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RESEARCH ARTICLE

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HOW TO IMPROVE THE QUALITY OF HEALTH OF THE NURSING TEAM DUE TO COVID-19

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ABSTRACT

Objective: To identify strategies that can be inserted or already used, to promote the health of nursing workers in the face of SarsCov2 and improve the work routine. **Methods:** This study appears as an integrative literature review, this work deals with articles in Portuguese, Spanish and English, from March 2020 to October 2020. Inclusion criteria were: Full text of free access, essay Clinical, Meta-Analysis, Randomized Controlled Trial and Systematic Review. **Results:** A total of 133 products were found in PubMed, Lilacs and Scielo databases. These 3 being duplicated and after reading it was deduced that 120 of these works did not meet the established criteria. **Discussion:** Frontline health professionals had their mental functions compromised by the situation faced, new norms and routines were factors that impact the health of indirect way and lack of protective equipment. To improve conditions, information technologies were implemented and the use of social media was emphasized. **Conclusion:** It was possible to perceive with this study that most of the factors that affect the health of the nursing worker are directly related to psychic issues, which must be addressed with investment in psychiatric and psychological support frequently. The inclusion of technologies that keep the professional away from some cases is satisfactory

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INTRODUCTION

In the year 2019, in November, a new coronavirus emerged causing a major pandemic due to a respiratory infection, this virus was determined as Sars-Cov2¹, which was presented as one of the biggest health challenges on a global scale of this century^{2,3}. It was considered a Public Health Emergency of International Importance from the second meeting of the emergency committee held in China on January 30, 2020, due to the large number of confirmed cases of the disease⁴. The World Health Organization (WHO) suggested contingency plans similar to influenza, due to the respiratory symptomatic characteristics, however with different actions depending on the severity of the pandemic⁵. In Brazil, 6,628,065 million confirmed cases were reported⁶, so there was a need to

increase the number of segregated beds for COVID-19 and increase the recommended care. The extra demand generated by the pandemic increases the need to offer health services, and is a worrying situation for those services and municipalities that are not prepared for such drastic changes, requiring some measures such as field hospitals or extra beds and allocation of professionals. to work in a way that does not compromise the health of patients⁷. At the beginning of May, Brazil was in first place in the ranking of deaths and still had a large number of leaves, whether due to COVID-19 or other reasons^{8,9,10}. These findings make us reflect on what are the reasons for these factors, which may be the short training period, or poor training of the institution, long hours, poor working conditions, even the bond between personal and professional life must be evaluated¹¹, as they are all important factors that interfere directly and indirectly in the

health of the team. Workers' health is in the field of collective health, focusing on the health-disease process and work routine, seeking to transform production processes by promoting health¹². In addition, much has been said about the nursing staff and frontline doctors who are extremely exposed to patients with mild and severe conditions, increasing the viral load received, in addition to the misuse of personal protective equipment or inadequate working conditions that causes a high level of psychological stress and physical fatigue⁸. All these factors can cause the worker to experience professional burnout, characterized as a general adaptation syndrome where several mechanisms are triggered in the body by unfavorable causes of the environment, leading to the condition of Burnout syndrome⁹. Due to a pandemic that requires urgent actions, the managers responsible for the health team must promote techniques and tools to improve the precarious or difficult working condition, which can even be free of charge, in order to bring better results to the services, good care for patients and a better quality of life and work for the employee. The health service in the midst of a pandemic is crucial, so comprehensive care strategies among professionals to combat the precariousness of health care become essential for the advancement of nursing¹¹. Identify strategies that can be inserted or already used, to promote the health of nursing workers and improve the work routine.

METHODS

The study is classified as an integrative literature review. The survey was carried out in the following databases: Latin American and Caribbean Literature on Health Sciences (LILACS), U.S. National Institute of Health (PubMed) and Scientific Electronic Library Online (SciELO). The Boolean operators AND and OR were used, and the search strategies were: professional burnout OR hospital nursing service AND pandemics OR personal protective equipment and in the remaining bases: nursing staff OR nursing services AND pandemics OR professional burnout. The inclusion criteria entered in this work were a) Free full text b) Clinical Trial, Meta-Analysis, Randomized Controlled Trial, Systematic Review c) From March 2020 to October 2020. Descriptive, comparative, where it was possible to describe and compare the results obtained in each study, making it possible to combine these articles for a better interpretation of the topic worked on.

cannot stop their services, they continue care. However, for Bartoszko et al., 2020, despite being with low certainty, that surgical masks offer protection against respiratory tract infections in a similar way to N95, except in aerosol-generating procedures, even guiding the preservation of N95 respirators for cases of scarcity or procedures mentioned above¹³. Although it does not present high rates of certainty, it brings possibilities to the team and managers, together with the scientific knowledge of reducing the rigor of the constant use of this equipment." SARS / MERS / COVID-19 has a substantial impact on physical and health professionals, which should become a priority for public health strategies" Houghton, 2020. According to 13 studies included in the integrative review by GARCÍA-IGLESIAS (2020), frontline health professionals had their mental functions compromised by the situation faced, leading to high levels of stress, anxiety, depression, nervousness and insomnia. Still, we can involve post-outbreak mental problems among employees, leading to a great need for psychological and psychiatric support, leading to the creation of strategies to mitigate such damage, based on the different culture of each country²⁰. Health care workers are more likely to develop occupational stress, despite the low occurrence of reported cases in this study²³. The author emphasizes that this fact may be due to having already had the intervention of managers, or omission due to fear. In a pandemic situation, in which the entire team is ahead of new guidelines and standards, institutions must guarantee the safety of employees by passing on instructions to the team, training to avoid incorrect or inappropriate use, communication being crucial for the current moment¹⁸. It is then up to managers to be responsible for successfully passing on necessary information to the team, acting in a preventive way against the damage caused by an unexpected pandemic. Also acting so that the team does not suffer from a lack of equipment, exposure occurs physically to the virus and psychologically due to the concern of contaminating their friends and family²⁰. Training for teams becomes beneficial for them to be encouraged to report wrong or right forms of activities committed, in order to share incidents, for the benefit of learning with people who deal mainly with biological risks²². Many patients need care even when they are in isolation, so telemedicine was created, where the professional could attend and care for the patient without leaving the office, and without the client also exposing himself externally on the streets.

Table 1. Prior analysis of the products

Author of the Professionals	Country/Place	PPE's	Mental Health Professionals	Physical Health Professionals
Bartoszko et al., 2020 ¹³	Canadá	Puts similarity in professional protection between the surgical mask for the N95	Not reported	Effective protection
Houghton et al., 2020 ¹⁴	England	Difficult to join seen with fear by patients Discomfort	Insecurity through new protocols	At risk from mental and environmental factors
Chughtai et al., 2020 ¹⁵	Pakistan	Reuse misuse	Not reported	Exposure
Gonzalo et al., 2020 ¹⁶	Spain	Not reported	Fear Insomnia	Myalgia chills Fatigue
García-iglesias et al., 2020 ¹⁷	Spain	Not reported	Insomnia Anxiety nervousness	Not reported
Jiade et al., 2020 ¹⁸	Boston	Occupational Dermatitis	Not reported	Not reported
Paiano et al., 2020 ²⁰	China	Insufficient	Fear Stigma	Not reported
Wang et al., 2020 ²¹	China	Skin diseases	Not reported	Not reported
Carvalho et al., 2020 ²³	Brazil	Not reported	Stress	Exhaustion
Forte et al., 2020 ²⁵	Brazil	Lack of PPE	Psychological pressure	Tiredness

RESULTS

A total of 133 articles were found in the PubMed, Lilacs and Scielo databases, 3 of which were duplicates and after reading 120 studies did not meet the established inclusion criteria. The final sample consisted of 10 articles that could be selected according to the classification criteria. Table 1 shows the specifics worked on in each article. In this way, the results obtained were scarce regarding the care of the nursing professional during a pandemic.

DISCUSSION

At a time of a pandemic, health services seek to adapt to what they have until they obtain necessary materials and as health professionals

Such a strategy can be used in order to guide the use of protective masks, household cleaning, among other care²¹, also minimizing the exposure of the professional to the virus. Several projects seek to develop fast and instant technologies, for example, how to attend and how professionals should behave with a patient suspected of having COVID-19 inside hospitals, also strengthening the link between the administrative area and the assistance area, which ends up depending of these technologies implemented in their routine, benefiting the safety of professionals²⁴. To prevent misuse of personal protective equipment (PPE), ensure the safety of healthcare workers, and avoid shortages, effective communication of updated infection control guidelines is essential. As pre-hospital teams are particularly at risk of contamination due to their challenging work environment, a specific

module of gamified electronic learning (e-learning) aimed at this audience can provide significant advantages, as it does not require the presence of students or the repetitive use of equipment for demonstration (TEIXEIRA, 2020). The appreciation of the nursing team and its performance in the fight against the pandemic became remarkable, in various social networks you can find manifestations and also thanks. But it also served for workers to be able to claim their rights through social media, achieving a great mass reach and making a virtual demonstration for less hours worked and more protective equipment available²⁵.

FINAL CONSIDERATIONS

It was possible to perceive with this study that most of the factors that affect the health of the nursing worker are directly related to psychic issues, which must be addressed with investment in psychiatric and psychological support frequently. The inclusion of technologies that keep the professional away from some cases is satisfactory, since the exaggerated exposure and lack of personal protective equipment makes them more concerned about their own health and that of their families. Training the team before exposing itself to a pandemic, as a preventive attitude, gave more confidence to perform care, the fact that something was unforeseen or unexpected had an impact on all professionals. In addition to professional appreciation, it is necessary to improve working conditions, so that they can take care of patients, as well as themselves.

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