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BURNOUT SYNDROME: INFLUENCES ON THE HOSPITAL NURSES WORKING

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ABSTRACT

To analyze the stress factors for the development of burnout syndrome in nurses of the hospital area. Integrative review with research on the electronic databases LILACS, BIREME and SCIELO. Through controlled descriptors were selected Brazilian publications focusing on registered nurses working and after application of inclusion and exclusion criterias the final sample were nine cientifical articles. The predominant stressors were: emotional exhaustion, insuficiente remuneration, lack of human resources and excessive working hours. These factors contributed to a low works performance and impaired patient care.

Keywords: Burnout; stress; Nursing and Professional Burnout.

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INTRODUCTION

Stress is a global concern, leading the World Health Organization (WHO) in 1995, to consider it a global epidemic¹. Amid the progress of studies on stress, reports emerged about the burnout syndrome known also as a syndrome of burning. The term burnout was first used publicly by Maslach, the Annual Congress of the American Psychological Association in 1997². According to the Ministry of Social Security in 2007 were out of work 4.2 million people, and of these, 3,852 were identified carriers of burnout syndrome³.

The syndrome is defined as a mental disorder due to the strong chronic emotional stress associated to severe occupational stress, in which the worker loses the sense of relationship to work so that things do not already have more importance⁽⁴⁾. Today, we discuss why it is relevant to study Burnout, the fact is that health professionals are susceptible to high rates of this syndrome, so healthcare organizations are increasingly concerned with the quality of life, well-being, physical and mental health of its employees due to the fact that the burnout syndrome produces serious repercussions, both in the workplace and personal. Therefore, occupational health nurses reflected both in the psychological side as in quality of care provided to patients.

The development of burnout syndrome involves several individual and work factors are therefore multiple causes, in which environmental variables are supporting the process⁵. Its appearance depends on some predisposing factors, whether organizational, labor, social and/ or personal. Identifying these predictors is essential in the process of scientific discussion about Burout and the nursing work.

Among the causes of burnout in nurses, one can raise the fact that most of the working time is linked to direct contact with patients, acompanhantes and co-workers. There is usually that interpersonal relationship, involvement in feelings of tension, anxiety, fear and even covert hostility⁶. In addition to the progressive loss of idealism, expectations, energy, satisfaction and commitment to the care function. These symptoms indicate the presence of a negative self-concept and result in the recurrence of injury to the work and presence of friction with people who are in the workplace⁴.

The burnout has consequences on physical and mental health, including cardiovascular disorders, chronic fatigue, headaches, migraines, peptic ulcer, insomnia, muscle or joint pain, anxiety, depression, irritability, among others. It can also interfere with home life, with family relationships resenting the lack of time for childcare and leisure. The work context is affected by absenteeism, job turnover, increased violent behavior and decreased quality of work⁷⁻⁹.

The syndrome can be understood as a three-dimensional process: the first dimension is the emotional exhaustion, characterized by lack or shortage of energy and a sense of emotional exhaustion; the second, depersonalization, is defined as lack of sensitivity and toughness to respond to people receiving their service, and the third, low job satisfaction, which refers to a decreased feeling of competence in relation to work with people¹⁰.

In this scenario, the goal of the study was to analyze the estresores factors for the development of burnout syndrome in nurses of the hospital area. As this is an emerging issue, it is expected that the study will contribute to improvements in labor Brazilian Nursing.

MATERIALS AND METHODS

This is an integrative review which is characterized by group, analyze and summarize research findings on a particular topic or issue in a systematic and orderly manner in order to present, discuss and deepen knowledge about the proposed theme. Five constituent steps of this method were followed, namely: 1) study the problem of establishing, research theme of identifying and selecting the hypothesis (guiding question); 2) definition of inclusion and exclusion criteria; 3) search of data (sample selection); 4) evaluation of the studies included in the review of the literature; 5) data analysis and interpretation of results; 6) summary of the articles analyzed¹¹.

For this research, the guiding question was: “What stressors unleash the burnout syndrome in Brazilian nurses working in the hospital area?”. The search for articles was given in the databases Latin American and Caribbean Health Sciences (Lilacs), Virtual Health Library (Bireme) and Scientific Electronic Library Online (SciELO). Articles were selected using the following descriptors in Health Sciences (DeCS) in the subject interface: Burnout; stress; Nursing and Professional Burnout, and “OR” Boolean used. Found was a quantum of 379 762 items, which after applying the inclusion and exclusion criteria resulted in Table 1 below.

Table 1. Quantity of articles selected for the integrative review after electronic search, delete after reading the titles.

Electronic Databases				
Exclusion criteria	Bireme	Lilacs	SciELO	Total
Found	351.775	21.979	6.028	379.762
Exclusion (by language and year)	7.609	6.356	2.475	16.440
Exclusion (by document type)	6.244	5.467	610	12.321
Exclusion (by issue of the magazine and the country of affiliation)	1.123	1.424	545	3.092
Selected	5	1	3	9

Exclusion criteria were: articles in Portuguese; published between the years 2010-2014; by document type: Original article in magazines for Nursing; repeated and no nurses publications focus of the investigation. A final sample of nine articles. The researchers conducted a detailed reading of articles categorized by repeating the stressors/ grouping, developed frame- synthesis for global view of the data and discussed the findings with the literature.

RESULTS

The results were divided into two sections: characterization of the studies and identification of stressors.

Table 1 presents a summary of the articles analyzed, according to title, journal, year, qualis in the area of nursing and method used.

Title	Journal	Year	Qualis	Method
Stress of professional nurses working in the intensive care unit.	Acta Paulista of Nursing	2013	A2	Field research with a quantitative approach
Stress of nurses in hemodynamics unit in Rio Grande do Sul, Brazil.	Nursing Journal of Rio Grande do Sul	2011	B1	Field research with a quantitative approach
Influence of night work in nursing quality of life.	Journal of Nursing UERJ	2010	B1	Field research with a quantitative approach
Potentially stressful circumstances for second nurses hospital accreditation status.	René magazine	2013	B2	Field research with a quantitative approach
Dissatisfaction factors at work through the perception of nurses in a university hospital.	Nursing Journal of Rio Grande do Sul	2010	B1	Field research with a quantitative approach
Burnout syndrome among nurses at a general hospital in the city of Recife.	Magazine USP School of Nursing	2012	A2	Field research with a quantitative approach
Night work and the impact on the health of nurses.	Anna Nery School	2011	B1	Field research with a quantitative approach
Implications of moral distress for (the) nurses (as) and approaches with Burnout.	Text & Context – Nursing	2012	B3	Review integrative with qualitative approach
Emotional exhaustion in nurses from a public hospital.	Anna Nery School	2013	B1	Field research with a quantitative approach

It stands out in Table 1 to include the titles of the words stress, night work, job dissatisfaction, emotional and moral suffering. Predominantly magazines in the South and Southeast of Brazil. The qualis B predominated in the publications being of national high circulation for low quality, while it is the international and high quality on average. Most research was field with a qualitative and quantitative approach, and one article of integrative review.

The triggers of burnout syndrome in nurses of

the hospital area identified in Articles were classified according to the repetition frequency in Table 2.

Table 2. Factors that predispose the emergence of Burnout Syndrome.

Causal factors	NumberofArticles
Poorworkingconditions	3
Insufficientpay	5
Excessiveworking hours	4
Emotionalexhaustion	6
Lackofhumanresources	4
Workatnight	3
Lackof material resources	5
Factors related to organizational structure	3
Interpersonalrelationships	5
Stress Employment	3
Depersonalization	3
Non-recognition of the work	1
Conflictsof functions	1
Reviewsituations	1
Workoverload (fatigue / wear)	3
Accumulate different functions in the same servisse	2
Total	52

Articles citing emotional exhaustion and lack of energy and feeling of emotional exhaustion; and the inadequate remuneration and lack of material resources both cited five articles. Regarding interpersonal relationships articles addressed the differences that occur between professionals and caregivers, as well as between fellow nurses, professionals and hospital management.

Working conditions related to lack of human resources was explained as conditions that generate dissatisfaction in the pros. The scarcity of material resources, human and physical implies a decrease in customer service quality besides demanding enhancing worker stress, mental and physical, can lead including industrial accidents and consequent dissatisfaction. As for the factor of the organizational structure of the articles cited management style as a lack of cooperation, communication, upper support and tight control in the development of work performed, which resulted in the fall of service quality.

According to the articles cited depersonalization is: defined as lack of sensitivity and toughness

to respond to people receiving their service. As well as workload that relates to situations related to time and activities demand. Among the stressors the congestion prevailed in the read story because the other person has to develop activities, with little time to do them and sometimes without sufficient resources to develop all activities.

In this way, there is an imbalance between the demands of work and the individual's ability to meet it. Poor conditions and night work were mentioned in three articles. Regarding accumulate different functions in the same service to publications reports the role of nurses performing assistance and administrative service. Only one article quoted non-recognition of their work; conflicts of functions and critical situations such as: care of critically ill patients, the peculiarities of the hospitals, and also related to their professional skills.

Still, there were other factors that predispose the appearance of the syndrome, such as working with untrained people, working in inadequate physical facilities, work in an unhealthy environment, working in an atmosphere of competitiveness, watch the patient, blurring the nurse's role, inability to provide direct patient care, have a short time to fulfill orders, the professional autonomy restriction, interference of institutional policy at work and feel helpless in the face of the tasks to be performed¹².

DISCUSSION

The causal factors of burnout in nurses of the hospital area were organized for discussion in this section as: intrinsic and extrinsic factors according to the nomenclature of the area; stressors; physical and psychological damage.

Intrinsic factors to work more prevailed, they

relate to an energetic effort to fulfill the work, develop activities beyond the occupational function, fulfill a greater workload that predestined lead service to do at home, lack of necessary work material, lack of human resources, manage or supervise the work of others, perform different tasks simultaneously, lack of autonomy, feeling emotional stress with work and account for more than one role in employment¹². These conditions lead professional to a physical and mental strain.

Since the extrinsic factors observed the bad pay, quality supervision, relationship with staff and poor working conditions among the most marked with regard to this professional dissatisfaction¹³. Much are the stressors in the literature among which stands out: emotional exhaustion, compensation insuficiente, lack of human resources and excessive working hour .It is believed that the frequency of stressors is directly related to the risk.

The more frequent, more the body becomes active (warning), which accelerates the pace and wear the biological system. This can cause the individual to exhaustion, decreasing the body's ability to defend itself and, consequently, increasing the risk of developing diseases such as burnout syndrome¹⁴.

The negative chain of events burnout begins with fatigue and continued physical and mental strain that lead professional to emotional exhaustion⁽¹⁵⁾. In an attempt to overcome the adverse conditions, the gradual and subtle tendency to neglect their own needs, the growing problems of denial and repression of conflicts, provoke emotions and negative attitudes related to work. The burnout is revealed when the overlay of emotional exhaustion and depersonalization lead to feelings of low labor achievement.

According to the analyzed articles, the highlights were some demonstrations that directly affects the physical and psychological consequences. The main ones were the emotional manifestations resulting from moral suffering, including guilt, resentment, anger, humiliation, shame, sadness, distress, anxiety, fear, insecurity, not the value of labor, depression, differences of opinion and dissatisfaction with work. Thus, the physical manifestations of mental distress emerge as crying spells, loss of sleep, loss of appetite, nightmares, feelings of worthlessness, tachycardia, headache, muscle aches, sweating, tremors, gastrointestinal disorders and stress¹⁶. These physical and emotional manifestations experienced at work for many years can result in consequences that lead to the abandonment of the profession or burnout.

Still, the low-paid, associated with overwork, the diversity of tasks and the insufficient support generate conflicts that also constitutes as an important trigger for the burnout syndrome in these professionals¹⁷. Another factor to be noted is night work that has consequences for workers' health, with changes in biological balance in eating habits and sleeping, causing a loss in the attention which caused in various errors in customer service and low income in work¹⁸.

FINAL CONSIDERATIONS

The main factors triggering the development of Burnout syndrome, according to the articles analyzed were emotional exhaustion, insufficient pay, interpersonal relationship conflict, lack of human resources and excessive working hours. So many of these factors were repeated in the same professional and it was just limiting their development and performance at work. The emotional exhaustion factor was the most frequent, he was primarily responsible for fatigue,

physical exhaustion and mental professionals.

Among the study's limitations include the number of publications on this theme focused only on nurses, and few studies involving the hospital as a whole and not just specific units as intensive care, nephrology, oncology, among others. Despite the limitations, the study shows the way for further research in the area to seek solutions to problems related to the individual and the labor environment in promoting the health of workers.

Stress at work can be triggered by intrinsic and extrinsic factors that are naturally incorporated into the process of life and nursing work itself. Finally, it is believed that the implications of this study are likely to provide grants to institutions with an interest in directing human resources policies and training, which are aimed at better working conditions, as well as continuing education, journey reduced labor and lack of emotional exhaustion, which will enable the nurse a pleasant view of your work process.

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