ABSTRACT
Objective: to analyze the scientific production in online journals, in the period 2007-2012, about Burnout Syndrome among healthcare workers. Method: an integrative review, conducted from a survey of the literature on virtual library Scielo and LILACS database with the following descriptors: professional exhaustion, occupational stress and employee health. The search was based on the following question << What is the characterization of periodic online publications disseminated in the period of 2007-2012 about Burnout Syndrome among healthcare workers? >> 22 items constituted the sample. The data was analyzed through content analysis technique. Results: three categories emerged: Burnout syndrome in the primary care team; burnout syndrome in hospital professionals and Burnout Syndrome in professional residents. Conclusion: the said topic should receive more emphasis on research, contributing to their dissemination, presenting proposals for prevention and elimination. Descriptors: Professional Exhaustion; Occupational Stress; Worker's Health.

RESUMO

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Objetivo: analizar la producción científica en revistas online, en el periodo 2007-2012, sobre el síndrome de Burnout en los profesionales de la salud. Método: revisión integradora, realizada a partir de una revisión de la literatura en la biblioteca virtual Scielo y en la base de datos LILACS con los siguientes descriptores: agotamiento profesional, estrés laboral y salud de los empleados. La búsqueda se basó en la siguiente pregunta << ¿Cuál es la caracterización de las publicaciones periódicas online difundidas en el periodo 2007-2012, sobre el Síndrome de Burnout en los profesionales de la salud? >> Constituyeron la muestra 22 artículos. Los datos fueron analizados mediante la técnica de análisis de contenido. Resultados: surgieron tres categorías: síndrome de Burnout en el equipo de atención primaria, el síndrome de burnout en los profesionales del área hospitalaria y el Síndrome de Burnout en profesionales residentes. Conclusión: el dicho tema debe recibir mayor énfasis en la investigación, contribuyendo a su difusión, la presentación de propuestas para la prevención y eliminación. Descriptores: Agotamiento Profesional; Estrés Laboral; La Salud del Trabajador.
INTRODUCTION

Social changes, changes associated with the work they have happened swiftly in recent decades, bringing changes that are present not only in the operational field work, but also in the sphere of psychological employees. The capitalization of employees’ work and professional skills based on ability to organize, coordinate, innovate, and decide to cooperate in team work has contributed to the levels of physical and emotional exhaustion of workers reach high proportions.

In this perspective, mental health wins the growing interest of researchers and, in this context, we highlight health professionals. The first studies on the mental health of the worker sought to clarify the stressful aspects common in workplaces of health professionals, identify what these professionals had to live with these aspects, which specific techniques used to overcome stress and effects caused when seeking to prevent.1

It is also evident that health workers are continuously exposed to different occupational stressors that directly affect their well-being. Many of these stressors depend on the type of institution, region or country in which it is exercised.2 Faced with all these issues, the health professional, not infrequently demonstrates a kind of disillusionment and fatigue that often ends in a situation of abandonment and hopelessness, lack of expectation in the workplace and increase the difficulty of facing it, which may lead different physical and psychological injuries in his health3, and Burnout Syndrome of them.

The term burnout is the result of a composition of the English language: it means burning burn in and out which means foreign, suggesting that the person with this kind of stress consumes up physically and emotionally. Being an essentially social phenomenon, translation times of crisis and disorientation of today's society, the syndrome affects mercilessly and emphasizing how the welfare activities.4 In addition, the SB has been considered an important public health problem.5 Although it is considered a work-related illness, being contemplated in Schedule B of the Security Regulation, established by the Ministry of Welfare and Social Brazil6, is still diagnosed infrequently because their size and specific characterization require a more depth7.

The burnout is characterized by a response of the body to a state of lasting stress, chronic, established when situations of confrontation were not employed, failed or were not satisfactory. It is a type of occupational stress that manifests based on a symptom itself, being developed by Overload chronic job stress and designed with a construct that encompasses three factors: emotional exhaustion, depersonalization and feelings of reduced personal accomplishment.8

At SB in health care is a gradual importance credited by many researchers9,10 national and international.10-11 A large share of this interest comes from the problems associated with its occurrence, that determine negative organizational outcomes such as decreased productivity, absenteeism and various types of personal dysfunction, which can lead to serious deterioration of the individual's performance at work, also affecting their family and social relationships.12

Faced with this reality, in Brazil, the SB has been the focus of research in different fields, such as medicine, psychology, nursing, education, among others. However, it is observed that the national and international literature, which address this issue, deserve to be studied. For this it is necessary to investigate the work inherent to that theme to better understand this phenomenon, considering that it is incipient in academia and in the professional, which makes its visibility, identification, prevention and eradication in the workplace.

Given the above, and reiterating the importance of the SB in the context of occupational and personal health care, it is necessary to investigate the contribution of research on the topic in question, the emerging interest in conducting this study aims to: analyze the in scientific journals online, in the period 2007-2012, about burnout syndrome among healthcare workers.

METHOD

Study integrative review method which enables analysis of scientific research in a systematic and widespread, favoring characterization and dissemination of knowledge.13 For the construction of the methodological approach was operationalized through the following steps: preparation of the issue of guiding; establishment of the literature search strategy, selection of these studies based on the inclusion criteria, critical reading and evaluation of content, followed by the categorization, analysis, interpretation and synthesis of the results.

The question was << What is the characterization of publications disseminated in online journals in the period 2007-2012 about burnout syndrome among healthcare workers? >> .
To identify studies was used to search online through the Virtual Health Library (VHL), in October 2012. The location of the items in Virtual Scientific Electronic Library Online (SciELO) and database Virtual Center for Latin American and Caribbean Center on Health Sciences (LILACS), registered with the following descriptors in descriptor Health Sciences (Decs): Professional exhaustion, occupational stress and health of the worker.

The inclusion criteria for sample selection was that the study approached the subject in the investigated title, had been published in the period 2007-2012; present the text in its entirety and in Portuguese. Thus became part of the 22 articles. We excluded all articles in duplicate those published in foreign languages or before 2007, although those who submit the descriptors chosen, not directly addressed the issue and that was not available in full. By applying these criteria 21 articles were excluded. The data were grouped according to the approaches of the titles of publications and objectives selected for the study.

The data analysis was made by the technique of content analysis from the following steps: 14 pre-analysis, material exploration, processing and interpretation of results. The first stage corresponds to the stage of organization; it can be used several procedures, such as floating reading, hypotheses, objectives and develop indicators to substantiate the interpretation. Second, the data are coded from registration drives. In the last step the categorization is performed, which consists in the classification of elements according to their similarities and differentiation with subsequent regrouping because of common features.

RESULTS AND DISCUSSION

From Table 1, it was observed that there is a concern among researchers regarding the burnout syndrome and Community Health Agents (CHAs), with only 02 publications related to this profession.

In a survey conducted with ACS's 16, revealed a sense of deterioration in the perception of their own competence of professionals, as well as the lack of satisfaction with the work itself. They present
emotional exhaustion and check the incipient development of negative attitudes and feelings. The most widely used method of coping strategies are focused on the problem, followed by the search for religious practices / wishful thinking. There are signs of distress characteristic of burnout syndrome, with the effort to seek mechanisms that help to cope with work-related problems.

Among workers in the Family Health Strategy (FHS) was observed by solving satisfaction and recognition of the work of the community to which they assist. The salary and flexible working hours were identified as a source of satisfaction for employees. Regarding sources of wear and / or problems at work we emphasize the highest number of loads and interpersonal relationship problems. The loads were considered causes mental problems or wear at work.17

Coping mechanisms used by workers in the face of difficult situations and / or conflicting work were the most frequently used individual coping mechanisms, such as the escape.17 Despite the requirement of exclusive dedication in this type of attention, it is known that many other FHS workers have employment contracts, due to the need to increase the family income, being common to attempt to reconcile two jobs, night shifts and day which may affect the worker's commitment to their work.18-19

The workers included in this model of health care are exposed to the reality of the communities they assisted, where resources are scarce to meet the complex demands with which they are faced. Added to this, some glitches in the network of health care that are reflected in the work and affect the resolution of the shares.17 Also encounter environments, often dangerous, unhealthy and prone to health risks, which adds to the pressures and demands of the work itself and favors the development of burnout syndrome and other work-related diseases.8

It is observed that the FHS workers are exposed to several challenges and stressors at work, which requires a lot of skills to meet the people and for the exercise of self-care. And if you do not use adequate coping strategies, are vulnerable to burnout.

♦ Category II - Burnout Syndrome professionals in hospital

Hospital organizations have as their mission the provision of patient care. The labor activity of its professionals is to promote health, treat disease, prolonging life and lead the process of death. The duties of these workers expose them to situations that may cause damage to your health.20

Even the long working hours, lack of recognition of the importance of their duties of their profession, the limited number of professionals, very close interaction with the suffering, the pain, and in many cases, with the death of these professionals require one control mental and emotional larger than in other professions. In this perspective, there is vulnerability to chronicity of occupational stress, making room for the occurrence of burnout syndrome (BS).

Given the importance of the hospital, with the plethora of occupational stressors that dwell in their industries and influence their workers, the study of SB in the hospital was privileged by the sample, representing the largest number of publications, as evidenced in table 2:
The research sought to identify the prevalence and predictors of SB as well as the socio-demographic profile of the professionals with this syndrome and their working conditions.

The professionals were the most studied nursing, included seven studies on this profession. Seeking to identify signs and symptoms of SB professionals in a public hospital, it was observed that among the professionals who have a high degree of emotional exhaustion and depersonalization and low degree of professional achievement are the nursing professionals. Accordingly, we find that workers directly involved with patient care are demonstrating significant levels in the three dimensions of the SB.

Due to the nature and characteristics of its functions and duties, these professionals experience numerous stressors in the employment context, which may involve risks to their health, both physical and psychic, as well as affect your performance in patient care. Ultimately may develop chronicity of your stress and make SB.22

To obtain this result was used as an instrument the Maslach Burnout Inventory (MBI), and as the criterion to analyze the prevalence of the syndrome, Grunfeld. In the same study, when using the criterion Ramirez, we found no case23. Importantly, the criteria used in the study methodology interferes critically the outcome. Due to the diversity of ways in which academic studies being conducted by the evaluation of SB, especially regarding the interpretation of MBI, more reliable comparisons between the studies in the literature become unlikely. A critical evaluation of the methodology should be key point for understanding the real dimension of SB.

Some noteworthy studies by focusing beyond SB, job satisfaction is a factor that favors the motivation and professional productivity, encouraging the dedication to work and the quality of the service, which also refers to autonomy. In this sense, the

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Table 2. Submission of articles on burnout syndrome in the period 2007-2012, in Category II - Burnout Syndrome professionals in hospital, according to the title and objectives of the publications selected for the study. João Pessoa, PB, 2012.

<table>
<thead>
<tr>
<th>CATEGORY II-Burnout Syndrome in hospital professionals</th>
<th>Title of publications</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>With medical intensive care unit: socio-demographic profile, working conditions and factors associated with Burnout Syndrome</td>
<td>Occupational stress in health professionals: a study with nurses</td>
<td>[...] examine the sources of stress, the prevalence of burnout, satisfaction levels and professional fulfillment and the main problems of physical health of nurses; analyze the relations between stress, burnout, physical health, satisfaction and professional achievement; set the predictors of burnout experience, physical health, satisfaction and professional fulfillment [...]</td>
</tr>
<tr>
<td>Prevalence of Burnout Syndrome in nursing workers of a large hospital in southern Brazil</td>
<td>Prevalence of Burnout Syndrome in nursing workers of a large hospital in southern Brazil</td>
<td>To determine the prevalence of the syndrome of burnout in nurses, technicians and nursing assistants [...], profiling of employees more likely to develop burnout</td>
</tr>
<tr>
<td>Burnout Syndrome in nurses of pre-hospital rescue team</td>
<td>Burnout Syndrome in nurses of pre-hospital rescue team</td>
<td>Verify the presence and assess levels of burnout in nurses of pre-hospital rescue team</td>
</tr>
<tr>
<td>Burnout Syndrome in health workers in a hospital of medium complexity</td>
<td>Burnout Syndrome in health workers in a hospital of medium complexity</td>
<td>Investigating signs and symptoms of burnout in the nursing workers to the emergency room of University Hospital correlating them with predictors</td>
</tr>
<tr>
<td>Predisposing factors of the Burnout Syndrome in workers at a public hospital of medium complexity</td>
<td>Predisposing factors of the Burnout Syndrome in workers at a public hospital of medium complexity</td>
<td>Identify signs and symptoms of Burnout Syndrome in health workers of a medium complexity hospital of Londrina-PR [...]</td>
</tr>
<tr>
<td>Suffering health team in the hospital context: caring for the care professional</td>
<td>Suffering health team in the hospital context: caring for the care professional</td>
<td>Describe how health professionals to face the consequences on their physical and mental health</td>
</tr>
<tr>
<td>Syndrome of Burnout and job satisfaction in nursing professionals from the interior of the RS</td>
<td>Syndrome of Burnout and job satisfaction in nursing professionals from the interior of the RS</td>
<td>Assess whether the syndrome of Burnout and job satisfaction indices are the demographic variables [...] and occupational variables [...]</td>
</tr>
<tr>
<td>Burnout Syndrome and associated factors in health care workers: a comparative study between Brazil and Portugal</td>
<td>Burnout Syndrome and associated factors in health care workers: a comparative study between Brazil and Portugal</td>
<td>Compare the prevalence and factors associated with burnout syndrome.</td>
</tr>
<tr>
<td>Doctors in the ICU: prevalence of Burnout Syndrome, sociodemographic characteristics and working conditions</td>
<td>Doctors in the ICU: prevalence of Burnout Syndrome, sociodemographic characteristics and working conditions</td>
<td>Describe the prevalence of burnout syndrome, socio-demographic characteristics and the working conditions of doctors [...]</td>
</tr>
<tr>
<td>Occupational factors associated with Burnout Syndrome components in Nursing workers</td>
<td>Occupational factors associated with Burnout Syndrome components in Nursing workers</td>
<td>Identify the occupational factors associated with the three components of the Burnout Syndrome in nursing workers who work in hospital assistance</td>
</tr>
<tr>
<td>Predictors of Burnout Syndrome in nurses of emergency prehospital services.</td>
<td>Predictors of Burnout Syndrome in nurses of emergency prehospital services.</td>
<td>Examine the predictors of Burnout Syndrome presented by nurses of emergency prehospital services mobile</td>
</tr>
</tbody>
</table>

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Batista JV, Barros EO, Morais JMD de et al. Burnout Syndrome in health workers ...
The residence is a developmental process in which the professional must make an assessment between the desire to care and the desire to heal, dealing with feelings of helplessness in relation to the complex health care system and establish boundaries between their personal and professional identity.\textsuperscript{26}

The stress among professionals residency programs in healthcare to professional development is a complex phenomenon and has been investigated for a long time, especially noting the negative effects on the health and performance of those students who may experience, even as a transitional lack of control over the environment that creates the problem, resulting in academic failure.\textsuperscript{27}

The residence in the area of health is a form of teaching graduate characterized by being a very stressful period in the formation of the professional who is under constant pressure, showing tiredness, fatigue and fear of making mistakes. It consists of a period marked by extensive personal development, which requires changing lifestyle, which often leads to physical symptoms, and psychological burnout, leading to impairment of physical and mental health of the resident and, ultimately, injury also their quality of life.\textsuperscript{28}

Based on the considerations that the implementation of residency programs produces improvements in the quality of professional training, although there are many determinants that affect the health and quality of life of the professional, some reflections are made on the material that relates to this subject.

Table 3. Submission of articles on burnout syndrome in the period 2007-2012, in Category III - Burnout Syndrome in professional residents, according to the title and objectives of the publications selected for the study. João Pessoa, PB, 2012.
Symptoms of burnout. Residents, mostly, act to combat this phenomenon, seeking to give visibility to this issue. Research shows, too, that the SB is present in many work settings such as primary care, hospitals and residency programs.

From the data presented, it was realized that the need for attention to the burnout syndrome among healthcare workers need to be more prominent or investment. It was observed that, among workers involved directly in context, were nursing that demonstrated the highest levels of emotional exhaustion, depersonalization and low personal accomplishment.

It is considered that this syndrome is a process multicasual with individual situations, social and organizational. With the primary prevention, it allows for interventions aimed at preserving health, therefore the best way to preserve the health of the worker. Therefore, the burnout syndrome can be avoided, since professionals favor the execution of preventive activities of chronic stress, from the performance in multidisciplinary teams with a view to rescuing the affective characteristics embedded in everyday life of those who live. We also emphasize that this topic should receive more emphasis in research and literary exhibitions in national and international scene, contributing to their dissemination, presenting proposals for their prevention and elimination, and disseminate information about the topic discussed here.

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