



BURNOUT SYNDROME TRIGGERING FACTORS IN NURSES
FATORES DESENCADEANTES DA SÍNDROME DE BURNOUT EM ENFERMEIROS
FACTORES DESENCADENANTES DEL SÍNDROME DE BURNOUT EN ENFERMEROS

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ABSTRACT

Objective: to identify the knowledge exposed in the literature about the factors triggering Burnout Syndrome in nurses. **Method:** this is a descriptive, descriptive, integrative review type study, with searches in the LILACS, MEDLINE, and Scielo Virtual Library databases, using the descriptors "Burnout", "Nursing", "Stress" and "Professional exhaustion". The research was carried out in articles published between the years of 2010 and 2015, and a critical analysis of the articles was done, and the results are presented in figures form. **Results:** a total of 247 articles were found and 13 were included for the final study sample. Critical analysis allowed the identification of the main factors responsible for Burnout Syndrome in nurses, especially the excessive work day, followed by professional dissatisfaction. **Conclusion:** it is concluded that Nursing professionals themselves need to be aware of the importance of taking care of their health in the workplace, minimizing the risk of developing Burnout Syndrome. **Descriptors:** Nurses; Professional Exhaustion; Triggering Factors; Worker's health; Psychological stress; Nursing.

RESUMO

Objetivo: identificar o conhecimento exposto na literatura sobre os fatores desencadeantes da Síndrome de Burnout em enfermeiros. **Método:** trata-se de um estudo bibliográfico, descritivo, tipo revisão integrativa, com buscas nas bases de dados LILACS, MEDLINE, e na Biblioteca Virtual Scielo, por meio da utilização dos descritores "Burnout", "Enfermagem", "Estresse" e "Esgotamento profissional". Realizou-se a pesquisa em artigos publicados entre os anos de 2010 a 2015, e, foi feita a análise crítica dos mesmos, e os resultados apresentam-se em forma de figuras. **Resultados:** encontrou-se um total de 247 artigos e 13 foram incluídos para a amostra final do estudo. Permitiu-se, pela análise crítica, a identificação dos principais fatores responsáveis pela Síndrome de Burnout em enfermeiros, destacando-se a jornada excessiva de trabalho, seguida da insatisfação profissional. **Conclusão:** conclui-se a necessidade de os próprios profissionais de Enfermagem se conscientizarem sobre a importância de cuidar da sua saúde no ambiente de trabalho, minimizando o risco de desenvolvimento da Síndrome de Burnout. **Descritores:** Enfermeiros e Enfermeiras; Esgotamento Profissional; Fatores Desencadeantes; Saúde do Trabalhador; Estresse Psicológico; Enfermagem.

RESUMEN

Objetivo: identificar el conocimiento expuesto en la literatura sobre los factores desencadenantes del Síndrome de Burnout en enfermeros. **Método:** es un estudio bibliográfico, descriptivo, tipo revisión integrativa, con búsquedas en las bases de datos LILACS, MEDLINE, y en la Biblioteca Virtual Scielo, por medio de la utilización de los descriptores "Burnout", "Enfermería", "Estrés" y "Agotamiento profesional". Se realizó la investigación en artículos publicados entre los años 2010 a 2015, y se hizo el análisis crítico de los mismos, y los resultados se presentan en forma de figuras. **Resultados:** se encontró un total de 247 artículos y 13 fueron incluídos para la muestra final del estudio. Se permitió, por el análisis crítico, la identificación de los principales factores responsables por el Síndrome de Burnout en enfermeros, destacándose la jornada excesiva de trabajo, seguida de la insatisfacción profesional. **Conclusión:** se concluye la necesidad de que los propios profesionales de Enfermería se conscientizaren sobre la importancia de cuidar de su salud en el ambiente de trabajo, minimizando el riesgo de desarrollo del Síndrome de Burnout. **Descriptor:** Enfermeros; Agotamiento Profesional; Factores Desencadenantes; Salud Laboral; Estrés Psicológico; Enfermería.

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INTRODUCTION

It is known that health professionals face, in their daily lives, situations of stress and anxiety; the nurses, in particular, deal directly with the suffering of others and high-risk situations, thus increasing their vulnerability to occupational diseases, since they spend most of their time interacting with patients.¹

The career of the nurse is characterized by several factors that contribute to professional dissatisfaction, such as the lack of definition of the salary floor and, as a consequence, the feeling of injustice; the accumulation of tasks, resulting in overload; the bond with the patient and their suffering, facing death closely and the risk of contamination and violence.²

It is understood that the physical and mental exhaustion, due to the excessive work day, often in unhealthy environments and without the proper recognition, causes that professional to present demotivation, which brings losses in the care to the patient.³

Psychosocial problems related to prolonged exposure to stress are thus triggered, leading to the collapse of the biological system. It prevents the occurrence of compensatory changes and anticipation that help to address these problems, resulting in headaches, insomnia, social dysfunction and depression.⁴

Burnout Syndrome (BS) is manifested based on specific symptoms, and can be developed by prolonged exposure to emotional and interpersonal stressors at work and conceived through three factors: emotional exhaustion, depersonalization and feelings of reduced professional achievement.⁵

This syndrome is evaluated as an emotional response to situations of chronic stress, due to intense relationships that involve working with other people, thus generating feelings of discontentment and attrition.⁶

It is observed that BS occurs frequently in people who perform some type of work in which they need to relate to others in a close and direct way, and the syndrome is characterized by the presence of emotional exhaustion which, in turn, is signaled by decay or loss of emotional resources, resulting in poor mood; depersonalization, which portrays a negative attitude or excessive withdrawal from the public, requiring care; as well as low professional achievement, in which the individual presents feelings of dissatisfaction with their abilities and skills.⁷⁻⁸

Nursing is characterized as a profession marked by care and much of the workload is

related to direct contact with patients and their families. A chronic state of stress is generated from the point of view of work organization, due to the lack of definition of the professional role, to the overload of work, often justified by the lack of staff and stimulated by the payment of overtime, lack of autonomy and authority in decision-making, among other factors, identifying Nursing as one of the professions with a higher incidence of BS.⁷⁻⁸

It is defined that, although Burnout is not considered directly as stress, it is due to a chronic process of it. Nursing is registered in the fourth position among the most stressful professions and, among the predisposing and triggering factors of BS in nurses, the work overload, the lack of role delimitation in the category and the absence of recognition are highlighted, which cause their devaluation as professionals.⁸

The dynamics of the globalized labor market, which stimulates competition, are seen to be aimed at increasing productivity and at an accelerated pace of work. It is created, when the work environment does not correspond to what is expected by the worker, the stress situation; therefore, occupational stress can be conditioned by the individual's perception of the work environment and by his or her ability to cope.⁷

It can be seen that occupational stress, when persistent, may leave professionals vulnerable to the development of work-related syndromes, such as BS. It refers, therefore, to the need for organizations to consider quality of life at work, according to the role they play.⁹

It is pointed out that, in Nursing, BS has been more frequent than in other health professionals, because it is a profession in which responsibilities are increasing and resources, limited.⁴

The relevance of stress is now evident, as there is an increase in the publication of articles and scientific research on coping with stress and how to prevent it, especially in the area of Nursing. It is noted that this concern has meant that the worker is not only concerned with the physiological aspects of the disease, but also with the emotional and psychological responses that are part of the health and illness process.^{1,4}

Based on the information presented, the guiding question of this study was defined: what are the main triggers of Burnout Syndrome in nurses?

The objective of this research was to synthesize the knowledge produced in the

literature through an integrative review that addressed the main factors that trigger Burnout Syndrome in nursing assistants. It was also a question of the interventions that can be adopted to prevent the disease.

In this perspective, continuous work-related stress is an important factor in determining BS; thus, this study can bring several contributions to the Nursing professionals, allowing to know better the processes and mechanisms that trigger the development of this affection in the nurse.

OBJECTIVE

- To identify the knowledge exposed in the literature on the triggering factors of Burnout Syndrome in nurses.

METHOD

It is a bibliographical, descriptive study, type integrative review. It was decided to follow the following steps: 1) elaboration of the guiding question; 2) search or sampling in the literature; 3) data collection; 4) critical analysis of included studies; 5) discussion of the results and 6) synthesis of the integrative review.¹⁰

Data was collected by means of an instrument written by the authors, which contained questions about: A - Study identification (article title, journal title, authors, country, language and year of publication); B - Institution headquarters of the study; C - Type of publication; D - Methodological characteristics of the study (objective, research approach, sample, interventions, results, analysis, implications and level of evidence) and E - Evaluation of methodological rigor (limitations, biases and clarity in the identification of the methodological trajectory).

It was defined, as the guiding question that subsidized the development of the research: what are the main factors that trigger Burnout Syndrome in nurses? For the selection of the study sample, a survey of the texts in the electronic databases MEDLINE Online Medical

Research and Analysis System (Retrieval System Online) and LILACS (Latin American and Caribbean Literature in Health Sciences), in the months of June and July 2015. The descriptors indexed in DeCS "Burnout Professional" (1st), "Nurses" (2nd) and "Precipitating Factors" (3rd) were used. It was possible, with these descriptors, to perform two crossings (#) inserted respectively in all the selected databases: # 1) "Burnout Professional" AND "Nurses" and # 2) "Burnout Professional" AND "Precipitating Factors".

Each database was accessed by two researchers, simultaneously, in different computers and without communication, guaranteeing the most accurate selection and the largest number of articles important for the research. As far as the temporal cut is concerned, all the publications available in each database up to June 2015, with a five-year limit, are intended to provide a collection of more recent articles dealing with the object of study.

They were listed as criteria for the inclusion of publications in this integrative review: original and complete articles, available free of charge in the selected databases, which address the factors that trigger Burnout Syndrome in nursing assistants, written in English, Spanish or Portuguese. The following exclusion criteria were applied: editorial articles, letters to the editor, expert opinions or revisions.

The results were analyzed according to two categories: Excessive work hours and Professional dissatisfaction.

247 references were found, being 212 articles in the LILACS database and 35 in PubMed. These articles were judged carefully, and those who escaped the proposed objective and those who repeated themselves were excluded after reading the title and the abstract. A total of 13 articles were selected (Figure 1).

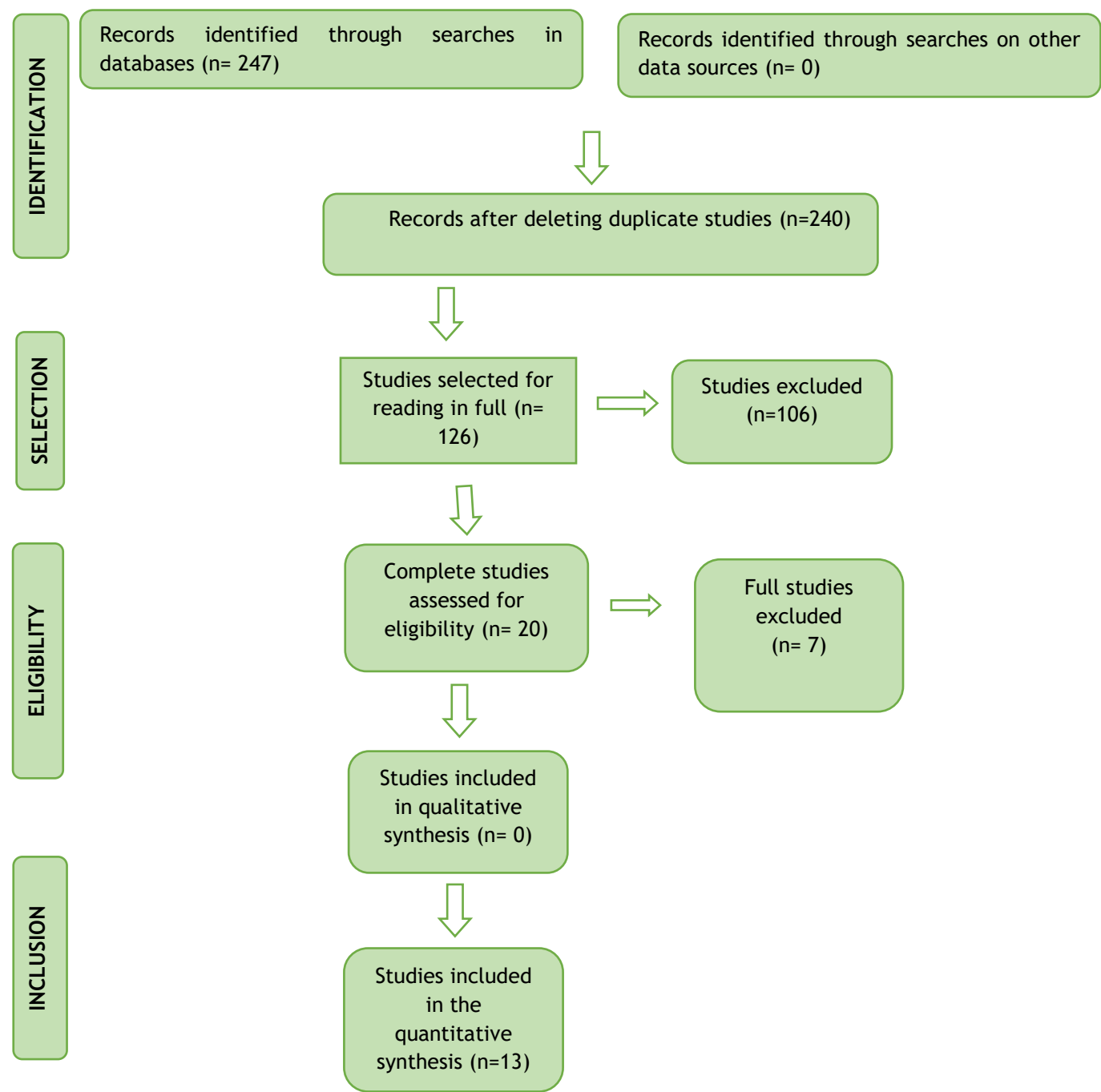


Figure 2. Flowchart of the study selection. Natal (RN), Brazil, 2018.

RESULTS

Table 1 summarizes the studies included in the review, which constituted the body of the

study and represented the essence for the elaboration of results, discussion and conclusion on the theme of the factors that trigger Burnout Syndrome in nurses.

ID/Databases	Country/Year of publication	Title	Type study	References
1 LILACS	Brazil, 2014	Burnout syndrome in the Nursing team of a University Hospital	Cross-sectional	Gasparino CR. Burnout Syndrome in the nursing team of a University Hospital. Cogitare nurs. 2014; 19(2): 232-8.
2 LILACS	Brazil, 2014	Moral Suffering and Burnout Syndrome: There are relationships between these phenomena in nursing workers?	Cross-sectional	Dalmolin GL, Lunardi VL, Lunardi GL, Barlem ELD, Silveira RS. Moral Suffering and Burnout Syndrome: There are relationships between these phenomena in nursing workers? Latin-american Nursing Journ. 2014; 22(1): 2-8.
3 LILACS	Mexico, 2014	Relación entre la fatiga laboral y el Síndrome Burnout en personal de enfermería de centros hospitalários	Cross-sectional	Seguel F, Valenzuela S. Relación entre la fatiga laboral y el Síndrome Burnout en personal de enfermería de centros hospitalarios. University Nurs. 2014; 11(4): 119-127.
4 LILACS	Brazil,	Nursing in Nephrology and		Ferreira TC, Oliveira SP, Santos

	2012	Burnout Syndrome	Prospective	RC, Campos CG, Botti NCL, Machado RM. Nursing in Nephrology and Burnout Syndrome. Cogitare Nurs. 2012; 17(1): 44-49.
5 LILACS	Brazil, 2012	Burnout and the nursing workforce aspects of two medium-sized hospitals.	Cross-sectional	França FM, Ferarri R, Ferrari DC, Alves ED. Burnout and the nursing workforce aspects of two medium-sized hospitals. Latin-american Nursing Journ. 2012; 20(5): 961-70.
6 LILACS	Brazil, 2009	Prevalence of Burnout Syndrome in Nursing Workers at a Large Hospital in Southern Brazil	Cross-sectional	Moreira DS, Magnago RF, Sakae TM, Magajewski FRL. Prevalence of Burnout Syndrome in Nursing Workers at a Large Hospital in Southern Brazil. Public Health Booklet, 2009; 25(7):1559-68
7 LILACS	Brazil, 2012	Burnout syndrome and sociodemographic aspects in nursing professionals	Cross-sectional	França FM, Ferrari R. Burnout syndrome and sociodemographic aspects in nursing professionals. Acta Paul Nurs. 2012; 25(5): 743-8.
8 LILACS	Brazil, 2011	Occupational Factors Associated with Components of Burnout Syndrome in Nursing Workers	Cross-sectional	Meneghini F, Paz AA, Lautert L. Occupational Factors Associated with Components of Burnout Syndrome in Nursing Workers. Nurs-context text. 2011; 20(2):225-33
9 LILACS	Brazil, 2012	Burnout syndrome and social support at work: the perception of Nursing professionals from public and private hospitals	Descriptive	Andrade T, Hoch REE, Vieira KM, Rodrigues CMC. Burnout syndrome and social support at work: the perception of Nursing professionals from public and private hospitals. O&S, Salvador. 2012; 19(61): 231-251.
10 LILACS	Brazil, 2014	Burnout: the impact of job satisfaction on nursing professionals.	Cross-sectional	Sá MAS, Martins-Silva PO, Funchal B. Burnout: the impact of job satisfaction on nursing professionals. Soc Psicol. 2014; 26(3): 664-74.
11 MEDLINE	Brazil, 2013	Quality of life at work and Burnout in Intensive Care Unit Nursing workers	Cross-sectional	Schmidt DRC, Paladine M, Biato C, Pais JD, Oliveira AR. Quality of life at work and Burnout in Intensive Care Unit Nursing workers. Braz Nurs Journ. 2013; 66(1): 13-7
12 MEDLINE	Brazil, 2014	Impact of a physical exercise program on anxiety, depression, occupational stress and burnout syndrome of nursing professionals	Experimental	Freitas AR, Carneseca EC, Paiva CE, Paiva BSR. Impact of a physical exercise program on anxiety, depression, occupational stress and burnout syndrome of nursing professionals. Latin-american Nursing Journ.
13 MEDLINE	Europe, 2010	<i>Qualified and Unqualified (N-R C) mental health nursing staff - minor differences in sources of stress and burnout. A European multi-centre study</i>	Qualitative	Sorgaad KW, Ryan P, Dawson I. Qualified and Unqualified (N-R C) mental health nursing staff - minor differences in sources of stress and Burnout. A European multi-centre study. BMC Health Serv Res. 2010; 14(10):163.

Figure 1. Synthesis of the included studies on the factors triggering Burnout Syndrome in nurses. Natal (RN), 2015.

It was verified that most of the studies were published in 2014, corresponding to a total of five articles (38%), followed by 2012, with four articles (30.7%). It is also observed that 11 publications (84%) are Brazilian studies. It should be emphasized that, as far as the method adopted in the selected

studies, the cross-sectional method was the most found, seen in nine articles (69%).

Based on the analysis of the results of the 13 selected articles, an exploration of the triggering factors of BS in nurses is described in Figure 2.

Triggering factors	Absolute frequency
Excessive working hours	7 (ARTICLES 4, 6, 7, 8, 9, 5 e 13)
Professional dissatisfaction	3 (ARTICLES 1, 7 e 10)
Depersonalization	2 (ARTICLES 1 e 12)
Emotional Exhaustion	2 (ARTICLES 1 e 12)
Stress	2 (ARTICLES 11 e 12)
Intense work fatigue	2 (ARTICLES 3 e 8)
Training time (newly graduated)	2 (ARTICLES 4 e 5)
Insufficient resources	1 (ARTICLE 13)
Female professional	1 (ARTICLE 4)
Temporary contracts	1 (ARTICLE 5)
Double employment relationship	1 (ARTICLE 5)
Therapeutic obsession	1 (ARTICLE 2)
Conflicts of personal and institutional values	1 (ARTICLE 8)

Figure 2. Factors that trigger Burnout Syndrome in nurses - Natal (RN), 2015

Based on the information provided in the table above, it can be seen that excessive work hours were identified as the main factor responsible for BS in nurses, with a percentage of 53%, followed by professional dissatisfaction with 23%.

DISCUSSION

◆ Overworked workday

It is known that hospital health organizations have a responsibility to provide rotating services for 24 hours. It is necessary, therefore, a good management of scale, as well as the personal dimensioning. It is noted, however, that this distribution of staff sometimes detracts from the professional's occupational health and, consequently, their working hours.^{9,11-12}

The work environment is characterized, occasionally, as inadequate, due to the excessive tasks delegated to the professional. It is understood, in the face of this situation, that the worker feels exhausted by the overload of services, provoking a state of exhaustion, not only physical, but also emotional, that has repercussions on his health and also on the care given to the patient.^{5,7}

Nurses stand out with regard to the complications of BS, due to the occupational environment and the monthly work day, which is related to the need to maintain, in many situations, in the Brazilian scenario, a double working day that, as a result, the number of professional assignments increases.^{7,11}

The worker is subjected to enormous pressure in the face of the challenge posed by the pressure between what is to be done and the time available to do it, particularly in the face of the responsibility of performing a qualified work, which intensifies the exhaustion, wear and chronic exhaustion.^{2,5,13}

This creates the need to promote corrective actions to deal with increased

stress at work, in order to minimize the potential psychological consequences and preserve the satisfaction of the work performed, characterized in nursing by the art of caring. In this sense, preventive actions based on the triggering factors of the syndrome.¹⁴⁻⁵

◆ Professional dissatisfaction

The work environment is understood as affected by existential factors present in the life of the health professional, such as the extended time of the journey, the diversity of tasks, the inadequate physical environment and the disproportionate remuneration, which lead the professional to work automatically , without sufficient time or conditions to devote and practice their skills and competences, based on scientific and ethical knowledge, as the conditions of the work environment are improper.^{12,16}

In a study carried out in the intensive care units of 81 hospitals in several Brazilian capitals by 263 nurses, the involvement of a professional supervised team brings the responsibility for conflict resolution and interpersonal skills, with the objective to maintain a good coexistence in the workplace. It is emphasized that the intellectual work dedicated to the interaction between people demands time and balance, resulting in stressful consequences for the nurse.¹⁷⁻⁸

It is observed that Nursing professionals take care of the health others, at the same time they forget to take care of their own well-being since, in this profession, the individual is constantly submitted to situations of emotional stress, being this the way shorter to trigger the professional exhaustion. It is thus shown that the worker tends to depersonalize, losing interest in the work developed, beginning to develop professional dissatisfaction without realizing it and, over time, becoming vulnerable in relation to the other dimensions of Burnout Syndrome.^{6,8}

CONCLUSION

It is concluded that the analyzed articles answered the guiding question of the work with success. Based on the results of this study, the main factors related to Burnout Syndrome in nurses are excessive work hours, followed by professional dissatisfaction.

It is pointed out that the development of the factors that trigger Burnout Syndrome in nurses, based on an integrative review of the literature, enriched the study regarding the knowledge of the disease and the identification of the elements that lead the health professional to contract the syndrome.

It is understood that the physical and emotional well-being in the work environment does not depend only on one factor, that is, it concerns a simultaneous relationship between the professional and the institution, being a challenge between the parties involved.

The importance of the individual's well-being and health in the work environment is evidenced. It is understood that the quality of life is directly related to the human needs and expectations and, consequently, to the satisfaction in the work environment, through healthy and harmonic relations.

Lastly, the need for the Nursing professionals themselves to become aware of the importance of self-care in the work environment and the improvement of a health care policy for the worker, considering the specificities of these professionals, since they are exposed conditions of vulnerability.

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