NURSING TEAMS AND PSYCHOSOCIAL INTERACTIONS RELATED TO ILLNESS AT WORK

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ABSTRACT
The objective of this article was to analyze the influences of the risk factors of psychosocial interactions that can lead to impairment of the physical and mental health of nursing professionals, contributing to the debate and reflection on the need for a broader and comprehensive approach to mental health care for health workers. The study method was qualitative based on bibliographic survey and documentary research. Through the bibliographic survey, a brief contextualization of the work of nursing teams was carried out, relating it to psychosocial interactions in the work environment, which can lead to occupational illness, especially those that affect health professionals. Through the documentary research, the guidelines provided by the Brazilian legislation on professionals and occupational diseases were evidenced. The content analysis carried out revealed numerous impairments of workers' health throughout their career, both in physical and mental aspects, directing attention to professionals who work in environments that precede hospital units with an urgency and emergency bias, as well as in the spheres of hospital care themselves. The results point to the need to consider the various economic, social, cultural, environmental and intrapsychic factors in the process of mental exhaustion of health workers.

Keywords: Nursing Teams. Psychosocial interactions. Occupational diseases. Hospital organizations. Urgent and emergency units.

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INTRODUCTION

Understanding the work routines of nursing teams in health care units, urgent and emergency units and hospitalization environments, analyzing the risk factors of psychosocial interactions that can lead to occupational diseases, was what motivated this research. Directing the gaze to these professionals, their postures and the challenges experienced daily in the course of their activities can contribute to the management of health organizations by establishing strategies for the prevention of occupational diseases. Although there is no consensus regarding the risk factors of psychosocial interactions at work, these risks can contribute to or trigger stress, physical and mental illness in workers, especially those in the health area who work in an environment that should be humanized and welcoming despite facing so many life-threatening situations.

In this sense, this article aims to analyze the influences of risk factors of psychosocial interactions that can trigger impairments of the physical and mental health of nursing professionals, contributing to the debate and reflection on the need for a broader and comprehensive approach to mental health care for health workers. In this context, the theme is opportune, as it enables a strategic reflection, envisioning from different biases, clarifying how health organizations are constituted, what are the factors that permeate interpersonal relationships in the work environment between nursing teams, as well as users of the health system, and also possible impairments that may evolve to occupational diseases throughout the career of these professionals. in institutions with care that precede the inpatient units, as well as the hospital environment itself.

The research was carried out through a literature review of scientific studies related to psychosocial interactions in the work environment, which can lead to illness, especially those that affect the team of Nurses and Nursing Technicians, members of the Nursing teams. Documentary research was also carried out in the Brazilian legislation in order to identify the functions of nursing team professionals and the treatment due to occupational diseases.

Justified by this bias, it is possible to perceive a long way to go, both in the sense of better understanding the alleys of complex human behavior, as well as the work environment and types of exposure that the area directs. To understand the risk factors of psychosocial interactions, it is necessary to understand the health/disease binomial as a process. These factors are elements that can harm the health of workers. Therefore, it is necessary to consider the particularities and complexity of each work situation that involves the process of mental illness of workers, especially those working in the health area.

Next, this article presents in more detail the routines and attributions of the position of Nursing Technicians and Nurses, as well as the risks and possible impairments that interfere with the full health of professionals in this specific health sector.

PSYCHOSOCIAL INTERACTIONS IN HEALTH ORGANIZATIONS

Among the functions assigned to nurses are those of preparing patients for consultations, exams and treatments, performing prescribed treatments, providing hygiene, comfort and food care, ensuring patient safety and performing disinfection and sterilization activities (Brasil, 1986). In addition, nurses must manage the teams, directing and providing support, so that the care provided to the user takes place in a safe and qualified way. As well as nursing technicians, they have the function of providing direct care, through procedures and care aimed at improving the health and well-being of health system users (Ministry of Health, 2002). These two professionals, nurses and nursing technicians, form the nursing teams (Brasil, 1986; Ministry of Health, 2002).

The activities developed by the nursing teams involve direct, welcoming and safe care, whose purpose revolves around the well-being and improvements of the clinical condition of the user who seeks care in health organizations. These activities basically consist of psychosocial interactions, that is, human relations of insertion in the context in which people find themselves and in the culture that involves people in interaction (Cohen; Gobbetti, 2004). These interrelations are driven by psychosocial factors that consist of the set of perceptions and experiences of the actors, some of an individual character or personal development, others related to economic expectations, and others arising from human relationships and their emotional aspects (Vega; Neira; Escobar, 2018). Psychosocial factors are constituted from the cognitive development and relationship with the individual's social environment, based on the experiences already acquired and possibilities available in the environment in which he is inserted (Cunha; Rodrigues, 2010).

In turn, the factors generate psychosocial risks that have the potential to cause physical or psychological damage and can be defined according to aspects of planning, organization and management of work and its social and environmental context (Cox; Rial-Gonzáles, 2002). Psychosocial risks at work consist of the interaction between work, its environment, its satisfaction and the conditions of organization of this work. On the other hand, they also consist of the worker's capacities, needs, culture and personal situation outside of work, which can influence the health and performance of the worker through their perceptions and experiences (Camelo; Angerami, 2008). In this way, it is understood that the psychosocial process is constituted by objective and subjective aspects and, therefore,

the risks of illness at work revolve around interpersonal relationships, physical and mental health impairments (Cunha; Rodrigues, 2010).

Thus, psychosocial interactions or relationships between nursing teams and their patients are permeated by different crossings over time, which can trigger some physical or mental imbalance, causing work-related occupational diseases. According to Law No. 8,213 (Brasil, 1991), of the Consolidation of Labor Laws (CLT), what characterizes an occupational disease is the disorder, or imbalance directly related to the daily work to which the individual is exposed. These diseases can only receive some type of classification or direction after medical evaluation. This is different from a work accident, which causes some immediate aggravation, as described in Article 19, item VII, in bodily injury, or some type of more serious alteration that causes irreversible damage, or incapacitates of work continuity, which are directly linked to the development of the functions performed by the worker (Brasil, 1991).

Thus, when looking at the types of impairments that can occur in workers' health, the causes can be classified as work accidents and occupational diseases. There is a propensity to occur due to several factors such as physical and mental fatigue, improper disposal of materials, absence or misuse of personal protective equipment (PPE), thus resulting in stress, lack of concern with details, irregularity in the development of technical functions. In view of these aspects, the Ministry of Economy, through the Special Secretariat for Social Security and Labor, classifies through the Regulatory Norms (NRs) NR-9 and NR-12 approved by SSST Ordinance No. 25, that nursing professionals are exposed to physical, chemical, biological, ergonomic and accident risks (SSST, 1994). It should be noted that this ordinance has undergone changes over the years, but none of them have invalidated it, the last one being made by SEPRT Ordinance No. 1,359 of 12/09/2019 (SEPRT, 2019). Thus, the work carried out with the support of different sectors such as occupational safety and medicine, the Internal Commission for the Prevention of Accidents (CIPA), as well as the Nursing team itself, enables the management of preventive strategies for such injuries. (Carvalho *et al.*, 2021; SEPRT, 2019; SSST, 1994)

As pointed out by Jonge, *et al.* (2000), the work carried out with the health system user finds a compensatory balance in the face of exhaustion, largely when there is recognition of the work performed, demonstration of trust and gratitude for the care, having an immaterial effect, with a sense of belonging and duty fulfilled. It is clear that subjective aspects produce great significance in the interpersonal relationships that are established in these social health environments.

Health organizations are urgent and emergency, pre-hospital and hospital spaces, which are health care organizations (Silva; Espírito Santo, 2013). In these spaces, interpersonal relationships are permeated by a diversity of individuals and characteristics of the cultural constitution of the space itself, which permeate the result of the work to be delivered to the user of the health system on a daily basis, leading to the understanding of the importance of the intertwining between the experiences of professionals and users.

In other words, the result to be delivered to the users of the system is constituted from the set of parts, the work being developed by the team, the interrelationship between individuals and the context as a whole (Serva, *et al*., 2010). Ramos, *et al*. (2023), make inferences to nursing professionals who work in a pre-hospital environment, that is, a group of professionals exposed to urgent and emergency situations. In contrast, the group that works in hospital hospitalization units, with predetermined routines and minimally established situations.

METHODOLOGICAL PROCEDURES

The present study consisted of an integrative literature review, where a qualitative research approach was chosen, with an exploratory and descriptive research plan, of a bibliographic nature. Thus, this research sought to highlight the reality of the daily life of health professionals, nurses and nursing technicians working in pre-hospital environments, that is, urgent and emergency and hospital hospitalization units, in view of factors of psychosocial interactions that influence positively or negatively, such as risks to the development of their activities in the context of daily work.

According to Guerra *et. al* (2024), qualitative research is characterized by a subjective analysis, through the appropriate use of specific tools and skills, seeking to understand and interpret the facts in their essence, making it possible to clarify and explain in more detail the interpersonal relationships experienced in a given context. For Gil (2022), scientific research goes through a bibliographic analysis, based on exploratory studies, whose purpose is to collect information, through different perspectives, for a better understanding of the theme in question, thus enabling a theoretical basis, using scientific instruments, in the search for understanding the practice that is being experienced.

According to Guerra, *et al*. (2023), the nature of the aspect to be researched is that it will lead to the most suitable research method to be used. On the other hand, exploratory research denotes characteristics of greater amplitude to hypothetical development, through the description of the phenomena that are presented in the daily reality of the researched public. According to Vergara (2016), descriptive research seeks to explain aspects of the

public in focus, thus making it possible to carry out a detailed description of the space and individuals studied.

With this methodology, 27 articles were initially identified, available on the CAPES journal portal, which met the characteristics of the descriptors related to nursing teams; psychosocial interactions; occupational diseases; hospital organizations; urgent and emergency units. Another aspect observed for the preparation of this article was the period dated from the last five years (2020 to 2024). Thus, after reading and analyzing the contents of the abstracts, part of the introduction and, when necessary, other parts of the articles, 10 articles were selected that met the specific criteria related to nursing routines, as well as the interpersonal relationships and health of professionals in this specific area of health.

Content analysis was used to analyze the evidence collected (Bardin, 2011). And, for the content analysis to occur, three basic steps were important, and in the first a pre-analysis was carried out, where data were collected and compiled; the second was the analytical description, which, after compiling the data and organization, they were submitted to a more in-depth study, in order to theoretically support it, making this stage a process of coding, classifying and categorizing the researched theme, and the last stage constituted the referential interpretation itself of the evidence collected (Bardin, 2011**)**. Content analysis is a technique that analyzes communications with the objective of obtaining quantitative or qualitative indicators in a systematic and objective way from the description of the content (Bardin, 2011; Cardoso, 2021). These results are presented below.

SEARCH RESULTS

After analysis with the journals of the CAPES portal, articles that met the objective research descriptors of the article were selected.

Chart 1 presents the summary of the articles selected in the research:

Chart 01: Summary of the articles selected in the research

Year	Authors	Title	Newspaper
2020	Shoe; Jug; Possuelo	Patient safety culture in urgent/emergency units	Online Research Journal – Care is fundamental
	Silva, *et al*.	Occurrence of occupational diseases related to nursing work	Research, Society and Development
2021	Bezerra; Paranaguá	Organizations, people and patient safety	Nursing in Focus
	Borges, *et al*.	Nursing diagnoses in health workers	Scientific Journal of Nursing
	Carvalho, *et al*.	Occupational diseases that most affect nurses in the pre-hospital period.	Pró-UniverSUS Journal

	Cunha, *et l.*	Strategies for monitoring the health of nursing workers	Research, Society and Development
	Farias, *et al.*	Role of educational interventions related to occupational risks for nursing professionals	Research, Society and Development
2022	Pereira Neto, *et al.*	Flexibility of hiring bonds for nursing staff in a public hospital	Brazilian Journal of Development
2023	Ferreira, *et al.*	Transfer of care: view and practice of nursing in an emergency care service	Collective Health Journal
	Novaes, *et al.*	Nursing services: certification as a strategic differential	Archives of Health
	Reis*, et al.*	Stress in Urgent and Emergency Care: A literature review	Multidisciplinary Scientific Journal

Source: Prepared by the authors

As the results of chart 01 show, no article was identified referring to the theme in 2024. There is no predominance of authors, and for each article there are different authors. Regarding the journals of publication, the only one that has more than one article on the subject published is Research, Society and Development. The following are the specifications for each article identified in the research.

Schuh *et al.* (2020) had as the main objective of their work to analyze the positivist characteristics of cultural aspects of nursing workers in urgent and emergency units, in hospital units in municipalities that cover the 13th Regional Health Coordination of the State of Rio Grande do Sul, as well as the safety of the benefited user. Using the quantitative research methodology and the questionnaire tool, the data were collected and in subsequent analysis, it was found aspects with a higher rate of approval, or positivity, in the safety of the manager's orientations in relation to patient care, synergy among workers, revealing an area of qualified and safe care. For Schuh *et al.* (2020), the urgent and emergency spaces are described as emergency care units existing in the hospitals themselves, which provide immediate care to patients who are looking for quick help to their illnesses, an aspect that provides the entire team with a great load of tension and agility in a short period of time.

Silva *et al.* (2020), describe the risks to which nursing professionals are exposed in their daily lives and how much these can interfere with their health and the way they provide care. Thus, the authors conducted a study in the literature, looking for the types of impairments and conditioning aspects. The conclusion of the research was that, according to the function performed, the attributions and workload of the workday, may lead to impairments such as sedentary lifestyle, excessive tiredness, Burnout Syndrome, low immunity, crises and musculoskeletal complications. The work ends by suggesting the importance of changing practices in the work environment, support and specialized care, in addition to encouraging healthy habits. Regarding the development of hospital activities, the

authors state that the bibliographic studies describe numerous damages to the health of nursing professionals, among which can be identified the lack of a balanced diet, changes in sleep and mood, musculoskeletal problems, physical and mental exhaustion, in addition to reduced moments of leisure and sports. These aspects result from long working hours, exposure to risks, multiplicity of interpersonal contacts in short periods of time, in addition to the daily responsibilities of dealing with lives (Silva, *et al.*, 2020).

According to Bezerra and Paranaguá (2021), health organizations have several challenges that go through the primary objective, directing managers to commit to a systemic vision, for the maintenance and promotion of the health of those involved in the health system. Employees are responsible for seeking to promote and maintain the health of the users of the system that meets this provision of services, as well as technical knowledge for the use of advanced technologies, according to the activities and attributions required for the positions and functions. Thus, in general, competencies permeate the use of work techniques, and the professional must also have well-established behavioral competencies in their profile, making use of emotional intelligence, empathy and ethical and moral commitment in the performance of their activities, that is, care to avoid the risks inherent to psychosocial interactions related to the health system.

In the studies by Borges *et al.* (2021), using profile analysis for sampling with public sector health workers, with the methodology of quantitative research, using questionnaires, reached the result that indicators of sedentary lifestyle, significant changes in sleep and mood, tiredness and overwork, deserve a different look in relation to preventive actions in the health and quality of life of health workers.

Carvalho *et al.* (2021), describe the urgent and emergency environment as being pre-hospital, that is, it offers the immediate first aid care necessary for initial stabilization and possible displacement of the patient to a hospital environment. In this context, the authors describe the environment as frivolous, abrupt and loaded with borderline implications, which require an agile, objective and qualified posture to solve the immediate challenges that involve the nursing team's work. In the case of Brazil, these teams are part of the SAMU Mobile Unit, or the Fire Department and, according to availability and request, the team is directed to provide first aid to people who are at risk. Thus, professionals are exposed to the most diverse risks, which may be related to human, psychosocial and mechanical factors, chemical and biological substances and other aggravating factors, which may accentuate the propensity to develop later occupational diseases.

Carvalho *et al.* (2021) also describe characteristics of hospital environments, in which the user receives curative treatment for their health needs. Thus, its bibliographic

analysis studies aim to reflect on the health problems of professionals who work in both areas described, focusing mainly on workers in the pre-hospital area. The authors conclude by emphasizing the factors that trigger illness, among which they involve extreme external issues, such as lack of security, work techniques that need to be carried out in an adapted and fast manner, in borderline situations, in addition to physical and emotional pressures being effectively present. They also provide guidance on prevention actions and improvements in the work environment, as well as indicate the continued training of these professionals.

Cunha *et al.* (2021), use the bibliographic analysis of foreign and national journals, with descriptors focused on preventive methods of health impairment of nursing professionals. Even though initially with 687 findings, the result of their selection, in view of the desired direction, only six met these aspects and, of these, they still pointed to monitoring tools, evidencing the need for greater technological investments in prevention methods and agile identification, when necessary, of occupational diseases.

Farias, *et al.* (2021) carried out bibliographic studies with descriptors that addressed threats to the health of nursing professionals, as well as verified how promotion and prevention actions can influence these problems. The conclusions reached referred to the importance of information and continuing education of the work team, involvement of the professional to feel belonging to the environment in which he is inserted, in addition to adequate conditions for the development of the functions that the position of the health professional demands.

Ferreira *et al.* (2023), structure their studies in the analysis of the quality of communication between the delivery of shifts among nursing professionals. Through qualitative, descriptive research, document analysis and semi-structured interviews with eight nurses and three nursing technicians, aspects related to communicative obstacles in the transfer of shifts, excessive attributions due to the disparity between the number of appointments and employees available to perform the work, changes in the routine due to transfers, in the shift change environment, in addition to the use of tools for the patient's evolution. In view of this, the authors noted the importance of standardization, clear and objective communication, both in writing and verbally during the shift change between the nursing teams, providing safety, continuity and quality to the services provided.

The studies by Novaes *et al.* (2023), demonstrate excellence in the management of nurses' work, based on the Certification for Distinction of Nursing Services, the recognition of this service within the hospital environment undergoes reformulation, as described by the authors. According to the evaluation carried out, in the period over 12 months ago, in terms

of governance, leadership and nurses, indicators of the program demonstrated an assertive increase in leadership, empowerment, professional achievement, security in the development of the role of manager, in addition to greater synergy with nursing technicians and other team members. The conclusion of this study was that professional recognition through the management tools available to the system generates higher quality to the services provided.

Pereira Neto, *et al.* (2022), reveal a reflective study on the reality found in public health organizations, which go through situations of human resources deficit, where managers use outsourced labor, or even temporary contracts to meet immediate needs and reduce expenses with public servants' fees, based on the labor reform and the prerogatives of administration changes. The descriptive study was organized in the stage of precariousness of services, in a second stage of employment instability in the hospital environment and in the perspectives of remodeling work issues from these changes in administration. The work is concluded by making clear the importance of structuring methods that enable the promotion of interpersonal relationships in the public work environment in a balanced way, providing opportunities for improvements to the work environment and consequent service to the user of the system.

Reis *et al.* (2023), list the diagnosis of stress as being used for one of the impairments of occupational diseases, resulting in disabilities of the body and mind among health professionals. Its main objective is to describe this diagnosis in professionals working in urgent and emergency environments, using the qualitative, descriptive and literature review method. From the results found, the aspects that condition stressful situations, their interpositions in the daily life and health of these workers, as well as the means that these professionals use to minimize the harmful effects of these factors, can be highlighted, in view of the high complexity of the care that needs to be provided in these care units.

Vieira (2023), highlights the violence experienced in the workplace, which throughout history has already been recorded, and is currently being treated in a more targeted way regarding the psychosocial risks resulting from intrinsic aspects of social relations, detached from socio-cultural issues in the health organization. In this way, the article brings about constitutional movements that seek the recognition of rights, paying attention to the risks of violence and harassment in the workplace, holding authorities accountable in the search for punitive and preventive strategies for such practices. To this end, the author indicates the use of strategic tools, which point to the importance of fluent communication between team and managers, institutional analysis and possible adjustments for improvements in the work environment, continuing education, cost control and quality in the services provided.

In terms of the differentiations between nursing teams belonging to urgent and emergency sectors, as well as hospital hospitalization units, there is a greater propensity to risks and development of occupational diseases of the teams belonging to the first group, due to the fact that they are directly exposed to external environments, with imprecise conditions.

However, over time, both groups may develop occupational diseases, if it is not possible to carry out strategic management directly aligned with the principles, values and objectives of the organization, as well as knowledge of the organizational culture, aimed at valuing and respecting the professionals of the nursing teams. Finally, the use of qualified listening and assertive communication, the development of strategies that invest in continuing education, in addition to preventive care and promotion of the quality of life of qualified professionals, provide opportunities for evolutionary movements in the various work environments described, providing quality and safety results, according to the competence and requirements of the health service (Bezerra; Paranaguá, 2021).

FINAL CONSIDERATIONS

The present study aimed to analyze the influences of risk factors of psychosocial interactions that can lead to impairment of the physical and mental health of nursing professionals, contributing to the debate and reflection on the need for a broader and comprehensive approach to mental health care for health workers. To this end , a survey of the literature of scientific studies was carried out, where articles were selected from the CAPES journal portal, dating from the last five years, related to psychosocial interactions in the work environment, which can lead to illness, especially those that affect nursing teams.

Such aspects led to the understanding of the different attributions that nurses have at the head of a work team, as well as the importance of the work developed by nursing technicians in caring for the immediate needs of the patient, as well as the occupational diseases that may cause throughout the career of these professionals.

The differentiations in relation to the work performed in urgent and emergency spaces, as well as in the hospitalization units, within the hospital environment were evident. In view of this finding, it is clear that in both spaces there are situations capable of triggering occupational diseases, if strategic measures for prevention and promotion of the employee's health are not observed, through continuing education, assertive listening, quality communication and interaction between the team. It was also evident the importance of the work and systemic vision of managers, providing practices of appreciation

and empowerment of employees, in the face of positive results and quality of services provided to users of the system.

From the research, it was possible to perceive that the nursing profession itself is constituted by its particularities, as well as work environments, which refer to situations in which, in addition to the theoretical-technical preparation (academic training), a profile of resilience refined in the face of borderline situations of the human constitution and the ability to establish balanced interpersonal relationships are needed. These are extremely necessary aspects to strengthen the physical and mental health of health professionals.

Thus, it is noted that, even though professionals have the initial qualification, many end up getting sick, because the reality in which they are exposed sometimes requires long working hours, with reduced staff and exacerbated work demand. The influence of the instituted culture is also perceived, as well as the institutional objectives they aim to achieve. It was also found the need to implement strategies in these environments, aiming to promote training, guidance and adequate contribution, thus enabling greater fluidity in the development of tasks, prevention of possible risks and occupational accidents, as well as significant improvements in the work environment and quality of life of the employee.

At the conclusion of this study, it is necessary to expand the universe of review to more sources, in addition to the time span, since for this base research, references from the last five years were used. In addition, suggestions for future studies are launched in order to also seek to understand the reality of other professionals who work together in the health area.

Finally, the creation of this article aims to contribute to discussions on the theme, which can serve as a basis for future research related to nursing professionals, the psychosocial interactions existing in their daily lives and the possible impairments in their physical and mental health throughout their work trajectory. In addition, it contributes to advances in knowledge in order to prevent the risks inherent to health professionals, especially nurses and nursing technicians.

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