

NURSING CARE WORKERS - FEELINGS IN A WELLNESS ROOM

Danilo Servilha Rizzi*
Renata Perfeito Ribeiro**
Julia Trevisan Martins***
João Paulo Belini Jacques****
Denise Rodrigues Costa Schmidt*****
Patricia Helena Vivian Ribeiro*****

ABSTRACT

This study aimed to reveal the feelings experienced by nursing workers of a Surgical Center after having received care experience in a "well-being" in the workplace. The methodology was a qualitative approach, with the descriptive and exploratory design. Data were collected through personal interviews with these workers, which took place in the workplace itself, using guiding question. The interviews were audiogravadas and performed between the months of May and August 2010; After, were analyzed by means of the technique of thematic analysis of content, using as theoretical assumption the symbolic interactionism. Were the following thematic categories: environment that promotes the reduction of stress; own environment for care; environment that facilitates interpersonal relationship; environment that provides the recognition; environment that reloads the forces to provide assistance, inclusion and environment that promotes physical health. It is concluded that the "wellness room" is a real alternative and concrete for the promotion of health, prevention of illnesses and harms of these workers within the labor environment.

Keywords: Worker's health. Emotions. Professional exhaustion.

INTRODUCTION

The Surgical Center (CC) is a closed and complex sector that has risks of various natures, which can be harmful to the health of those who work there. This sector often has inadequate infrastructure, where workers perform activities of great responsibility and indispensable for your proper operation, involving from acquisition, handling and maintenance of the equipment to the perioperative patients offered assistance⁽¹⁾. The latter should be the main and only activity of nursing workers active in CC.

At this location, the nursing staff are exposed to occupational stress daily, because this is the sector in which you live with high levels of pressure exercised by the labor organization, with associated productivity requirements, most of the time, with the reduction of contingent workers, need for agility in the tasks and your growing complexity, high expectations many of which are unreliable and sometimes poor interpersonal relationships and disharmonic, causing great tension, fatigue and Professional exhaustion^(1,2).

Occupational stress is that caused by the workplace being a complex phenomenon that affects the worker's body, affecting your health. The personal experience of stress that each person faces can be measured and caused by several factors such as your work experience, the skill level required to perform an activity, the pattern of personality and self-esteem⁽²⁾.

It is considered, on the one hand, which the evaluation of occupational stress-generating aspects and your influence on workers' health has advanced substantially; on the other hand, your measurement is still a challenge to be faced⁽²⁾.

Currently it is recognized that there is need for interventional studies that allow the reduction of stress and the health of the worker. Therefore, knowing the stressor source and the implementation of individual and organizational measures for reducing the stress of the nursing staff by improving the physical and emotional health of these workers, take to your satisfaction and, consequently, increases the productivity and improve the care provided to the patient⁽³⁾.

Given the previous considerations is fundamental to achieving interventionist research that may decrease the

*Nurse. Perioperative Nursing Specialist, Order of Ministers of the Sick. Cotia, SP, Brazil. E-mail: daserizzi@gmail.com

**Teacher. PhD, Department of Nursing, State University of Londrina and Master's Program in Nursing, State University of Londrina. Londrina, PR, Brazil. E-mail: perfeitoerenata@gmail.com

***Teacher. Doctor, Department of Nursing, State University of Londrina and Master's Program in Nursing, State University of Londrina. Londrina, PR, Brazil. E-mail: jtmartins@uel.br

****Nurse. Specialist Perioperative Nursing, Materials Center and Sterilization Hospital of the Cancer of Londrina. Londrina, PR, Brazil. E-mail: joaopbjacques@gmail.com

*****Nurse. PhD, Surgical Center of the University Hospital of Londrina. Londrina, PR, Brazil. E-mail: denisecosta_schmidt@hotmail.com

*****Nurse. PhD, Dental Control Commission of the State University of Londrina. Londrina, PR, Brazil. E-mail: patriciavivian@sercontel.com.br

stress of CC workers and thus contribute to a better quality of life at work, favoring, as a result, the improvement in assistance provided.

Thus, this study aimed to reveal the feelings experienced by nursing workers of a Surgical Center after having received care experience in a "well-being" in the workplace.

METHODOLOGY

This is a qualitative design research, conducted with nurses, technicians and nursing assistants in the CC of a teaching hospital of high complexity of a city in the Brazilian State of Paraná.

This study was motivated after the completion of previous research, which aimed to carry out interventions to minimize stress and promote the welfare of workers in your working environment, which was held in an environment called "wellness room" inside the CC.

This study was motivated after the completion of previous research, which aimed to carry out interventions to minimize stress and promote the welfare of the worker in your own working environment, held in a space called "wellness room", located inside the CC.

In that investigation, the following interventions were offered: massages, foot baths, educational films, music therapy, facial makeup, eyebrow design, acupuncture, reiki, lectures, breakfast, celebration of birthdays, among others. These activities were offered weekly nursing workers. For data collection has been chosen by applying the assessment tools stress before and after interventions carried out by setting, so in a study of quantitative character.

In this research, which originated from the cited previously, there was the need of unveiling the feelings experienced by workers during the interventions carried out, given that, empirically, they made several observations in relation to unpublished work carried out at this DC hospital.

The inclusion criteria used for the Constitution of the subject were: those professionals who participated in the proposed interventions and take effect in previous research and of both sexes and as a criterion for deletion, those who were on vacation or leave.

Please note that the definition of the number of subjects not based on numerical representativeness criteria, i.e. not defined a sample size because the interviews were conducted until the convergence of lines, in relation to the studied phenomenon which

happened with 15 respondents who were selected intentionally⁽⁴⁾.

The interviews were carried out using a Semistructured script consisting of two parts: a) objective issues related to the demographic profile of respondents; b) guiding question: tell me what it meant to "wellness" room for you in your daily life.

For the analysis of the results using the technique of content analysis, thematic mode with the following steps: determination of registration units and significations, coding and classification; processing and interpretation of the results obtained. Through reading, it was possible to make the markings of record, arranging them by themes and by means of approaches and distances to build categories⁽⁵⁾. The workers interviewed were identified using the letter "E" (respondent) followed by Arabic numerals, which ranged from 1 to 15, for the presentation of your lines.

All ethical principles were respected, as the anonymity of the information, the signing of the informed consent and approval by the ethics and Research Committee, with CAAE paragraph 0283.0.268.000-11.

It was used as a theoretical assumption the symbolic interactionism, which is based on the idea that individuals Act on the basis of representative of their social interactions meanings. The symbolic can be understood as metaphorical representations, hypothetical that the individual makes social relations. Through the perceptions of a certain attitude, action, or behavior of another person, the person shall draw up strategies for their behaviors, attitudes that she will have on a given social group⁽⁶⁾.

RESULTS AND DISCUSSION

The population was constituted exclusively by female workers, aged 33 to 59 years, five (33.33%) with 33 to 40 years, seven (46.66%) with 41 to 50 years and three (20%) with 51 to 59 years. Of this total, three were (20%) nurses, eight (53.33%) nursing techniques and four (26.66%) nursing assistants. As for the civil State, nine (60%) were married, three (20%) single, two (13.33%) divorced and a (6.66%) widow.

The analysis of lines led to the construction of seven thematic categories: environment that promotes the reduction of stress; care environment; environment that facilitates interpersonal relationship; environment that provides the recognition; environment that reloads the forces to provide assistance, inclusion and environment that promotes physical health.

With respect to the category **environment that promotes the reduction of stress**, so if expressed interviewed:

The room gives me the possibility to take a rest, to relax, to soften a bit the situation day to day stress (E1).

The wellness lounge I think is a positive point that breaks this stress that we're passing (E6).

It's a moment you relax and forget about all your back up even though you're in the workplace, which has the service side (E14).

In research conducted with nursing staff (nurses, nursing and nursing auxiliaries) of a hospital in the State of Minas Gerais, with the purpose to understand the meaning of quality of life at work from the perspective of team in everyday nursing, the results are similar to those found in the present study, since the subjects suggest that have a location within the working environment can rest, talk, be quiet, reflect, listen to music, i.e. a space that fosters relaxation and decrease stress, being considered this important moment for the ressignification of the work. Are in times of relaxation, that workers can forget a little labor and think of themselves as well as for everyday affairs forces resume⁽⁷⁾.

With regard to the category **itself to the environment care**, those feelings sand confirmed the following testimonials:

Someone took care of you, especially you. So is that welfare, you think, somebody took care of me, today I'm fine, I'm happy, I'm more beautiful, someone made up for me, it's other people taking care of me and not me taking care of others (E2).

We're used to and all of a sudden, we have a room to get care at first thought it was a little strange, but then I realized that it is very good, it's worth (E9).

Sometimes on a daily basis we don't have time to do things to take care of yourself out there and here you have a room just for you that is the maximum (E10).

To provide local workers where problems can be shared, establishes a communication channel and increases the chances of the collective growth through reflection and critical attitude and the development of creativity from the freedom and responsibility⁽⁸⁾. Study in a university hospital in Rio de Janeiro, with the objectives of identifying the workers' perception about the nursing care of themselves, describe the actions that they perform to take care of themselves and discuss the implications for care to your health, showed that the Organization of work If you configure it so that

stimulate or provide conditions for the care of themselves no matter. We highlight the importance of daily practices healthy as, moments of pause in the work and activities of relaxation, but also help ensure the well-being of the worker⁽⁹⁾.

In category identified as **environment that facilitates interpersonal relationship**, the lines have shown that:

It is a place where we can get to know each other, exchange ideas about work and even the private life (E1).

The room allowed us to create a greater harmony, the staff was waiting for the day that had activities (E8).

Greatly improved the interaction between an employee and another, he came to the lounge of well-being had their 15 minutes and he was going to get the other members to come also (E13).

Create spaces within health institutions represents is for workers and, in particular, sites that promote the greater integration and interaction between people, and thus strengthen the mutual aid numerous situations that happen in the workplace and even in private life⁽¹⁰⁾.

It is important that health managers to adopt strategies and collective measures that prioritize a productive working environment, investing in the health of the worker in all its dimensions, as the creation of an environment and occupational health provider will produce more security and satisfaction to workers and, for your time, quality of service, which generates financial return to the institution⁽¹¹⁾.

As regards category identified as **environment that promotes recognition** have the following lines:

I felt valued, I felt that someone was thinking about me, that I was doing something to improve my self-esteem (E12).

I felt important. Important as a person you know, as a professional, being valued and recognized by heads, being valued by colleagues, something that I haven't seen here for a long time (E13).

Creating the room of "well-being" in CC was the reason behind the employee understand if recognized, valued, feel that someone was worrying about him. The recognition, in its various modes of expression, works as a mediator of identity construction and produces sense to work, even when they experience adverse situations; Therefore, promotes the realization, the emancipation and, consequently, the health⁽¹²⁾.

The suicide has increased gradually between workers from different areas of knowledge and is associated with a disqualification of the contribution of the individual and the non-recognition of your personal

merit⁽¹³⁾. Thus, the hospital institutions, through their managers, to create spaces for the caregiver⁽¹¹⁾.

The category revealed as **environment that reloads the forces to provide assistance** was evident in the following statements:

She looked like she was getting ready for a wedding and had just taken a shower, I felt totally renovated and with encouragement to continue activities (E2).

The lounge of "well-being" leaves us refreshed to make your service even better, because then you stay relaxed, stay calm (E6).

It is a place where you reloaded the energies and can best in assisting (E7).

It's a very big incentive for the production of the employees in the industry and I hope to continue for many years (E13).

The precariousness of public hospital environments, with qualitative and quantitative shortages of human and material resources produce negative consequences for the subjective dimension of workers. So, there are environments or places to which these workers can at least replenish the daily activities and fostering feelings of pleasure⁽¹⁴⁾.

Sites for leisure activities at work promoting relaxation, recreation, reduction of tension and conflicts between workers, encouraging communication, interpersonal skills and, as a result, encourage people to get back to invigorated work, providing quality assistance to individuals, encouraging the promotion of individual and collective health of the team⁽¹⁵⁾.

Regarding the category identified as **environment of inclusion** are the following statements:

The activities of the room were great! The coolest thing was that everybody could participate regardless of gender, to be a man or a woman, everyone could be there (E8).

So, I can participate, no one asked me who I was and I deserve more than the other, as occurs in certain services that can only participate in activities of this kind, those who are already sick. Not here, everybody could participate (E11).

The room of well-being was also identified as a local environment that allowed the inclusion of people without distinction of sex, which is of fundamental importance because, it is believed, is one of the way to break through with the renditions of nursing as a profession " for women, especially in the case of Brazil, in which nursing when started as a profession was determined that this professional, in addition to being a woman, should be white, educated, young and healthy. In this sense, did not include men or black women, even

though they exist, showing in this way the exclusion of males and discrimination on people in General, which still echoes in the exclusion of men exercising the activities of Nursing⁽¹⁶⁾.

Emphasizes that nursing is probably one of the oldest professions by women. Thus, the differences between male and female, prompting the idea of separation/exclusion was a question inherent in this process. However, you need to break with the exclusions and distances to redraw paths that exceed the look of genre in search of reconciliation, freedom and inclusion⁽¹⁷⁾.

Another important issue identified in this study is that it was very important for the employee to be cared for, even when you're healthy.

Regarding the category **environment that promotes physical health**, the lines presented in sequence demonstrate that:

It's so good for physical health, when we have pain that should be a big project for the whole hospital, because the benefits are great for employees in all directions (E9).

One day I was in so much pain in my back and I went to massage room, until the pain until it's gone (E15).

The wellness room was important to improve the physical conditions of workers, since, by presenting muscle pain and tiredness in the legs received massage and muscle relaxation exercises. It is known that back pain, joint problems, chronic muscle pains and injuries of the spine, in the vast majority of the time, are associated to work standing, lifting weights, to work with repetitive movements combined with the requirement of forces, ergonomic postures, lack of exercise, among other factors. So, it is important that the managers of hospital institutions seek strategies to solve these problems in their own working environment, and an alternative that can be implemented quickly are sites with professional tracking for the practice of exercises, massages, postural education, among others⁽¹⁸⁾.

With this study may advance in scientific knowledge of nursing to understand how important it is for workers in this category the interventions at work that can increase the quality of life at work and contribute to the managers understand the need of these moments for the improvement of the assistance.

FINAL CONSIDERATIONS

The feelings of the workers facing nursing interventions are described in the following categories: environment that promotes the reduction of stress; own

environment for care; environment that facilitates interpersonal relationship; environment that provides the recognition; environment that reloads the forces to provide assistance, inclusion and environment that promotes physical health.

The room of "wellbeing" set up as a real alternative and concrete for the promotion of health, prevention of diseases and of the harms to health of workers of nursing within the labor environment.

SENTIMENTOS DOS TRABALHADORES DE ENFERMAGEM CUIDADOS EM UMA SALA DE BEM-ESTAR

RESUMO

Este estudo teve como objetivo desvelar os sentimentos vivenciados por trabalhadores de enfermagem de um Centro Cirúrgico após a experiência de terem recebido cuidados em uma sala de "bem-estar" no ambiente laboral. A metodologia empregada foi de abordagem qualitativa, com o delineamento descritivo e exploratório. Os dados foram obtidos por meio de entrevistas individuais com esses trabalhadores, as quais aconteceram no próprio ambiente de trabalho, utilizando-se de questão norteadora. As entrevistas foram audiogravadas e realizadas entre os meses de maio e agosto de 2010; após, foram analisadas por meio da técnica de Análise Temática de Conteúdo, utilizando-se como pressuposto teórico o Interacionismo Simbólico. Foram desveladas as seguintes categorias temáticas: ambiente que propicia a diminuição do estresse; ambiente próprio para o cuidado; ambiente que facilita a relação interpessoal; ambiente que propicia o reconhecimento; ambiente que recarrega as forças para prestar a assistência, ambiente de inclusão e ambiente que propicia a saúde física. Conclui-se que a "sala de bem-estar" é uma alternativa real e concreta para a promoção da saúde, prevenção de doenças e agravos desses trabalhadores dentro do próprio ambiente laborativo.

Palavras-chave: Saúde do Trabalhador. Emoções. Esgotamento profissional.

SENTIMIENTOS DE LOS TRABAJADORES DE ENFERMERÍA CUIDADOS EN UNA SALA DE BIENESTAR

RESUMEN

Este estudio tuvo como objetivo demostrar los sentimientos vividos por trabajadores de enfermería de un Centro Quirúrgico tras la experiencia de haber recibido cuidados en una "sala de bienestar" en el ambiente laboral. La metodología empleada fue de abordaje cualitativo, con el desarrollo descriptivo y exploratorio. Los datos fueron obtenidos por medio de entrevistas individuales con estos trabajadores, que fueron llevadas a cabo en el propio ambiente de trabajo, utilizándose cuestión orientadora. Las entrevistas fueron audio grabadas y realizadas entre los meses de mayo y agosto de 2010; después, fueron analizadas por medio de la técnica de Análisis Temático de Contenido, aplicando como presupuesto teórico el Interaccionismo Simbólico. Fueron demostradas las siguientes categorías temáticas: ambiente que propicia la disminución del estrese; ambiente propio para el cuidado; ambiente que facilita la relación interpersonal; ambiente que proporciona el reconocimiento; ambiente que recarga las fuerzas para prestar la atención; ambiente de inclusión y ambiente que proporciona la salud física. Se concluye que la "sala de bienestar" es una alternativa real y concreta para la promoción de la salud, prevención de enfermedades y agravios de estos trabajadores dentro del propio ambiente laboral.

Palabras clave: Salud del Trabajador. Emociones. Agotamiento profesional.

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Corresponding author: Danilo Servilha Rizzi. Rua Walter Oldemburgo, 64, São Rafael, Londrina - PR, CEP 86035-295

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