

# Care Team Stress: What to Look Out for and Ways to Help



# Introduction

Stress and burnout are widespread in senior care because the system is under constant pressure. Demand for care is rising faster than the available workforce, residents have more complex needs, while administrative requirements continue to grow.

As stress builds across teams, it quickly snowballs—impacting operations and resident experience—making it an industry-wide issue rather than an individual one.

**Here's a simple checklist to help you spot signs of stress early, understand what's driving it, and take steps to ease pressure and support your team:**

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## Section 1

**Chronic staffing issues** create a constant gap between what's needed and what's possible, putting ongoing strain on your team.

### Noticing frequent call-outs and open shifts?

- Analyze patterns by shift, role, and day to pinpoint where strain is concentrated
- Look for correlations between call-outs and workload intensity or specific assignments
- Invite direct feedback from your team on what's driving last-minute absences

## Section 2

**Workload imbalance** creates uneven pressure across shifts, sometimes causing overtime to become more common.

### Is overtime becoming the norm?

- Identify which roles, shifts, or units consistently carry the highest workload and redistribute if possible
- Examine whether scheduling gaps or workflow inefficiencies are driving overtime needs
- Assess whether expectations align with actual staffing capacity

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## Section 3

**Operational bottlenecks** in care delivery can slow down response times and create strain on your team.

### Seeing slower resident response times?

- Map where delays occur within the shift to identify bottlenecks
- Review whether specific tasks or workflows are creating unnecessary delays
- Observe how time is actually spent versus how it was planned

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## Section 4

**Breakdowns in documentation and task completion** are often a sign that systems are too complex or unclear.

### Noticing more missed tasks or incomplete documentation?

- Identify exactly where breakdowns are occurring in the workflow
- Assess whether documentation requirements are overly complex or the result of an antiquated system (Sage can help!)
- Evaluate whether caregivers have enough time and clarity to complete required tasks

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## Section 5

**Coordination breakdowns** often reflect deeper misalignment across shifts or roles.

### Seeing a lack of teamwork?

- Identify where handoffs or shared responsibilities are breaking down
- Ensure roles and expectations are clearly defined across shifts
- Explore whether workload imbalances are limiting collaboration

## Section 6

**Declining team engagement and energy** is often a sign of ongoing operational pressure, not just individual frustration.

### Is morale down on your team?

- Identify recurring themes in staff feedback or in-the-hallway conversations
- Pinpoint moments where energy or engagement drops to find the source
- Ensure that staff feel supported, heard, and able to do their jobs effectively

## Section 7

**Reduced resident engagement** is often an early signal that capacity is being stretched too thin.

### Seeing a decline in resident experience?

- Identify where (and why) engagement is being deprioritized in daily workflows
- Assess whether staff have time to go beyond task completion
- Share positive feedback to reconnect sense of purpose



The best operators don't wait for their teams to struggle before stepping in. The key is to identify sources of stress and burnout so they can be addressed at the root, rather than constantly reacting to issues as they arise.

Recognizing patterns early, listening to your teams, and then making proactive adjustments helps keep them energized and motivated. In addition, systems like Sage's all-in-one platform can make a big difference in simplifying workflows, increasing caregiver satisfaction, and reducing burnout.

Book a demo today at [SageHealth.com](https://SageHealth.com) to see how we can help.

