LUMEN ET VIRTUS

Burnout syndrome in nursing professionals: Integrative literature review

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ABSTRACT

The objective of this study was to identify signs of burnout in nursing in scientific literature. This is an integrative literature review using the acronym PICO to clarify the guiding question: Is there scientific evidence for the occurrence of burnout syndrome among nursing professionals? The Institute for Scientific Information Web of Science, PubMed, and the Latin American and Caribbean Literature on Health Sciences (LILACS) were used as databases. A total of 291 articles were clarified, of which 4 articles were included. The time allocation was between 2020 and 2022. In terms of language, all articles were published in English.

Based on the analysis of the results of all studies, some factors were associated with the development of nurses' exhaustion syndrome, namely: femininity, professional experience, age and position of the nurse, excessive workload in health institutions and at home, feeling of stress, undervalued work and insufficient remuneration, conflicts with employees, lack of social support, conflicts with other nurses and doctors.

Based on the results of these studies, it is clear that it is necessary to create strategies to reduce stress in the workplace, to understand and minimize its impact on people's lives.

Keywords: Professional exhaustion, Emotional exhaustion, Nursing.

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INTRODUCTION

Work can be understood as an activity that enables socialization, identity formation and the survival of individuals. However, it was observed that the influence of work and its great influence on the structure of the subject can promote the expression of people's subjectivity, whether it is promoting or unhealthy. Added to this is the fact that globalised capitalism, with its demands for productivity and lack of understanding about obtaining/maintaining work, contributes to the breakdown of the social protection process, which sometimes creates the fear of unemployment, which directly affects people's mental health. official (FRANCE; DRUCK; SILVA, 2010).

In this sense, work stress is caused by the individual's integration into an unfavorable work environment, as work can be a source of dissatisfaction. This is because work is understood as a threatening environment for the individual, which is reflected in the personal and professional life plan, as the high demand imposed on employees is greater than their ability to cope. In addition, nurses in medical facilities are daily exposed to occupational risks (biological, ergonomic, physical and mental) related to stressors that can trigger their physical and mental illness (SOUZA; SILVA; COSTA, 2018).

Among the possible definitions, occupational stress can be understood as a link between excessive psychological demands and little control over work. It usually occurs in an unpleasant context that affects the physical and emotional quality of life. This idea is formed by the employee's perception that the work environment in which he is inserted threatens his integrity and physical and/or mental health. that this condition imposes strong and excessive demands (PERNICIOTTI et al., 2020). It should be noted that stress alone cannot cause any disease or related disorder in the body, it only occurs when it is associated with other situations. A probable sign of prolonged exposure of a worker to occupational stress is burnout syndrome (BS) or occupational exhaustion, which occurs in professionals and mainly affects those who are in close contact with the users of their services, including health professionals, police officers, education, including social workers (PERNICIOTTI et al., 2020).

In view of this, the need arose to research this theme, which had as a guiding question: There are Stress Stress Alone A probable sign of prolonged exposure of a worker to occupational stress is burnout syndrome (BS) or occupational exhaustion, which occurs in professionals and mainly affects those who are in close contact with the users of their services, including health professionals, police, education. including social workers (PERNICIOTTI et al., 2020).

THEORETICAL FOUNDATION

BS is a process that begins with excessive and prolonged levels of stress (strain) at work. Individual characteristics related to the environment and work led to the emergence of

multidimensional factors of the syndrome: emotional exhaustion, depersonalization, and reduced personal fulfillment (TRIGO; TENG; HALLAK, 2010).

Emotional exhaustion refers to the depletion of physical and mental resources and leads to feelings of lack of energy and enthusiasm for work. Depersonalization does not refer to a person suddenly changing their personality, but refers to negative and strange attitudes, cynicism, and irony, which leads to a decrease in emotional attachment to the people they work with.

The decline in professional activity is characterized by a feeling of dissatisfaction and incompetence in professional development, which contributes to the abandonment of the profession (OKWARAJI; AGUWA, 2014). Thus, the work they perform affects the physical and mental health of these professionals, and can generate dissatisfaction and exhaustion, which directly affects the quality of the service provided. In this context, it promotes the development of biopsychosocial problems that cause symptoms of stress until the condition worsens and evolves into S (DOS SANTOS et al., 2022).

Of course, this syndrome can affect the individual as a whole with several symptomatic manifestations such as: behavioral symptoms ranging from irritability, decreased ability to concentrate on tasks, inattention, resistance to change, difficulties in communicating with colleagues, for example. Physical symptoms such as muscle pain, loss of appetite, headache, migraine, insomnia, respiratory problems and cardiovascular changes, etc. Psychological symptoms such as anxiety, stress, feelings of failure and insecurity, depression, impatience, lack of attention, etc. Finally, defensive symptoms, in which the person may feel isolated, demonstrate, among other things, a lack of commitment and interest in work, irony (DOS SANTOS et al., 2022; OKWARAJI; AGUWA, 2014).

Nursing involves a stressful and high-demand work routine. It is worth mentioning that, in addition to experiencing direct patient care in health units, nurses are also responsible for receiving families, which are often fragile and require ample responsibility (DOS SANTOS et al., 2022). Nursing is a profession that works with people in all phases of the life cycle and the dying process, so these professionals are assigned many responsibilities in constant contact with people and their families, which culminates in an overload and can cause great emotional instability. In addition, it should be noted that in the case of adverse professional communication, the appearance of stress and the emergence of SC can also be directly influenced by relationships with other professionals, the work environment, and low professional respect (KOINIS, 2015; ROCHA et al., 2020). OKWARAJI;

METHODOLOGY

It is an integrated literature review, characterized as a method that enables the synthesis of knowledge through a systematic and rigorous methodological process. The six steps proposed by the

method were followed: 1) elaboration of a general question; 2) application and selection of basic education; 3) removal of study materials; 4) critical evaluation of the basic studies included in the review; 5) synthesis of the results of the review and 6) presentation of the review (MENDES; SCOTT; GALVÃO, 2019).

The acronym PICO (Population/Invention/Control/Outcome) was used to elaborate the guiding question that addressed P=Nursing professionals; I = not applicable; C = not applicable; 0 = exhaustion syndrome. Thus, the guiding question was formulated: "Are there studies reported in the scientific literature on evidence of burnout in nurses?" (SANTOS; PEPPER; NOBRE, 2007).

The Health Sciences Descriptors (DeCS) were chosen to systematize the search: "psychological exhaustion"; "nursing staff" and "appearance" with the Boolean operator "AND" and combined MeSH terms as follows. "Psychological sleepiness"; AND "administrator, nurse"; OR "helper, nurse" AND "presentation". Following this name, an initial search was carried out in August 2023 in the following databases: National Library of Medicine National Institutes of Health (PubMed), Latin American and Caribbean Literature on Health Sciences (LILACS) and Institute for Scientific Information Network of Science. The inclusion criteria defined were complete, original and complete articles available on online platforms, published in Portuguese, English and Spanish, published in the period 2019-2023 and that dealt with the chosen topic. The exclusion criteria were theses, dissertations, abstracts, integrative review articles, systematic review, book chapters, repeated articles and all those that did not understand the aforementioned parameters.

For data analysis, the selected articles were translated and read in depth, after which the sources of the studies corresponding to the search criteria were manually selected, and the registration was initiated according to the form approved by Ursi and Galvão (2006).), which was adapted to the specific characteristics of this study. Thus, after evaluating the studies included in this study, the following information was analyzed for the result: name, author, journal, year of publication, country, language, database, level of evidence, sample, keyword, synthesis of results, and conclusion.

The level of scientific evidence according to the type of research of the articles selected here, the IR was determined using the classification presented by Galvão, Sawada and Mendes (2003, p. 45) presenting the American Agency for Healthcare Research and Quality (AHRQ).) classification into six levels:

"level I: meta-analysis of multiple controlled studies; level II: Individual study with experimental design; level III: study with quasi-experimental design as a study without randomization with a single group pre and post-test, time series or case-control; level IV: study with non-experimental design such as descriptive correlational and qualitative research or case studies; level V: case reports or data obtained in a systematic way, of verifiable quality or program

evaluation data; Level VI: opinions of reputable authorities based on clinical competence or opinion of expert committees, including interpretations of non-research-based information; regulatory or legal opinions".

A total of 291 articles were found, which were distributed in the databases as follows: 291 articles in PubMed, 0 articles in LILACS and 0 articles in the Scientific Institute of Science Network. Of these, 287 articles were excluded. The final sample consisted of 04 articles. The search, inclusion and exclusion strategies were presented in a flowchart (Figure 1) as recommended by the PRISMA group (GALVÃO; PANSANI, 2015).

RESULTS AND DISCUSSION

The results showed a narrow view of the number of studies available in the databases that dealt with the theme defined to answer the guiding question, since n=04 (100%) articles were retrieved. From the identified studies, the temporal distribution of the publications is revealed: 50% in 2021 (n=02), 25% in 2020 (n=01) and 25% in 2022 (n=01). As for the language, all articles were published in English and in two Brazilian publications, one in Chinese and the other in Ethiopic. As shown in Table 1, it was also found that the level of evidence of the studies was 50% (n=02) level IV (study with a non-experimental design, such as a descriptive, correlational and qualitative study or case study) and 50%. (n= 02) Level III (study with a quasi-experimental design, e.g., non-randomized study with a pre- and post-test group, time series, or case-control).

Chart 1 – Synthesis of the primary studies included in the integrative review. Brazil. 2024

Titles:	Authors	Year/ Country/ Database/ Level of evidence/ Sample	Keywords	Summary of results	Conclusion	
Prevalence and factors associated with burnout syndrome among nurses in public hospitals, southwestern Ethiopia.	Alemayehu Sayih Belay, Melak Menberu Guangul, and Gizachew Ayele Manaye.	2021/ Ethiopia/ level III/ PubMed/ 282 nurses.	Burnout Syndrome, Factors, Nurses, Prevalence, Ethiopia.	A cross-sectional institutional-based study was carried out, using the Oslo Social Support scales, Self-Reporting Questionnaire version 20 (SRQ 20), and the Athens Insomnia Scale (AIS). The overall prevalence of burnout syndrome among global nurses was 11.23%. The Sub-Saharan Africa, Southeast Asia, and Pacific region had the highest rate (13.68%), followed by Latin America and the Caribbean (10.51%) of burnout syndromes, while the Europe and Central Asia region had the lowest.	This study revealed that a considerable proportion of nurses had burnout syndrome. However, it is observed that improved educational status and strong social support should be encouraged among nurses working in the healthcare setting for the improvement of healthcare services, including job satisfaction and overall quality of care.	
Other associated occupational stress among Chinese nurses: a cross-sectional study in three hospitals	Yasira Kabakleh, Jing-ping Zhang, Yuan Li.		2020/ China/ PubMed/ Level III/ 487 nurses from three hospitals.		Depersonalization, Burnout Syndrome, nurses	Based on a cross-sectional, qualitative study, four validated questionnaires were used to assess burnout, self-esteem, effort, reward and favorability of the nursing

				workplace; Maslach-Burnout Inventory (MBI), Rosenberg Self-Esteem (RS), Effort-Reward Imbalance (ERI) and Work Environment Scale (WES) questionnaires. It was noted that the study involved a discussion with 846 nurses working in three named hospitals in China. Of the 846 nurses, a total of 359 were excluded due to non-compliance with the inclusion criteria and the fear of data being collected by the authority. All remaining 487 were evaluated. Higher self-esteem was associated with a lower level of emotional exhaustion (non-standardized coefficient: -0.579, p-Value<0.001); and lower level of depersonalization (Non-standardized coefficient: -0.212, p-value = 0.001). The relationship between self-esteem and personal fulfillment did not reach statistical significance. A higher effort-reward ratio was associated with a lower likelihood that nurses would consider their work environment favorable (Logit

				estimate of -0.832, p-value 0.014).
among nurses: a multicenter comparative study.	Elisabete Maria das Neves Borges, Cristina Maria Leite Queirós, Margarida da Silva Neves de Abreu, Maria Pilar Mosteiro Dias, Maria Baldonedo Mosteiro, Patricia Campos Pavan Baptista, Vanda Elisa Andres Felli, Miriam Cristina dos Santos Almeida, Silmar Maria Silva.	2021/Portugal and Spain/ Pubmed/ Level IV/ 1052 nurses	Brazil; Professional Burnout; Multicenter Study; Nursing; Portugal; Spain.	Based on a quantitative, descriptive, correlational, comparative and cross-sectional study, using the sociodemographic questionnaire and the Maslach Burnout Inventory, it was obtained that approximately 42% of the nurses had moderate/high levels of burnout, with no differences between the countries (Portugal and Brazil with 42%, Spain with 43%). Only the depersonalization dimension showed differences between countries, with a higher level in Spain and a lower level in Portugal. The comparative analysis showed higher levels of burnout in young nurses and those who worked in shifts. Regarding work schedules, burnout was associated with shift work in Portugal and fixed schedules in Spain and Brazil.

CONCLUSION/FINAL CONSIDERATIONS

Based on the results of these studies, it is clear that it is necessary to create strategies to reduce stress in the workplace, to understand and minimize its impact on people's lives. Thus, it reduces the prevalence of BS among nursing workers.

An organizational reform is needed that accelerates the dialogue between managers and specialists and whose objective is to promote health through more favorable working conditions and a better quality of life. Including fair hierarchical relationships, a healthy environment, positive professional and salary relationships, valuing work and welcoming professionals with mental health problems.

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