



International Journal of Psychological Research and Reviews
(ISSN:2639-6041)



Main Aspects Related to Burnout Syndrome in Healthcare Professionals: An Integrative Literature Review

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ABSTRACT

INTRODUCTION: Healthcare work requires intense and prolonged attention from professionals to people who are in situations of need and dependence. Close contact with patients and the fear of making mistakes during care are additional chronic stress factors that favor the occurrence of Burnout. **OBJECTIVE:** To identify the main aspects related to the Burnout syndrome, due to the relevance of the current theme, according to the literature. **METHODOLOGY:** This is an integrative literature review, based on articles published between 2014 and 2019, indexed in the Lilacs and Bdenf databases. **RESULTS:** The results obtained with this study enabled the identification of the main risk factors related to the occurrence of Burnout syndrome, highlighting the infrastructure deficiencies, the rigid hierarchical structure, the excessive workload and lack of material. The syndrome causes numerous damages to the emotional and physical health of workers, such as memory deficit, immunological and cardiovascular impairment, myalgia, social isolation, aggressiveness, among others. All these symptoms generate repercussions such as poor professional performance, physical and mental exhaustion, and depersonalization, causing negative effects on the professional and social environments. **CONCLUSIONS:** This study made it possible to reflect on the process of illness of professionals regarding Burnout syndrome. It was possible to identify health professionals as a vulnerable population that needs attention from health service managers to carry out epidemiological investigations, in addition to actions of prevention and health promotion.

Keywords: Mental health, Worker's health, Professional exhaustion.

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How to cite this article:

Nadja Ferraz de Oliveira, Maria Assunção da Silva Lemos, Milena Pereira da Silva, Jhonata Willian Amaral Sousa, Aluska Mirtes de Queiroz. Main Aspects Related to Burnout Syndrome in Healthcare Professionals: An Integrative Literature Review. International Journal of Psychological Research and Reviews, 2020, 3:32

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INTRODUCTION

Work is part of the life of billions of people and occupies a large part of each individual's time, therefore, it should be a reason for accomplishment, but this does not always happen, a large part of society is dissatisfied with their work, due to various circumstances such as long working hours, inadequate working conditions, low professional recognition, charges for productivity, interpersonal conflicts among others. All these factors cause suffering and illness, not because of the work itself, but because of the organizational and emotional climate existing in the work environment¹

In the 1970s, Maslach investigated the emotional burden of the work of nurses, doctors, social workers and lawyers, and found that the expression "burn out" was generally used to express a gradual emotional tension arising from work stressors. Thus, Maslach came to the discovery of Burnout as a psychological syndrome resulting from chronic emotional exhaustion, experienced by professionals who work with clients who need care and/or assistance as professionals in education, police and penitentiary agents, and in the health area, highlighting nurses, doctors and social workers of which are professions that have intense and frequent relationships with people²

Therefore, special attention has been given between the Burnout Syndrome (BS) and health workers, the working conditions that favor the development and the consequences of these occupational stressors on the collaborator's health, the quality of care provided by them and on the health of their patients³ Burnout is composed of three variables: emotional exhaustion, depersonalization and low personal achievement at work.

"Emotional exhaustion encompasses feelings of hopelessness, loneliness,

depression, anger, impatience, irritability, tension, decreased empathy; increased susceptibility to disease, headache, nausea, muscle tension, lower back or cervical pain, sleep disorders. Affective detachment causes a sense of alienation from others, and the presence of others is often unpleasant and unwanted. On the other hand, low professional achievement or low job satisfaction can be described as a feeling that very little has been achieved and that what is done has no value⁴"

The SR causes negative effects in all spheres of life of the individual, with personal and professional losses, in the institution, because it reduces the productivity and quality of services provided by the professional affected, in the image of efficiency of the organization, in the costs with the treatment of employees, among others¹

OBJECTIVES

This study aims to identify the main aspects related to Burnout Syndrome in healthcare professionals, due to the relevance of the topic to the current situation. We sought to identify its triggering factors, symptoms, as well as analyze its repercussions on the lives of health professionals, the organization and society, according to the literature.

METHODOLOGY

This study is an integrative literature review. The data collection took place in September 2019, through the search for scientific articles published from 2014 to 2019. In order to obtain the theoretical framework, we consulted the Nursing Database (BDENF) and Latin American and Caribbean Literature on Health Sciences (Lilacs), using the descriptors: Mental health, Worker's health and Professional exhaustion from the Health Sciences Descriptors (DECS) database. For the selection of articles, the following inclusion criteria were defined:

original article, having been published between 2014 and 2019, and being in Portuguese. Theses, dissertations and monographs were not considered as exclusion criteria. At the beginning of the tracking of the articles that would be part of the sample, the database was explored

separately, by crossing the descriptors and added to the period referred. From the exploratory reading of the abstracts, three articles were selected that fit the inclusion criteria and objective of the study, as detailed in the flowchart of Figure 1.

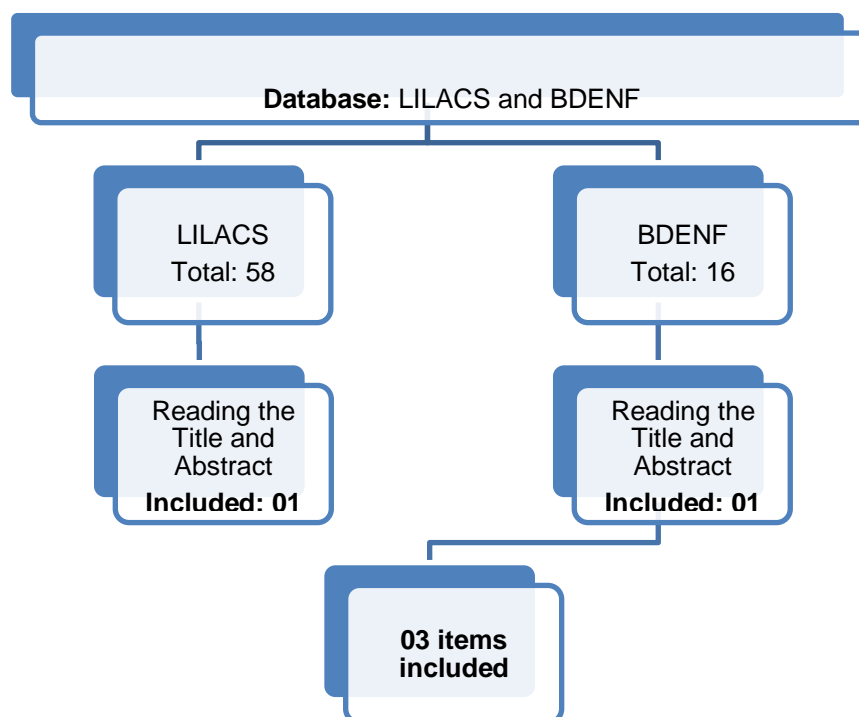


Figure 1 - Publication selection flowchart

RESULTS AND DISCUSSION

A total of 74 articles were found, of which 3 were listed to compose this study. The bases used were BDENF and LILACS, as they are more viable, as well as Brazilian technical-scientific references in nursing that include renowned journals in the health area. Table 1 summarises the studies included in the review.

The occurrence of Burnout syndrome is influenced by sociodemographic, occupational and behavioral characteristics. The main factors that contribute to the increase in the incidence of Burnout are: profile of male individuals, young adults, married, with more career time, working in

more than one place and with weekly work hours longer than 40 hours. As for the professional category, nursing was more vulnerable to the development of the syndrome due to the role of wear and tear by the conduction of the health team and by spending more time with patients⁵. Physical education professionals are the least affected, suggesting that the physical educator is a satisfied professional in relation to quality of life at work⁶.

With regard to occupational characteristics, the most mentioned risk factors are the unhealthy and precarious conditions of the work environment, the limited number of human and material resources, direct

contact with daily life and the suffering of others, low salaries, rigid hierarchical structure, pressure from supervisors, co-workers, patients and family members who can generate feelings of anxiety, fear and helplessness in professionals. The conflicting relationship among colleagues also causes feelings of helplessness, generating a lack of consideration and respect among team members and making the climate in the institution harmful to the health of the employee⁶.

Burnout symptoms are common: fatigue, sleep and sexual disorders, headache, constant colds, hair loss, cardiovascular

impairment such as hypertension and gastrointestinal, feeling of loneliness, memory alteration, lack of concentration and irritability. All these symptoms have consequences on the performance of the work, because the affected professional has a higher risk of making mistakes, low performance, negligence and imprudence. It also has an impact on the organization that has an increase in spending due to high employee turnover and treatment. In addition, it generates losses for society as well, considering that the professional provides poor quality care, besides generating conflicting relationships with his family⁷.

Title/Author/Year	Aim	Result
Burnout syndrome in professionals of the mobile emergency care service. Luz, LM, Torres, RRB, Sarmiento, KMVQ, Sales, J.M. R, Farias, KN, Marques, M.B, 2017	To analyze the prevalence of Burnout Syndrome in professionals of the Mobile Emergency Care Service.	For the team as a whole, there were high scores for Emotional Wear (28.1%), Depersonalization (21.9%) and Professional Incompetence (28.1%) (reverse score). In the medical team, Emotional Wear and Depersonalization were higher when compared to the nursing team; and in Professional Incompetence, the scores were higher for the nursing technicians.
Generating factors of Burnout Syndrome in health professionals. Almeida LA, Medeiros IDS, Barros AG, Martins CCF, Santoa VEP, 2016	To identify the factors related to Burnout Syndrome in health professionals.	Of the 410 articles selected, only eight met the inclusion criteria. They referred to the Burnout Syndrome in Community Health Agents, in Family Health Strategy physicians, mental health professionals, nurses in the Intensive Care Unit, workers in a medium complexity hospital and Physical Education teachers. The referred syndrome appears as a consequence of a set of factors. It is experienced by workers who deal directly with people, resulting from chronic stress.
Burnout syndrome: consequences and implications of an increasingly prevalent reality in the lives of health professionals. Silveira ALP, Colleta TCD, Ono HRB, Woitas LR, Soares SH, Andrade VLA, et al, 2016	To describe the consequences and implications of Burnout Syndrome in health professionals, since such involvement has been proving to be increasingly prevalent and incident.	The Burnout Syndrome was reported by about 40 to 60% of health professionals evaluated, which has consequences such as emotional exhaustion, low professional performance and depersonalization, causing side effects.

CONCLUSIONS

The study sought to contribute to the increase of knowledge about Burnout Syndrome. It was possible to notice that the

SR has a high prevalence among health professionals and that it constitutes a major worsening to the health of the worker in general, and may even be a disabling cause and antecedent of more serious psychic

diseases; therefore, the periodic assessment of mental health status is essential for all health workers, especially for those who make up the nursing team. The psychic contribution is a strategy to minimize high rates of prevalence of the syndrome and raise the quality of life of health professionals, as well as the development of more research on the theme. These findings reaffirm the importance of longitudinal monitoring of these professionals and the definition of intervention lines and preventive measures.

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