

Burnout Syndrome in nurses*Síndrome de Burnout en enfermeros**Síndrome de Burnout em enfermeiros***Daniela Brene Vieira dos Santos¹**

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This research aimed to carry out a bibliographic survey on Burnout syndrome in health professionals. The nursing profession permeates all other subprocesses and has as its object the nursing workforce and its representation; to achieve better conditions to operate the other processes and its product is power, social recognition, and the achievement of favorable conditions to operate the work processes. The study was carried out through a literature review, of articles published between 2016 and 2023. The issue of health problems that affect nursing professionals in the hospital environment is directly related to occupational risks. This research is important for society because it can lead to the implementation, after reflection, of which actions can reduce or eliminate Burnout syndrome in health professionals.

Descriptors: Nurse; Burnout Syndrome; Health Professionals; Mental Health; Psychiatric Nursing.**How to cite this article:**

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Resumén

El objetivo de esta investigación fue realizar un levantamiento bibliográfico sobre el síndrome de Burnout en profesionales de la salud. La profesión de enfermería permea todos los demás subprocesos, su objeto es la fuerza de trabajo de enfermería y su representación, con el fin de lograr mejores condiciones para operar los demás procesos y su producto es el poder, el reconocimiento social y el logro de condiciones favorables para operar los procesos de trabajo. El estudio se realizó a través de una revisión de la literatura, artículos publicados entre 2016 y 2023. La temática de los problemas de salud que afectan a los profesionales de enfermería en el ámbito hospitalario está directamente relacionada con los riesgos laborales. Esta investigación es importante para la sociedad ya que puede conducir a la implementación, luego de la reflexión, de qué acciones pueden reducir o eliminar el síndrome de Burnout en los profesionales de la salud.

Descriptor: Enfermero; Síndrome de Burnout; Profesionales de la Salud; Salud Mental; Enfermería Psiquiátrica.

Resumo

Objetivou-se com esta pesquisa realizar um levantamento bibliográfico sobre a síndrome de Burnout em profissionais de saúde. A profissão de enfermeiro permeia todos os demais subprocessos, possui como objeto a força de trabalho em enfermagem e sua representatividade, com finalidade de conquistar melhores condições para operar os outros processos e seu produto é poder, reconhecimento social e conquista de condições favoráveis para operar os processos de trabalho. O estudo foi realizado através de uma revisão de literatura, artigos publicados no período do ano de 2016 a 2023. A questão dos problemas de saúde que afetam os profissionais de enfermagem no ambiente hospitalar está diretamente relacionada aos ocupacionais riscos. Para a sociedade é importante esta pesquisa pois pode levar a implementação após reflexão quais ações podem diminuir ou eliminar a síndrome de Burnout em profissionais de saúde.

Descritores: Enfermeiro; Síndrome de Burnout; Profissionais de Saúde; Saúde Mental; Enfermagem Psiquiátrica.

Introduction

One of the health problems that affects some nursing professionals in the hospital environment is directly related to the occupational risks to which they are subjected in their daily lives, which can lead to work accidents and occupational diseases¹.

Nurses commonly work in care and management services and often accumulate several employment relationships as health teachers. It is observed that occupational disease is related to the risks to which the worker is subjected to this professional class, due to the working conditions, which can lead to accidents or result in health problems².

The nursing professional who also works as a health teacher often adheres to an ethical position in different situations, of respect for others and understanding limits, because, due to work-related stress, many professionals can be affected by Burnout Syndrome^{3,4}.

In sectors such as emergency rooms, attention should be paid to the warning signs regarding health service professionals, because nurses, due to exposure to stress, may become nervous or irritable, which refers to the psychological manifestation resulting from mental fatigue due to application. In international literature, the provision of quality care is expressed by the following attributes: a high degree of professional mastery; efficient use of resources; reduction to a minimum level of injuries produced or resulting from care, with the satisfaction of clients regarding their demands, with the use of personal protective equipment (PPE) and guidance regarding expectations and

accessibility to health services. Professional burnout is the most described in the literature⁴⁻⁶.

In this context, nurses, together with the medical team, apply skills to act in emergencies in a practical, synchronized, and systematic way. They are responsible for patient care and seek humanized care, being the first contact of this gear in a process composed of nursing technicians in which one depends on the other⁶.

From this perspective, the worker needs recognition of his/her importance by his/her peers and superiors, the lack of recognition of the provision of services has directly affected the quality of life, causing the Nursing professional to face excess work in two or more jobs, to achieve the desired remuneration, causing Burnout syndrome⁷.

Methodology

This refers to a study carried out through descriptive bibliographic research, scientific articles related to the research theme were examined, from 2016 to 2023, and research carried out in databases such as This is a bibliographic study carried out in the LILACS and SciELO databases and platforms of the Federal Nursing Council (CoFEn) and Regional Nursing Councils (Corens). The descriptors used were: "Nurse", "Burnout Syndrome" and "Nursing".

Results and Discussion

In healthcare, nurses have some characteristics in common, such as the reduced number of professionals



working in healthcare, the difficulties in which nurses can be affected by Burnout, mainly the factor of emotional exhaustion; Organizational sources such as maladjustment with the individual at work, lack of collegiality; excess work and conflict of values and organizational practices bring about Burnout, emotional fatigue^{7,8}.

The emergency room, in the face of the COVID-19 pandemic, is a sector that provides emergency services and represents an important part of the gateway to health services. Professionals in these hospital sectors have faced severe stress in the general sense of the issue, as this is where the population seeks these institutions to resolve complex problems, causing overcrowding in these services⁸.

Occupational stress (Burnout stress) is not entirely something attributed to psychology, it is feedback on occupational conflicts, in the relationship between employees and employers; generally, the biggest complaints from teachers are exactly about the stress that later evolves into Burnout Syndrome⁹.

Over the decades, nursing teachers have seen their profession transformed, with significant changes in the way they work, especially in the importance of being a teacher and the devaluation that society places on education. This is an aggravating factor for professional dissatisfaction, which affects the physical, mental, social, and spiritual well-being of teachers¹⁰.

It presents a considerable social problem of extreme value and has been developed in different countries, as it is related to high organizational costs, adequate staff turnover, there are productivity and quality problems. It is also linked to different forms of personal dysfunctions, causing the appearance of psychological and physical complications.

Due to the more constant and direct relationship with critical situations, most authors refer to Burnout in healthcare professionals such as medicine, nursing, and education. The syndrome does not only affect workers but extends to any employee who has a certain level of personal interrelationship, whether with clients, consumers, users, colleagues, or leaders. Preventing stress at work will be one of the greatest challenges around occupational health in the 21st century^{10,11}.

Furthermore, analyzing Burnout syndrome in the context of nursing professionals is necessary to understand how work relationships in this type of society can affect the health of these professionals and harm the method of care for the patient.

The conception of the various properties present in health organizations that differentiate them from other organizations will allow the understanding of the phenomenon, favoring the perception of the universe of nursing professionals and for research in the health area¹¹.

The working conditions of nursing professionals are exhausting not only for their physical health but also for their mental health, as the work is complex, carried out in an environment where they deal with different situations that involve maintaining life and the feeling of helplessness in the face of certain circumstances^{11,12}.

Work can contribute not only to the occurrence of work accidents but also to trigger frequent situations of stress and physical and mental fatigue, leading to Burnout syndrome. It is considered essential to observe the importance of mental health for nursing professionals at work as a team that directly involves the care provided to the patient, discussing the sociodemographic and occupational factors that predict Burnout syndrome in health professionals¹².

It is added that the professional begins to feel guilty about his family because he does not have time to dedicate himself to it, to follow the growth of his children, to follow their studies (and his studies). He sees the weakening of emotional and family ties. There is a conflict between what is right and wrong, a conflict of values between "having" and "being" in today's society¹².

Feelings of guilt and existential conflicts, professionals feel trapped and lose their dreams due to the accumulation of working hours, overtime, and which suppresses free time for socializing and carrying out other activities^{8,12}.

Nursing is one of the essentially feminine professions, related to the act of caring for others. According to all caregivers, health professionals, or family members, when accompanying a progressive disease process and the sad reality of approaching death, they suffer great physical and emotional exhaustion, including due to their impotence to reverse this process, due to feeling guilty for possible omission⁹.

Nursing as an institution in the United Kingdom in the 19th century and in our country at the beginning of the 20th century, nursing originated much earlier, in the center of an uncivilized tribe, revealed by acting instantly to protect its species, which was way of coexisting, nursing can be defined as the art and science of caring for the individual in their basic needs. Nursing seeks harmony, and inner balance, concomitantly with work, however, the achievement depends on external factors, such as the experience of everyday life and daily situations of stress, as it deals with death and life^{10,12}.

People with this disease feel overwhelmed by conflicts, afflictions, anguish, and dissatisfaction that arise from modern life, providing the individual with antagonistic situations such as stressors and quality of life at work. This is what every individual seeks, the balance to better survive, in other words, the search for fitting into the sociopolitical-cultural context to which they belong, but this search for better remuneration can lead to illness⁷.

It is considered that defensive strategies contribute to allowing these health professionals to achieve a reasonable balance in their mental health, due to their contact with distressed patients and family members, and in this process of illness, monitor the field of health in which human biology, which includes genetic inheritance and biological processes inherent to life, including aging factors; the environment, which includes soil, water, air, housing, and the workplace, reduces the mental suffering of those affected by diseases such as Burnout syndrome^{8,12}.

It is inferred that relationship problems with management or even with doctors on the team lead to suffering at work, dissatisfaction, less interest in staying on the job, stress, and depression. In the long term, the problems worsen and can lead to professionals being absent from work. When interactions between nursing staff and management result in conflicts, this is a source of stress. It is emphasized that low pay leads many nursing professionals to resort to working double or triple shifts due to low salaries, and this deprives them of social interaction, family life, leisure activities, and studies, all of which are necessary for the good mental health of every human being^{8,10-12}.

The remuneration of nursing professionals, especially women, can also be associated with absenteeism, as low salaries can imply the need for two or even more jobs, which causes work overload, which can lead to absenteeism. Salary does not always lead to job satisfaction, but it is a necessary instrument to encourage individuals to achieve pre-established goals⁷.

This is an important variable because it predicts job dissatisfaction, a fact that has a direct impact on the activities and behavior of nurses, even though the other components of the work are systematically and consistently indicated as being of high relevance. Another important aspect is demotivation. People's motivation depends on two factors: hygiene and motivation. They comment that, on the contrary, attitudes such as apathy, indifference, lack of commitment to work, irresponsibility, poor relationships with the work team and patients, lack of motivation, dissatisfaction, and lack of creativity are considered difficulties for the development of nursing work.

Conclusion

Burnout Syndrome generally incorporates feelings of failure, the main indicators are: emotional fatigue, depersonalization, and lack of personal fulfillment; The syndrome is a disease that must be treated seriously and with understanding, and it is essential to emphasize the importance of a competent diagnosis, so that mistakes are not made, such as the confusion between Burnout and depression, quite common in the initial stages, due to the similarity of symptoms, such as Burnout followed by depressive disorder.

The nursing professional with diverse functions and category competencies maintains a relationship between the dimensions of psychological demand and control over work, with labor and health aspects of workers in a constant generation of stress in which he may be at risk of being affected by Burnout Syndrome, as this professional with so many diverse functions due to the category competencies and relationships between the dimensions of psychological demand, control over work with labor and health aspects of workers in a constant generation of stress may be at risk of being affected by Burnout.

The quality of life of these health professionals would be better if they had more adequate working conditions and remuneration with career opportunities in the institution where they are employed. However, nurses are distant from their families and personal situations due to long working hours with two or even three jobs, which ends up interrupting social interaction, causing stress and irritability, and putting work first without realizing the losses that accumulate not only for themselves but for their families.

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