Of The Nursing Profession. Society Often Views Nurses As A Collective, Ignoring Their Individual Struggles And Pains. Nurses Take On Substantial Societal Responsibilities, Yet Like Any Other Members Of Society, They Are Equal Individuals.

In Our Role As Social Designers, We Inevitably Study Nurses As A Fixed Group. However, We Recognize That A Significant Part Of The Burnout Nurses Face Is Due To Communication Barriers With Society And Patients. These Communication Gaps Reflect The Scarcity Of Opportunities For Nurses To Express Themselves As Individuals.

Considering These Observations, We Propose A Design Prototype Aimed At Amplifying Nurses' Public Voices And Fostering Further Communication And Understanding Between The Public And Nurses. Additionally, This Design Will Also Help Recruit More Nurses To Address The Urgent Staffing Needs In The Nursing Profession. Our Goal Is To Create A Solution That Addresses These Short-Term Issues While Promoting Long-Term Interaction.

Through This Design Prototype, We Aim To Provide Nurses With A Platform To Share Their Personal Experiences And Challenges And To Enhance The Public's Deep Understanding Of The Nursing Profession, Thereby Reducing The Social Gap Between The Public And Nurses And Improving The Work Environment For Nurses, Enhancing The Attractiveness Of The Nursing Profession. This Initiative Is Not Only A Support For The Nursing Community But Also A Contribution To The Overall Health And Well-Being Of Society.

### **Prototype: A Novel Platform For Nurse Expression And Social Impact**

We Propose To Provide Nurses With A Platform For Expression, Where Our Team Will Act As Facilitators To Help Nurses Voice Their Thoughts And Needs. Given That We Are A Small Team With Limited Resources, We Decided To Leverage The Social And Personal Resources Available To Us. As Designers At The School Of Visual Arts (SVA) In New York, The First Resources We Thought Of Were Artists And The Arts Community. We Explored The Possibility Of Using Artists' Works And Talents As A Medium To Help Nurses Communicate, Which Is A Highly Innovative Approach. We Consulted With Nurses To See If They Believed That Art Related To Nursing Themes Could Help The Public Understand Their Profession, And Empathize With Their Struggles, Complaints, And Needs. Nurses From Our Partner, The Chinese American Nurses Association (CANA), Overwhelmingly Supported This Idea As An Excellent Method.

Thus, We Developed A Conceptual Model: Nurses Are Skilled In Caregiving, Artists And Creators Excel At Communicating And Expressing Emotions Through Art, And We, As Designers, Are Adept At Facilitating Connections And Providing Conveniences. Based On This Model, We Created A Formula – Nurses Plus Creators, Combined With Our Support, Can Generate Broad Public Impact. This Approach Will Not Only Help Chinese American Nurses To Effectively Make Their Voices Heard But Also Enhance Public Awareness And Respect For The Nursing Profession.

$$\left( \begin{array}{c} \text{Nurses} \\ \text{CANA} \end{array} + \begin{array}{c} \text{Creators} \\ \text{Artists} \end{array} \right) \times \begin{array}{c} \text{Facilitators} \\ \text{Us} \end{array} = \begin{array}{c} \text{Public Outcome} \\ \text{Narrative Exhibition} \end{array}$$

## Preparing The Prototype

### We Have Integrated The Following Resources:

In Planning This Exhibition Event, We Collaborated With The "AAAAH!" Organization, Which Brings Together Numerous Asian Artists. Detailed Information About This Organization Can Be Found In The Introduction Section Below. The Venue Chosen Was The Glow Cultural Center In Flushing, A Center Dedicated To Serving The Chinese Community, With Details Also Provided In The Following Sections.

The Event Not Only Showcased The Works Of The Artists But Also Included Discussions About Nurse Burnout And The Future Of The Nursing Profession. We Specially Invited A Young Registered Nurse, Peggy Tan, To Share Her Unique Insights Into The Nursing Field. Peggy Represents The New Generation Of Nurses, With Fresh And Insightful Perspectives. Additionally, Other Nurses Participating In The Discussion Were Provided By Our Partner, CANA.

As For The Audience, We Primarily Targeted Students From High Schools In Flushing And Local Residents. We Also Utilized Social Media Platforms To Invite All Chinese And The General Public In New York To Attend The Exhibition. Each Participating Artist And Event Organizer Posted Invitations On Their Personal Social Media To Attract A Wider Audience.

Through This Exhibition And Discussion Session, We Hope To Enhance Public Understanding And Respect For The Nursing Profession While Providing An Open Platform To Discuss And Explore Solutions For The Issue Of Nurse Burnout.

## Artists:

AAAAH! Is An Asian Art Organization Based In New York, Committed To Raising The Global Profile Of Asian Art Through Exhibitions And Events. As One Of The Leading Organizers Of Asian Art Events In New York City, AAAAH! Has Strong Connections With The City's Vast Asian Communities, Consistently Presenting The Most Compelling Cultural And Artistic Endeavors.

## Venue:

Glow Cultural Center Is A Community-Focused Organization That Provides Accessible Cultural, Educational, And Social Programming To The Public. With Robust Community Ties, Dedicated Volunteers, Diverse Programs, And Collaborative Partnerships, Glow Cultural Center Is Recognized As A Vibrant Hub For Civic Engagement.

## Guest Speaker:

Peggy Tan, Registered Nurse.

## Participants:

High Schools In Flushing  
Local Public In Flushing  
Chinese Community In New York



**ART EXHIBITION**

# THE NURSING NARRATIVE

JOIN US TO DELVE INTO THE ALLURE AND CHALLENGES OF THE NURSING FIELD AND CELEBRATE THE ART AND STORIES OF THIS DOBLE PROFESSION. THE EXHIBITION IS OPEN TO ALL, FREE OF CHARGE, AND WILL FEATURE AN ASSORTMENT OF DELICIOUS FOOD AND BEVERAGES.

**Date:**  
November 19, 2023

Open 12:00pm - 5:00pm  
Location: Glow Cultural Center  
133-29 41st Ave., 1st Floor  
Flushing, NY 11355

**ticket Free**

**For More Details**  
📞 6179431028  
✉️ [gnp20@aaaah.org](mailto:gnp20@aaaah.org)

**Artistic Creation Process:**

In The Two Weeks Leading Up To The Exhibition, We Successfully Collected A Series Of Personal Stories From Nurses Through Our Collaboration With The Chinese American Nurses Association (CANA). These Stories Revolved Around The Professional Burnout Experienced By Chinese American Nurses, Including Their Emotions, Personal Experiences, And Challenges Faced. To Protect Personal Privacy, We Decided Not To Disclose Specific Details Of The Stories And Removed Any Potentially Identifying Information Before Providing Them To The Artists.

We Invited Several Artists, Each Skilled In Different Forms Of Art, Including Photography, Illustration, 3D Design, And Sculpture. The Artists Created Their Works Based On Their Interpretation Of The Nurses' Stories, Using Their Unique Artistic Techniques.

During The Creation Process, We Faced A Challenge Balancing The Freedom Of Artistic Expression With Fidelity To The Stories. Considering That The Subjectivity Inherent In Artistic Creation Might Lead To Public Misunderstandings About The Nurses' Stories, We Ultimately Decided To Give Artists As Much Creative Freedom As Possible. Our Only Requirement Was That The Artworks Be Based On The True Stories Of The Nurses. This Approach Was Intended To Respect The Artists' Creative Freedom To The Fullest, While Ensuring That The Public Could Authentically Experience The Professional Burnout Of The Nurses Through The Artworks.

By Doing This, We Hoped To Maximize Public And Artistic Engagement With The Issue Of Nurse Burnout, Thereby Bridging The Emotional Gap Between Them And The Nursing Community. This Was Not Just An Art Exhibition But Also A Platform For Social Education And Public Engagement.



High school student Sun Jing mentioned that all exhibitors corrected his misconceptions about nursing students.



## **Summary And Insights:**

In The Two Weeks Leading Up To The Exhibition, We Successfully Collected A On The Day Of Our Exhibition, We Asked The Audience A Question: "When Was The Last Time You Attended Or Knew Of An Art Exhibit Themed Around Chinese American Nurses?" Most Did Not Raise Their Hands, Which Was Expected, As There Are Hardly Any Art Exhibits Specifically Created For This Community. Thus, The Mere Existence Of This Exhibit Was A Breakthrough In Itself. The Event Received Coverage From Two Local Chinese Media Outlets.

The Lecture For High School Students Was Relatively Successful, Although We Understand That American High School Students Are Generally Not Very Committed To Future Planning And Are Not Overly Concerned About Many Things. However, This Event Was A Unique Experience And A Special Memory For Them, As They Might Not Have Many Opportunities To Attend Such Events In The Future.

A Few Students Expressed Consideration Of Nursing As A Career, Which Underscores The Importance Of Having A Young Nurse As A Spokesperson To Inspire Their Peers, As Young People Are Unlikely To Choose A Profession They Do Not Understand Without Role Models Of Their Own Age.

We Also Realized That The Prototype Was Not Just A Trial To Address The Short-Term Predicaments Of Chinese American Nurses But Also An Excellent Opportunity To Expand Design Thinking And Forge New Resources. Indeed, This Prototype Has Greatly Inspired Our Subsequent Interventions.



**Reflection:**

At First Glance, The Exhibition Appeared To Be A Portrait Gallery Of Chinese American Nurses, But At Its Core, Each Piece Was Based On Individual Nurse Stories. This Reinforced Our Understanding That Individual Experiences Are Crucial To Collective Welfare. Thus, We Aim For Future Interventions To Adequately Address Both Individual And Collective Needs.

The Success Of The Exhibit In Combining Art With The Issue Of Nurse Burnout, A Non-Traditional Approach In The Medical Field, Proved Highly Effective Unexpectedly. This Affirmed The Potential Of Artistic Interventions In Addressing Nurse Burnout. Inspired By This Artistic Insight, We Hope To Continue Exploring And Deepening Our Engagement In This Area.

However, A Drawback Of The Exhibition Was Its One-Time Nature, Involving Extensive Logistical Support And Many Volunteers, Making It Challenging To Regularize Such Events. Even If Transformed Into A Long-Term Project, Subsequent Impacts Might Not Compare To The Initial Offering. Therefore, We Believe It Is Essential To Develop Long-Term And Sustainable Interventions To Address Burnout Among Chinese American Nurses.

This Exhibition Served As A Short-Term Solution To The Overwork Issues Of Chinese American Nurses, Informed By Our Comprehensive Understanding And Analysis Of Their Situation. Seeing Nurses Interested In And Benefiting From This Prototype Highlighted That They Are Unlikely To Implement Such Measures Independently. Thus, Our True Aim Is To "Teach Them To Fish," Seeking Future Interventions That Can Energize And Empower Chinese American Nurses, Leading To Long-Term, Sustainable, And Scalable Solutions. Only Such Interventions Can Truly Empower The Nursing Community, Helping Them Combat Professional Burnout Effectively.

**Next Steps:**

While The Art Exhibition Was Successful, We Believe It Was Limited By Its Short-Term Focus And External Approach. We Aim For Long-Term, Self-Sustaining Solutions That Empower The Community From Within. Therefore, We Have Chosen Two Different Approaches For Our Final Interventions: Further Developing Art As A Transformative Tool For The Personal Growth Of Chinese American Nurses, And Secondly, Enhancing Their Collective Strength Through Technology.

We Plan To Implement Two Different Intervention Strategies:

1. Drama Therapy Intervention: Led By Xing Yang, This Strategy Will Use The Methods Of Drama Therapy To Help Nurses Express Their Feelings Through Art, Thereby Alleviating Burnout.
2. GPT-CAN Intervention: Led By Will Jiang, This Intervention Will Employ Advanced Technological Means To Explore How Artificial Intelligence Can Help Improve Communication Efficiency And Information Access Within The Nursing Community, Thereby Reducing Professional Burdens.

Although These Two Interventions Use Different Approaches, They Are Both Based On The Same Research Background And Empirical Data, With The Aim Of Addressing The Problem Of Professional Burnout Among Chinese American Nurses. We Hope That These Two Innovative Interventions Will Provide Effective Support For Nurses, Improve Their Quality Of Professional Life, And Promote Their Career Development.

# Intervention 1 Drama Therapy

## The Intervention

### Opportunities And Rationale For Execution:

At Our Art Exhibition On Nurse Burnout, We Met Various Groups Of Attendees Who Were Interested In Our Initiative. Among Them, We Met A Student From NYU's Drama Therapy Program Who Introduced Us To Drama Therapy. The Issues That Drama Therapy Addresses And The Demographics It Serves Closely Align With The Challenges Faced By Chinese American Nurses In Our Study, Such As The Lack Of Understanding From Patients And The Public, And The Nurses' Need For More Comfort.

We Recognized This As An Excellent Opportunity To Practice Innovative Design For Social Innovation. We Chose Drama Therapy Because It Allows Participants To Express And Manage Complex Emotions Through Artistic Forms, Aspects Often Overlooked In Traditional Nursing Training. We Aimed To Explore Whether Drama Therapy Techniques Could Be Used To Provide Psychological Comfort To Nurses And Improve Issues Related To Nurse Burnout.

Culturally, The Reasons For Professional Burnout Among Chinese American Nurses Are Diverse, And Drama Therapy Places A Strong Emphasis On Individual Stories And Experiences. The Drama Therapy Students From NYU, Who Also Have A Background In Chinese, Seemed Perfectly Suited For This, Making It A Unique Design Opportunity To Address The Burnout Issues Of Chinese American Nurses.

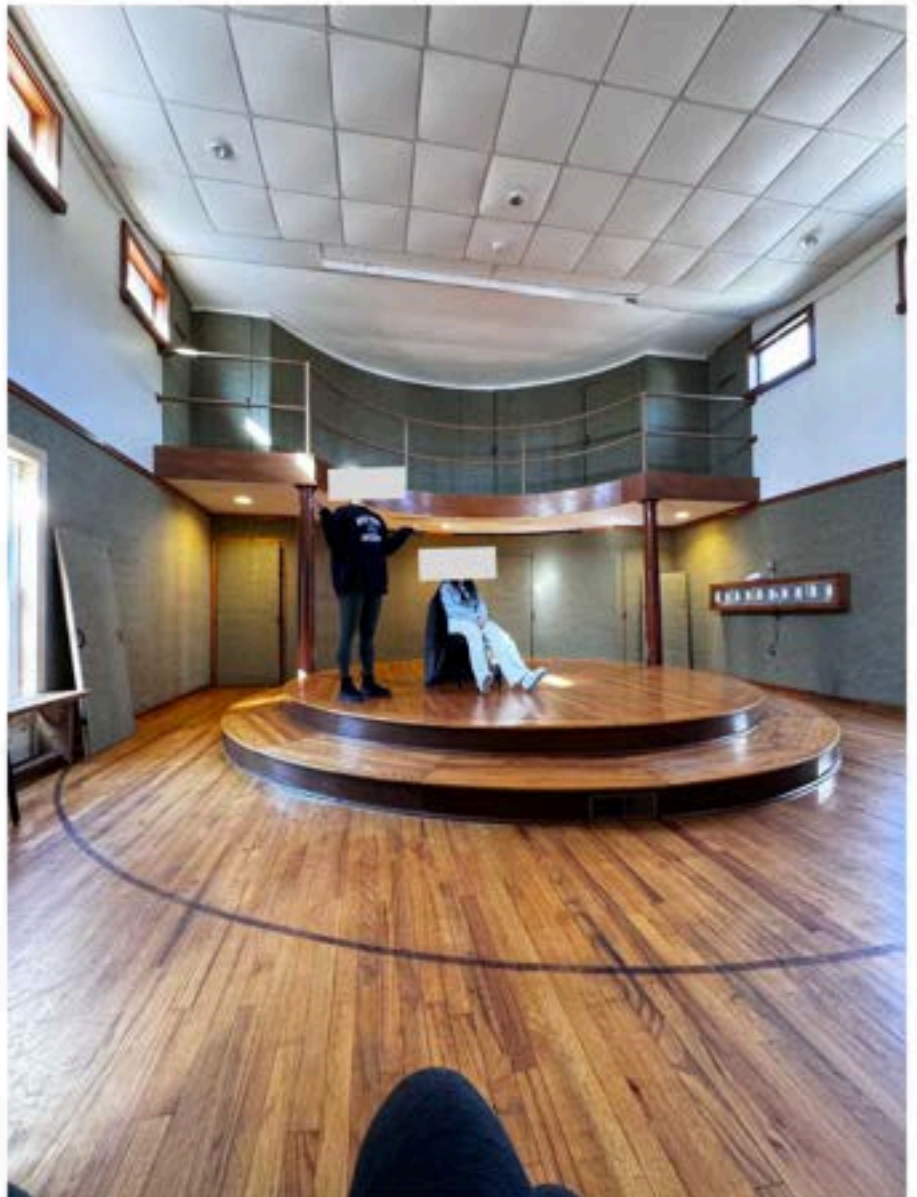
## **Why Choose Drama Therapy:**

The "Drama" Referred To Here Is Not About Performances On Stage But About Encouraging Participants To Understand And Portray Characters, Thereby Expressing And Cleansing Their Emotions. Drama Therapy Uses The Characteristics And Techniques Of Drama To "Help" And "Comfort" Those In Need, Offering Them More "Healing" Power.



## **Plan And Implementation:**

We Designed And Implemented A Series Of Drama Therapy Workshops In Collaboration With Drama Therapists. Through Role-Playing, Storytelling, And Group Interactions, We Helped Nurses Address Professional Stress And Emotional Tension. Each Drama Workshop Consisted Of About 6-10 Participants, With A Third Being Nurses Who Did Not Know Each Other. We Ensured That Nurse Participants Were Not Singled Out During The Sessions, But We Engaged In Discussions With Them Afterwards And Documented These Interactions.



## User Testing And Feedback

### Testing Methodology:

1. Considering The Need For Privacy And A Sense Of Safety In Healing, We Shifted From Questionnaires To Collecting Both Quantitative And Qualitative Data Through Pre- And Post-Discussion With Nurse Participants, Supplemented By Group Discussions, To Assess The Impact Of Drama Therapy On Nursing Burnout.
2. As We Are Also Participants, The Feelings And Insights Gained From Each Drama Therapy Workshop Are Utilized As Additional Metrics.



## **Feedback Received:**

Most Participants Reported That Through Drama Therapy, They Were Able To Better Understand And Manage The Emotional Stress Associated With Their Work. Some Nurses Expressed Interest In Continuing To Participate In Such Activities.

In The First Of Three Workshops, A Nurse Shared Stories From Her Workday, And Others Acted Out Her Narrative. I Played The Role Of The Nurse Herself, While Other Participants Portrayed Various Tasks She Performed Throughout The Day. When I Voiced What I Perceived To Be Her Inner Thoughts, The Nurse Said She Felt Both Surprised And Comforted.

As Each Role-Player Acknowledged Her Efforts With Statements Like "I See How Well You Do, Thank You," She Was Moved To Tears. However, This Nurse Participant Mentioned That She Would Not Have Shared Her Story If The Participants Had Been Her Colleagues Or Acquaintances.

Thesis Partner's Perspective: Our Thesis Partner Believes That The Project Provides An Innovative Approach To Supporting Nurse Welfare And Appreciates The Preliminary Outcomes, Recommending Further Expansion Of The Project's Scale.

## **Improvements And Development:**

Change From Questionnaires To Discussions Before And After Sessions With Groups To Gather Data.

Adjust The Ratio Of Nurses To Non-Nurses From All Nurses To A 3:1 Ratio, Allowing Non-Nurses To Enact The Stories Of Nurses While Nurses Can Act Out The Scenarios Of Non-Nurse Participants For Better Mutual Understanding Of The Challenges Faced.

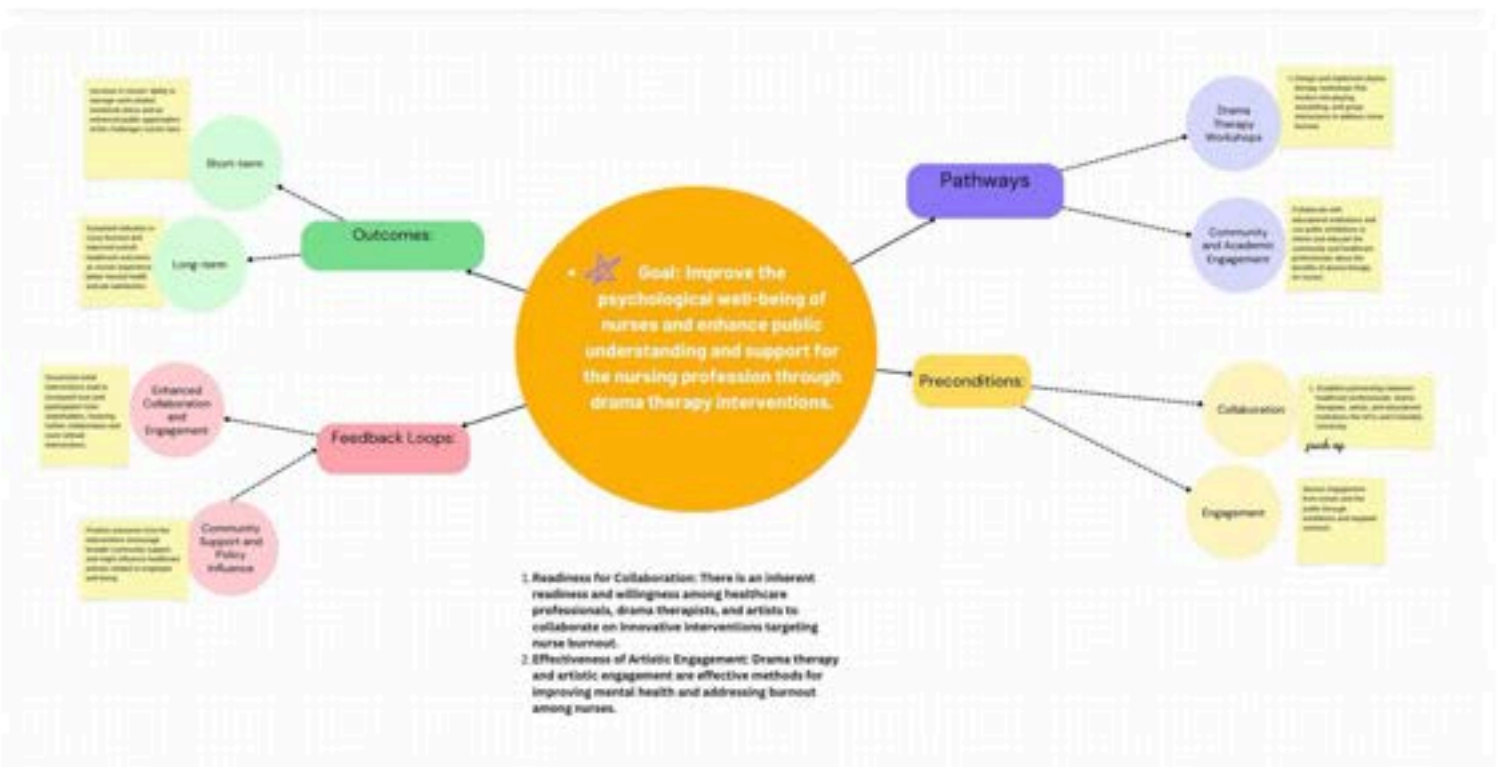
## Future Development:

Establish A Non-Profit Event Planning Organization To Introduce More Drama Tools And Techniques, Such As Improvisational Theater, And Increase Interdisciplinary Collaborations With Psychologists And Art Therapists To Enrich The Curriculum.

Invite A Variety Of Therapists To Try Different Healing Techniques Tailored For Nurses, Designing Activities And Courses Specifically Suited For Their Needs.

Engage With Hospitals And Governments To Advocate For Better Mental Health Benefits For Nurses.

CANA Has Connected Us With A Professor From The Nursing School At Columbia University, And We Are Currently Discussing The Details Of Organizing An Exhibition There. Our Next Meeting Is Scheduled For May 7th, With The Exhibition Planned For The End Of May.





## **M&E (Monitoring And Evaluation)**

Success Criteria: Success Will Be Measured By A Significant Reduction In Participants' Burnout Levels And An Increase In Job Satisfaction, Verified Through Surveys And Focus Group Data.

Ideal Outcome: Ideally, This Project Will Not Only Alleviate Nurse Burnout But Will Also Be Integrated Into Standard Nursing Training Programs As Part Of Routine Professional Support.

Current Impact: Initial Feedback Indicates A Positive Impact On Participants, With Many Nurses Feeling Supported And Gaining New Coping Strategies.

Future Evaluation: We Plan To Conduct A Long-Term Study To Assess The Impact Of Drama Therapy On Nurses' Professional Lives And Personal Quality Of Life Over Time.

## **Environmental Impact**

Overall, Drama Therapy Has Minimal Environmental Impact, Even When Scaled Up.

The Project Utilizes Materials From Our Immediate Environment And Some Household Recyclables To Create Art, All Of Which Are Recyclable. Future Plans Include Reducing The Use Of Disposable Items During Drama Therapy Sessions, Preferring Sustainable Products, And Encouraging Participants To Use Electronic Devices For Recording And Sharing To Minimize Paper Use.

## **Reflection, Next Steps/Outlook**

Learnings And Reflections:

This Project Has Profoundly Demonstrated The Potential Of Art Therapy In The Traditional Healthcare Field, Especially For Emotional And Mental Health Management. Previously, I Viewed Drama And Art Therapy As Merely Supportive, But As A Researcher And Participant, I Experienced Its Healing Power Firsthand.

The Most Impactful Session Was Our Visit To The Birthplace Of Psychodrama, Where We Performed Impromptu On The Original Stage. Everyone Shared Their Stories, And We Engaged In Each Other's Narratives. Opening A Deeply Personal 'box' Within Myself Was Transformative, Though It Initially Left Me Feeling Depressed.

After A Couple Of Weeks, I Felt A Noticeable Healing Of Deep Emotional Wounds, Recognizing That Healing Needs Time To Embed And Isn't Immediate.

However, We Now Have New Concerns For The Nurses. Given Their Busy Schedules, A Therapy Session That Impacts Several Days Of Work Isn't Feasible. But After Consulting With Our Therapists, We're Designing New Approaches Tailored To Nurses' Specific Needs.

## **Future Outlook**

Xing Plans To Establish A Non-Profit Event Planning Organization To Introduce More Drama Tools And Techniques, Such As Improvisational Theater, And To Increase Interdisciplinary Cooperation With Psychologists And Art Therapists To Enrich The Curriculum. More Diverse Therapists Will Be Invited To Explore Various Healing Techniques Tailored For Nurses. We Aim To Collaborate With Hospitals And Governments To Secure More Mental Health Benefits For Nurses.

# Intervention 2: GPT-CAN

Before Introducing The Second Intervention, Let's Revisit Our Research Phase, Specifically Our Initial Engagement With Our Thesis Partner, CANA. We Met Teresa, The Chair Of CANA, Who Introduced Us To The Community And Helped Us Form Deeper Connections With Other Members During Offline Events.

However, We Found Ourselves Entrenched In A Highly Dependent Communication Model—Nearly All Questions And Coordination Of Activities Had To Go Through Teresa. Since Only Administrators Could Post In CANA's Official WhatsApp Group, Nurses Looking To Network Had To Attend Offline Events Or Reach Out To Teresa Individually.

## CANA Members



**Theresa Chan**  
**Chair Of CANA**

## **We Started To Wonder**

This Prompted Us To Think About The Situation For Chinese American Nurses Who Are Unable To Attend Offline Gatherings And Are In Urgent Need Of Community Support. After Months Of Reflection, We Discovered That CANA Has A WeChat Group That Allows Members To Communicate Freely. However, The Interaction Within The Group Was Minimal And Faced Significant Information Barriers.

Everyone Still Relied Heavily On Teresa; She Became The Go-To Person For Everything. This Highlighted A Communication Issue Within The Organization. Teresa Never Intended To Be The Hub For All Activities, But Her Role And The Current Community Structure Compelled Her To Take On This Position. She Couldn't Meet Everyone's Needs, Which Meant That Members Missed Out On Crucial Career Information And Opportunities For Mutual Help. This Not Only Placed A Tremendous Burden On Teresa But Also Hindered The Exchange, Support, And Sharing Of Resources Among Members, Which Are Some Of The Causes Of Nurse Burnout.

This Was Our Eureka Moment: By Strengthening The Connections Among Chinese American Nurses And Improving The Efficiency Of Information Flow, Each Member Could Receive More Help And Provide Support To Others.

You Might Recall Our Research Framework Involving Primary And Secondary Burnout Leading To Professional Burnout. Communities Like CANA Were Originally Intended To Unite And Mutually Encourage Support Based On Assistance And Resources To Combat Secondary Burnout. However, As Nurses Are Not Professional Systems Designers Or Community Operators, This Has Led To Communication Issues. Moreover, The High Centralization Of The Community Could Cause Individuals To Become Overly Reliant On It, And Inefficiencies In The Community Could Exacerbate Secondary Burnout By Preventing Timely Access To Information.

This Raises The Question Of How To Empower The Community To Re-Energize Individuals, Transforming Them Into 'super Individuals' Who Can Efficiently Manage And Access All Community Resources.

We Believe That The Current AI Technology And Large Language Models Offer A Promising Solution To Address These Issues.

## **The Intervention**

To Address This Issue, We Plan To Design A General-Purpose, Pre-Trained Natural Language Processing Model Specifically For Chinese American Nurses, Using The CANA Community As A Testing Ground. This Model, Referred To As GPT-CAN, Will Be Capable Of Learning, Storing, And Actively Processing The Information And Knowledge Shared Within The Community, Ensuring That CANA's Collective Intelligence Is Effectively Preserved And Shared, Thereby Enhancing The Accessibility And Utility Of Information.

This Intervention Will Be Integrated Into WeChat And Other Group Chat Platforms Commonly Used By Nurses. Our Research Indicates That Chinese American Nurses May Have Difficulties Using Technology And Face Challenges In Multilingual Communication, Including Mandarin, Cantonese, And English, Which Can Impede The Flow Of Information.

The GPT-CAN Application Utilizes Existing Large Language Models, Which Are Free Of Language Barriers, Allowing For Seamless Cross-Language Communication. The Model Is Designed To Be User-Friendly, Embedding Directly Into Existing Social Groups With Interactions Similar To Chatting With A Human, Entirely Through Typing, Which Virtually Eliminates The Learning Curve. This Design Aims To Reduce Operational Complexity And Increase The Comfort Level Of Use Among The Nursing Community.

GPT-CAN Processes And Responds To Language Inputs, Understands Standard Commands, And Requires No Specific Settings. A Significant Advantage Of This System Is Its Openness: It Does Not Pre-Set Any Information, And All Data Comes From User Interactions Within The Group. Therefore, Its Usefulness Entirely Depends On The Activity And Engagement Levels Of Community Members.

Moreover, GPT-CAN's Capabilities For Processing And Sharing Information Are Self-Developing; As User Interactions Increase, It Can Progressively Offer More Support And Resources. Through This Platform, Nurses Can Utilize The Application's Features To Spontaneously Share And Exchange Information, Significantly Enhancing Communication Efficiency And Information Flow Within The Community.

Essentially, GPT-CAN Is Intended To Become A Self-Learning, Content-Expanding, Freely Interacting, And Proactive Support Database For The Chinese American Nurses' Community.

## **Main Features And Application Examples**

### **Feature One:**

#### **Information Recording And Analysis**

When Information Providers Post Important Notices In The Group (Such As Recruitment, Training Opportunities, Events, And Updates On Legal Or Professional Information), CAN-GPT Will Automatically Record And Store This Information.

When Members Inquire About Relevant Information, CAN-GPT Retrieves And Provides Immediate Feedback Through Its Pre-Set Database, Ensuring The Timeliness And Accuracy Of Information Transmission.

### **Feature Two:**

#### **Proactively Linking Community Nurses**

CAN-GPT Actively Interacts With Nurses Within The Community, Providing Personalized Assistance Based On Their Needs, Such As Matching Career Development Opportunities, Psychological Support, Etc.

## **Detailed Application Examples:**

### **Example 1: Facilitating Career Connections**

After Nurse A Joins The Group, CAN-GPT Proactively Contacts Nurse A Privately To Ask If She Needs Assistance. Nurse A Expresses She Is Looking For Paramedic Positions, Preferably Near Flushing. GPT-CAN Comprehensively Understands Her Needs And Records Them. If A Matching Recruitment Notice Appears, Such As A Hospital Representative Looking For A Paramedic In The Group, CAN-GPT Links The Parties Privately After Obtaining Their Consent, Facilitating A Match Of Career Opportunities.

### **Example 2: Personal Needs And Psychological Support**

Similarly For Nurse A, Besides Career Needs, She Also Expresses Dissatisfaction And Stress At Her Current Position To CAN-GPT, Hoping To Find A Nurse Partner For Outdoor Activities To Improve Her Psychological State, But She Is Hesitant To Speak Publicly In The Group Due To Privacy Concerns. CAN-GPT Records This Request. Later, Nurse B Also Expresses Her Intention To Find A Workout Partner To CAN-GPT. After Obtaining Consent From Both Nurses, CAN-GPT Connects Them, Fostering Social Interaction. Additionally, When Drama Therapy Posts A Recruitment For An Event In The Group Related To A's Needs, CAN-GPT Recommends This Information To Nurse A, Further Supporting Her Mental Health Development.



## Intervention Objectives

The Implementation Of GPT CAN Is Hoped To Become Transformative Tools For Future Nursing Communication And Care Within The Asian American Nurse Community, Evolving From Simple One-To-One Exchanges And Localized Information To Collective Intelligence And Shared Knowledge.

Through The Implementation Of CAN-GPT, We Aim To Alleviate The Communication Burden On Central Information Nodes, Promote Autonomous Interaction And Resource Sharing Among Members, Strengthen Community Ties, Expand Career Opportunities, And Assist Nurses In Reducing Professional Burnout By Providing Informed Choices, Thereby Building A Stronger Support Network.

The Intervention Of GPT CAN Will Help To Achieve A Self-Sustaining And Sustainably Developing Community Environment, Effectively Enhancing The Cohesion And Resource Utilization Efficiency Of The Entire Asian American Nurse Community.

## User Testing And Feedback



## **User Testing And Feedback**

We Received Positive Feedback After Showing This Demo To The CANA Board. They Believe GPT-CAN Will Support The Community In Many Ways, Although Concerns About Medical Information And Potential Errors Were Raised.

**This M&E Plan** Outlines The Proposed Monitoring And Evaluation Strategy For The GPT-CAN Intervention, Designed For Future Implementation Once The Intervention Moves Beyond Its Initial Conceptual Phase. As The Project Is Still In Its Early Stages, These Measures Are Planned To Be Employed Post-Implementation To Ensure Comprehensive Assessment And Continuous Improvement Of The Intervention's Impact On The Chinese American Nurses Community.

### **Data Collection Methods And Key Performance Indicators (KPIs):**

The Evaluation Will Utilize A Combination Of Automated Data Tracking, User Surveys, And Focus Groups To Gather Actionable Data. Key Performance Indicators Will Include User Engagement, Measured By Daily/Weekly Active Users To Gauge Community Participation; Frequency Of Information Exchange, Tracking Interactions Like Problem Resolution And Resource Sharing; User Satisfaction, Assessed Through Regular Surveys To Gauge The Community's Response To GPT-CAN Functionalities; And Reduction In Burnout Levels, Evaluating The Change In Nurses' Burnout Levels Before And After The Implementation Using Comparative Surveys.

### **Evaluation Plan And Risk Management:**

Evaluations Will Be Conducted At Three, Six, And Twelve Months After The Intervention's Deployment, Focusing Initially On The Success Of The Technical Setup And Early User Feedback, Followed By An Assessment Of User Engagement And The Efficiency Of Information Flow At Six Months, And Culminating In A Twelve-Month Evaluation Targeting Reductions In Professional Burnout And Improvements In Self-Help Capabilities Within The Community. Risk Management Will Address Potential Technical Failures And Data Privacy Issues To Safeguard The Project's Integrity And User Data Security. This Structured Approach Ensures That The Intervention Can Adapt And Evolve Based On Empirical Evidence And User Feedback, Maximizing Its Effectiveness And Sustainability In Supporting The Chinese American Nurse Community.

## **Environmental Impact**

The Operation Of GPT-CAN Requires Some Storage Space And Computational Power, So Its Environmental Impact Can Be Considered From Several Different Angles:

### **Energy Consumption And Carbon Footprint**

Machine Learning Models Like GPT-CAN Require Computational Resources, Which Typically Rely On Servers In Data Centers That Operate 24/7. The Electricity Consumed By These Servers Leads To Carbon Emissions. An Optimization Strategy, If This Project Is Implemented, Is For GPT-CAN To Use More Environmentally Friendly Data Centers That Utilize Renewable Energy Or High-Efficiency Energy Solutions To Reduce The Carbon Footprint. There Are Some Green Data Centers And Green Computing Services Available On The Market, Which Come At The Cost Of Higher Operational Expenses.

### **Electronic Waste**

With The Updating And Iteration Of Technology, Old Servers And Computing Hardware May Be Phased Out, Creating Electronic Waste. The GPT-CAN Project Itself Does Not Involve Hardware Disposal Processes As It Is Primarily Software-Based, But Considering That The Service Providers Used May Involve Hardware Disposal, We Will Choose Those That Prioritize Recycling Policies And Promote Waste Reuse To Mitigate The Issue Of Electronic Waste.

### **Data Storage And Management**

Data Storage And Processing Require Data Centers, Facilities That Demand A Significant Amount Of Cooling Water And Electricity, Exerting Pressure On The Environment. Adopting Green Computing Technologies And Algorithm Optimization Can Reduce Energy Consumption During Data Processing. Similarly, There Are Environmentally Friendly Data Storage Centers And Green Computing Services Available On The Market, Which Come At The Cost Of Higher Operational Expenses.

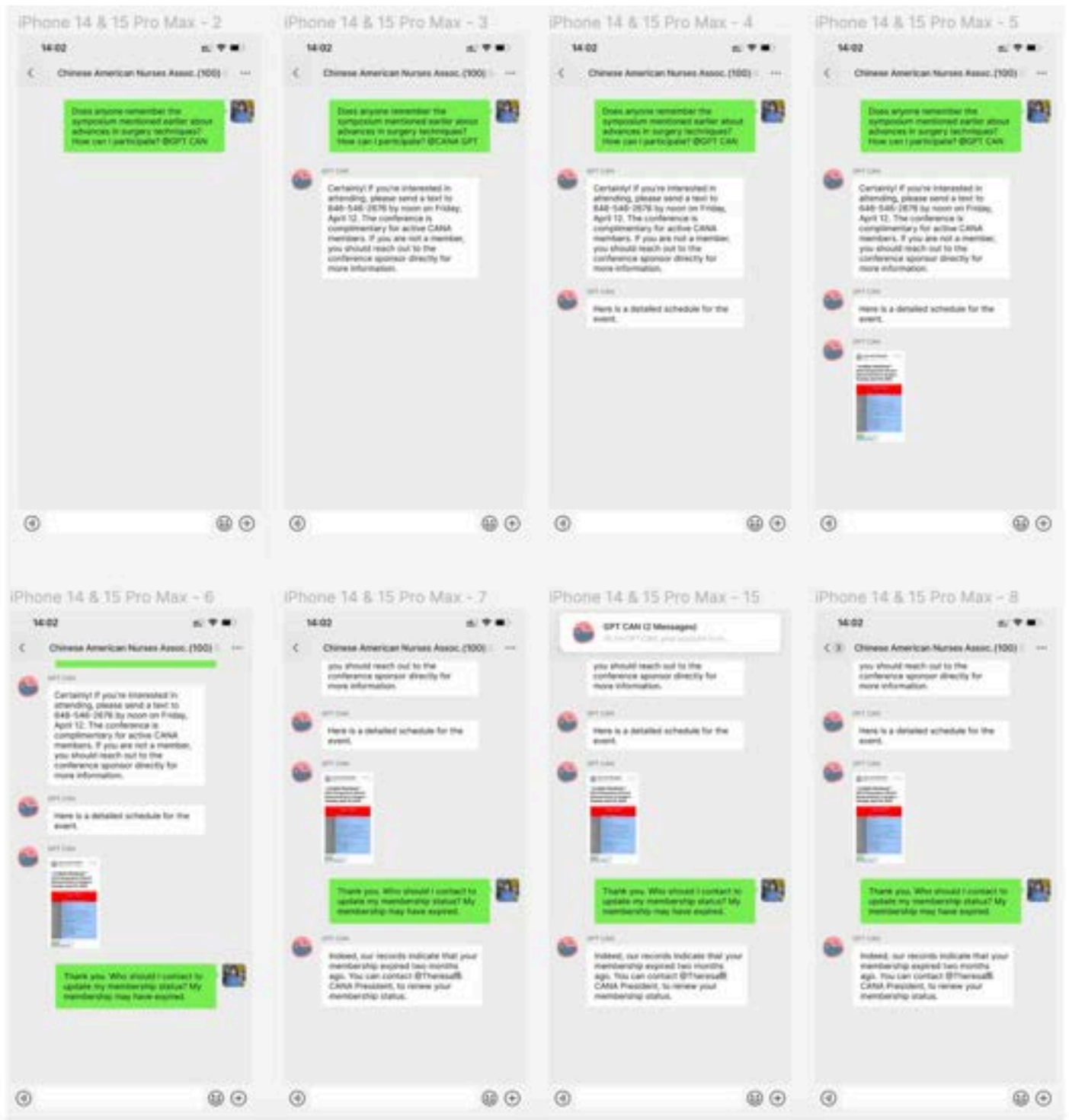
**Policies And Regulations:**

Handling Sensitive Medical And Personal Data Requires Adherence To Strict Privacy Laws And Standards. Additionally, The Storage And Processing Of Chat Data Need To Operate Under Secure And Monitored Conditions. In Principle, GPT-CAN Will Only Process Data And Information That Users Have Permitted Access To.

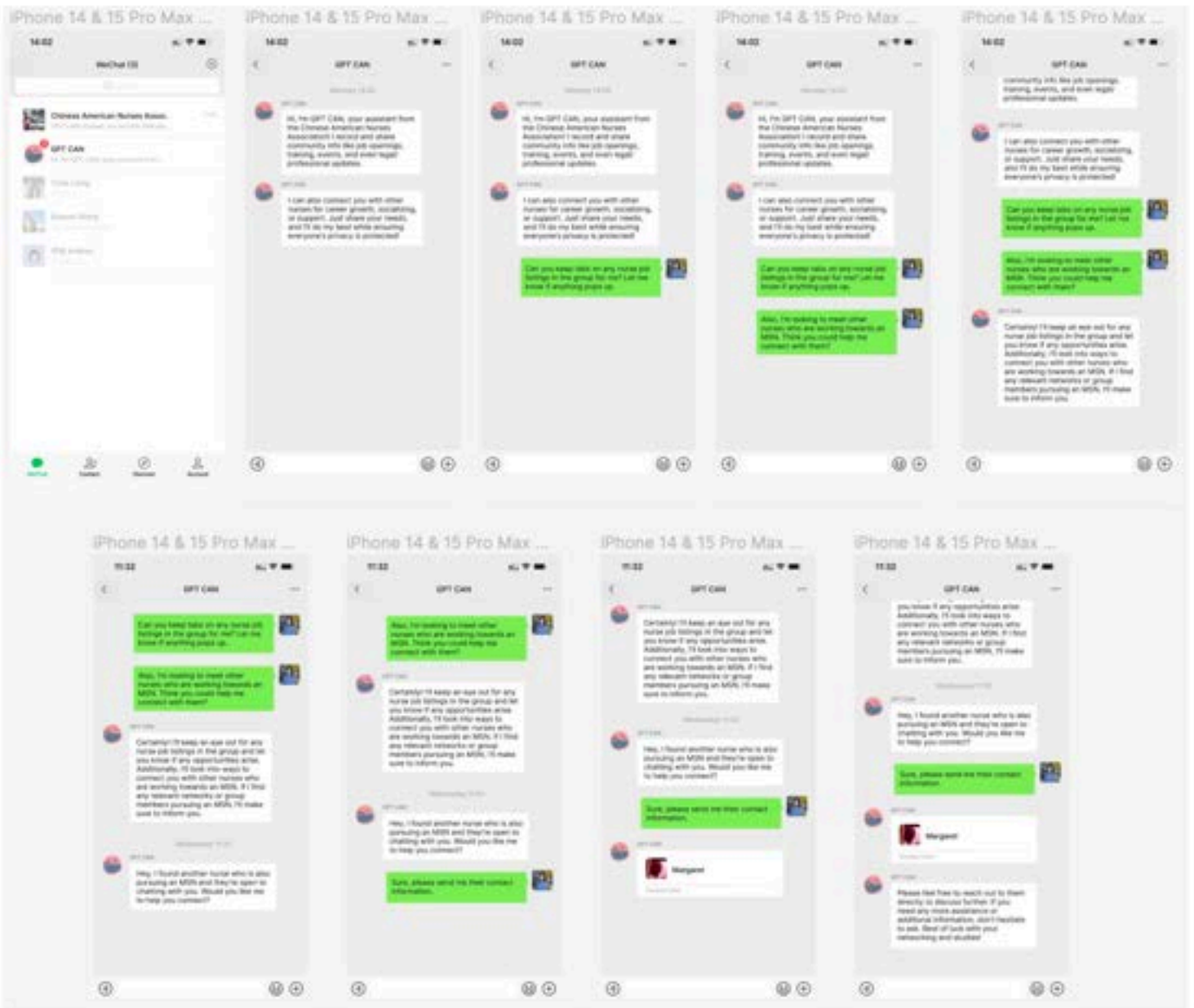
**Reflection, Next Steps/Outlook**

Overall, We Believe That The Advantage Of This Project Lies In Bringing AI Technology To A Group That Is Not Typically Accustomed To Using Such Technology. By Integrating Large Language Models Into Platforms Familiar To The Community, We Can Significantly Lower The Barriers To Entry And Encourage Proactive Use Among Chinese-American Nurses. This, In Turn, Will Enhance Their Community Interactions. The Immediate Priority Is To Develop Services That Can Operate On Communication Platforms.

# Feature One: Information Recording And Analysis



## Feature Two: Proactively Linking Community Nurses



## The Intervention



### GPT CAN

By community builder [A](#)

A friendly multilingual assistant for Chinese American nurses, enhancing communication and accessibility.

Exclusive job openings in CANA

How can I update my CANA membership?

What events are happening recently?

跟我聊天說中文

 Message GPT CAN





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