

RELATION BETWEEN WORKING CONDITIONS AND HEALTH OF THE EMERGENCY NURSE

RELAÇÃO ENTRE CONDIÇÕES DE TRABALHO E SAÚDE DO ENFERMEIRO EMERGENCISTA

RELACIÓN ENTRE CONDICIONES DE TRABAJO Y SALUD DEL ENFERMERO EMERGENCIAL

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ABSTRACT

Objective: to characterize the working conditions of emergency nurses in the Brazilian scenario and identify how these conditions influence the health of these workers. **Method:** integrative review, with an online survey conducted in June 2020 on the Virtual Health Library portal, in the Latin American and Caribbean Health Sciences and Nursing Databases, using the descriptors: working conditions AND nurses AND emergency. Sixteen articles were obtained, which were analyzed by means of Thematic Content Analysis. **Results:** the working conditions of emergency nurses have been characterized by the existence of inadequate physical space, long working hours, lack of inputs and human resources, which has a negative impact on the health of these professionals. **Conclusion:** in Brazil, emergency nurses are exposed to working conditions that were characterized as unfavorable and precarious, directly and negatively affecting the health of these professionals.

Descriptors: Work Conditions; Nurses; Emergencies.

RESUMO

Objetivo: caracterizar as condições de trabalho dos enfermeiros emergencistas no cenário brasileiro e identificar como essas condições influenciam na saúde desses trabalhadores. **Método:** revisão integrativa, com levantamento online realizado em junho de 2020 no portal da Biblioteca Virtual em Saúde, nas Bases de Dados *Literatura Latino-Americana e do Caribe em Ciências da Saúde* e *Banco de Dados em Enfermagem*, usando os descritores: condições de trabalho AND enfermeiros AND emergência. Obteve-se 16 artigos, os quais foram analisados

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por meio da Análise de Conteúdo Temática. **Resultados:** as condições de trabalho dos enfermeiros emergencistas têm sido caracterizadas pela existência de espaço físico inadequado, longas jornadas de trabalho, falta de insumos e recursos humanos, o que repercute negativamente na saúde desses profissionais. **Conclusão:** os enfermeiros emergencistas no Brasil estão expostos a condições de trabalho que foram caracterizadas como desfavoráveis e precarizadas, as quais repercutem diretamente e negativamente na saúde desses profissionais. **Descritores:** Condições de Trabalho; Enfermeiras e Enfermeiros; Emergências.

RESUMEN

Objetivo: caracterizar las condiciones de trabajo de las enfermeras de emergencia en el escenario brasileño e identificar cómo estas condiciones influyen en la salud de estos trabajadores. **Método:** revisión integradora, con una encuesta en línea realizada en junio de 2020 en el portal de la Biblioteca Virtual en Salud, en la Base de Datos de Literatura y Ciencias de la Salud de América Latina y el Caribe, utilizando los descriptores: condiciones de trabajo Y enfermeras Y emergencias. Se obtuvieron 16 artículos, los cuales fueron analizados mediante Análisis de Contenido Temático. **Resultados:** las condiciones de trabajo de las enfermeras de emergencia se han caracterizado por la existencia de un espacio físico inadecuado, largas horas de trabajo, falta de insumos y recursos humanos, lo que tiene un impacto negativo en la salud de estos profesionales. **Conclusión:** las enfermeras de emergencia en Brasil están expuestas a condiciones de trabajo que se caracterizaron como desfavorables y precarias, que tienen un impacto directo y negativo en la salud de estos profesionales.

Descriptores: Condiciones de Trabajo; Enfermeras y Enfermeros; Urgencias Médicas.

INTRODUCTION

The nurse's work process is characterized by being care-management, encompassing the performance of care procedures considered to be of greater technical complexity, as well as the coordination of the health/nursing work process and the management of health services.¹

Specifically about the work of nurses in emergency services, there is a search for strategies to overcome an environment permeated by the constant demand for care. Even with the implementation and advancement of the Unified Health System

(SUS) and the National Emergency Care Policy (PNAU), which aim to decentralize urgent/emergency services, hospital services continue to be places with greater demands for emergency care and gateway to health services, even in situations that could be resolved in primary care, from a clinical point of view.²

It is well known the importance of working conditions for nurses, in order for them to carry out their production process. In general, working conditions are understood as a set of variables that influence the work, the life of the worker and the activity performed by him and that

correspond to the relation between the worker and his work environment, including instruments, methods and organization.³

One can mention examples such as the conditions of the work environment, the quantity and quality of the materials available, the worker's ability to use them, the funds for the acquisition of work instruments, the dimensioning of personnel, the risks to which the worker is exposed, the salary paid to the worker in the face of their workday, job satisfaction, living in the work environment, ergonomic conditions, among others.³

Studies^{3,4} show that nurses' working conditions are inadequate for several reasons, namely: physical and emotional exhaustion; low wages; low economic and social value of work; multiplicity of bonds and working hours; long and intense work pace; precarious work environment, with insufficient availability of inputs and materials essential to meet the users' health needs.

The unfavorable working conditions in which nurses are often exposed in Brazil are influenced by neoliberal policy, where the health sector is subjected to strict cost containment.⁵ Such conditions can result in occupational diseases, among which the most prevalent are: acute myocardial infarction, neurological, psychiatric mental

disorders, depressive syndromes, panic syndrome, hypertension, gastritis, somatic diseases, Burnout syndrome, among others.⁶

Thus, this study aims to characterize the working conditions in which emergency nurses are exposed in the Brazilian scenario and to identify how these conditions influence the health of these workers.

METHOD

It is an integrative literature review, which is a method that aims to synthesize the results obtained in research on a certain topic or issue, providing information on a subject/problem, constituting a body of knowledge directed to theory review or concept definition.⁷

The study followed the steps proposed by Botelho, Cunha and Macedo.⁷ In the **first stage**, the object to be studied was defined based on the identification of the theme and the selection of research questions: "What are the working conditions in which emergency nurses are exposed in the Brazilian scenario? How do these working conditions influence the health of these workers? ", as well as the descriptors to be used in the online search.

The online survey of scientific productions took place from June 18 to 30, 2020, on the electronic journals portal offered by the Virtual Health Library

(BVS). This virtual research platform provides scientific productions of renowned national and international journals.

To perform the search, the following descriptors were used in Portuguese: working conditions, nurses and emergency, using the resource of a Boolean operator AND in order to 'filter' articles with this theme and meet the research objectives. The descriptors were then grouped as follows: working conditions AND nurses AND emergency.

In the **second stage**, the inclusion and exclusion criteria of the scientific productions to be analyzed were established, and the following inclusion criteria were defined: documents in the form of articles published in the period from 2013 to 2020 (with a view to characterizing the working conditions of emergency nurses in more recent publications), in Portuguese, available online in full in the Latin American and Caribbean Literature in Health Sciences (LILACS) and Nursing Database (BDENF) databases. It should be noted that the descriptors used for the search in the BVS, presented in the first stage, were the same - working conditions AND nurses AND emergency - and in Portuguese, since it sought to analyze the Brazilian reality, from the articles published in Portuguese, selecting the two database searched in BVS – LILACS and BDENF.

Such inclusion criteria were placed in the 'Configure Filter' resource, available on the BVS page and after clicking on each of these items, the 'Filter' icon was activated to enable the selection of articles to be analyzed. Exclusion criteria were articles that did not contemplate the objectives of the study or that were not available in full version.

Thus, at the end of the first search, 33 articles were identified, of which 11 were repeated, remaining 22 different productions.

In the **third stage**, a reading of the abstracts was carried out, six articles were again excluded, as they did not meet the objective and the question proposed in this production, thus totaling 16 articles, which comprised the corpus of this study.

In the **fourth stage**, the selected studies were categorized, after a thorough reading of the 16 articles to obtain information relevant to the study. For that, Chart 1 was built, with the characterization of the articles, considering aspects such as author(s), objective(s), results and place/year. At this point, the following empirical categories have emerged: Working conditions of nurses in emergency services and Interference of working conditions in the health of emergency nurses.

In the **fifth stage**, the results were analyzed and interpreted, based on the analysis of the articles, the corpus of the integrative review, using the Thematic Content Analysis method from the perspective of Minayo¹², allowing the definition of the thematic categories. The selected articles were initially read in full, with subsequent elaboration of the selection of analysis units - thematic units; finally, the studies were categorized. Thematic analysis was carried out from the following phases: pre-analysis, exploration of the material,

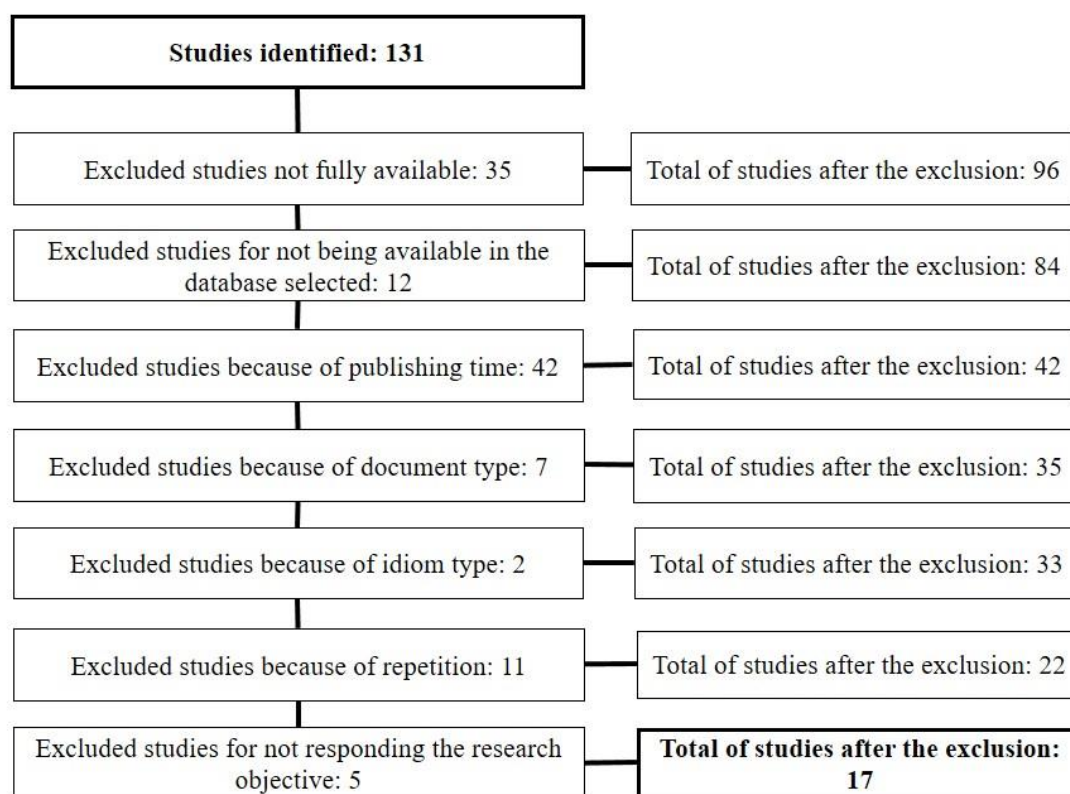
treatment of the results obtained and interpretation.⁸

At the end, in the sixth stage, the presentation of the review itself was developed, as well as the synthesis of knowledge, presented in the discussions of this study.

RESULTS

In the first search, a total of 131 scientific productions were found, making it necessary to use 'filters' to achieve more specific publications on the purpose of the article.

Figure 1: Scheme for selecting articles in BVS aiming the Integrative Review, June 2020.



After this selection and careful reading of the articles abstracts found, 16 scientific productions correlated with the

studied topic were obtained, which were used in the review.

Chart 1: Summary of scientific productions included in the Integrative Review (2013-2020) (BVS, jun.2020).

Author	Goal(s)	Results	Location / Year
1) Mendes et al.	To investigate the motivations for work and evaluate the working conditions offered to nurses and doctors in assisting users in emergency services.	In the evaluation of the motivations, the Professional Achievement factor was highlighted as the most important and Prestige as the least relevant. Regarding the working conditions offered by emergencies, nurses and doctors' opinions mostly consider "Bad" and "Regular" (Revista Brasileira de Enfermagem).	Recife-PE / 2013
2) Oliveira et al.	To identify, in the nurse's view, the psychosocial risks present in the emergency service and analyze how these risks affect the group's health.	The psychosocial risks identified lead to occupational stress, some of which are: insufficient human and material resources, ambiguity of roles and violence (Brazilian Journal of Nursing).	Rio de Janeiro - RJ/ 2013
3) Sobral et al.	To conduct a systematic review about nursing care in urgent and emergency units from 2005 to 2009.	The results showed that emergency services constitute a work environment with borderline conditions that interfere in emotional and physical aspects, highlighting stress as a consequence of this process. In these spaces, more and more nurses are assuming prominent positions in the provision of care to patients in emergency situations and have been appointed as the appropriate professional to assume the management of cases and urgent and emergency situations, thanks to the skills they have. However, many of these professionals are unprepared to work in urgent and emergency services, which justifies the need for greater investments in capacity building, training and qualification in this area by the competent institutions and bodies (Revista de Pesquisa).	Systematic review/ 2013
4) Martins et al.	To identify the meaning that nurses in an Emergency Room / Emergency Unit attribute to workloads and reveal the loads experienced in the work environment.	It was found that most subjects know the psychological and biological loads and only one mentioned the chemical loads to which they are exposed in the work environment. However, nurses did not identify the mechanical load and confused the physical load with the physiological one, evidencing the absence or failure in the training process of the workers in question, so necessary for them to acquire knowledge about the	Londrina-PR / 2013

		harmful effects of these loads on health (Ciência, Cuidado e Saúde).	
5) Fonseca and Lopes Neto	To identify the levels of stress, the areas and their respective activities pointed out as stressful by nurses in emergency units.	Nurses were at risk for high levels of stress. Unit operation, working conditions and personnel management were the most stressful areas. The request for equipment overhaul and repair was the most stressful activity (Revista da Rede de Enfermagem do Nordeste).	Manaus-AM / 2014
6) Zandome nghi et al.	To identify the challenges, especially the difficulties, of the care provided to critically ill patients in the Hospital Emergency Service (SHE) of the School Hospital from the point of view of nurses and list strategies for solving the problem suggested by the population studied.	The main difficulties reported were in relation to the deficit of material, human and physical resources in view of the great demand of critically ill patients, with difficulties in maintaining patient privacy and in handling equipment such as a mechanical ventilator. The main interference in the sector's routine with the presence of the critical patient was in relation to the dimensioning of personnel. The main strategies suggested were: increasing the ICU beds, hiring more employees, conducting more training with the team and grouping critically ill patients (Revista Mineira de Enfermagem).	Londrina-PR / 2014
7) Mesquita et al.	To analyze the view of the manager / nurse on the need to implement psychological support to professionals.	Although they did not carry out an assessment of the level of stress in the professionals, the results indicate that nurses / managers consider it important to implement psychological support strategies, which can favor the quality of life of these people, as well as reflect on better performance in daily activities. (Revista de Enfermagem do Centro Oeste Mineiro).	Araguaína, Gurupi and Palmas-TO/ 2014
8) Silva et al.	To know the main difficulties experienced by the health team that works in a mobile emergency care service from the perspective of the nursing team.	The results pointed out difficulties faced by the health team that works in a mobile emergency care service from the perspective of nurses and nursing technicians, as well as it was possible to identify possible strategies that enhance the service improvement (Revista de Enfermagem do Centro Oeste Mineiro) .	Rio Grande do Sul-RS / 2014
9) Rosado, Russo and Maia	To analyze the relation between professional practice in public urgency and emergency hospitals and the health-illness situations of the individuals who perform it, considering the multiple determinations of this process.	The subjects recognize the importance of work to guarantee favorable health conditions. However, they highlight its effects on the physical and psychological wear and tear of workers, as it promotes stress, absence of healthy habits, high blood pressure, sleep disorders, musculoskeletal and gastrointestinal disorders (Revista Ciência & Saúde Coletiva).	Natal and Mossoró-RN/ 2015

10) Oliveira, Mazzaia and Marcolan	To verify whether nurses in the emergency hospital service had depressive symptoms, identify intervening factors and analyze the perception of the reported psychological distress and the influence on the care provided.	23 nurses participated, of which 91.3% had symptoms of depression. Sickness factors were related to work conditions such as overload, devaluation, lack of human and material resources. Most nurses did not perceive their own psychological suffering, did not relate it to working conditions and believed that there was no influence of this suffering on the care provided (Acta Paulista de Enfermagem).	Presidente Prudente-SP / 2015
11) Worm et al.	To identify the risk factors for illness related to nursing work in Mobile Emergency Service.	In the assessment of the work context, the organization of work was identified as critical. The Indicators Pleasure and Suffering at Work pointed out the professionals' freedom of expression. On the other hand, there is a lack of recognition and professional exhaustion. For the evaluation of work-related damages, physical damages stand out (Revista Cuidarte).	Santa Catarina-SC/ 2016
12) Roncalli et al.	To understand the experience of nurses who work in the risk classification of an Emergency Care Unit (UPA).	The daily life at the UPA is expressed in the high demand and complaints from users. It portrays a stressful and conflicting environment due to the wait and suffering of each one who awaits care. In addition to the care actions, the managerial and educational ones result in work overload in the nurses' daily life (Revista de Enfermagem UFPE).	Belo Horizonte-MG / 2017
13) Silva et al.	To evaluate the presence of musculoskeletal disorders in nurses at the Emergency Care Units of a capital in the northern region of Brazil.	It was evident that all participants had at least one symptom of musculoskeletal pain or discomfort in the last 12 months. The neck / cervical region had a higher incidence (60.0%), followed by low back pain (54.3%) (Revista de Enfermagem e Atenção à Saúde).	Study location not identified / 2017
14) Santos et al.	To describe the stressors for the nursing staff in the emergency department of a public hospital.	Emergency nursing team professionals are exposed to psychological risk factors, including occupational stress, due to work overload, greater demand than the team's care conditions and the insufficient number of nursing professionals in the sector (Revista online de Pesquisa Cuidado é Fundamental).	Jequié-BA / 2019
15) Cordeiro et al.	To investigate the professional satisfaction of nurses in an emergency unit of a hospital in the North Zone of Ceará.	The professionals were satisfied with their performance at work due to the feeling of helping others; however, there were still reports of dissatisfaction such as physical and emotional exhaustion (Nursing).	North Zone-CE / 2019
16) Marques et al.	To identify the factors that motivate nurses' job satisfaction and dissatisfaction.	Two categories emerged after analysis: Factors that motivate job dissatisfaction and Factors that motivate job satisfaction. Dissatisfaction was related to the insufficient number of human and material	Study location not identified / 2020

		resources and the lack of appreciation of the nurse's society; satisfaction was associated with training opportunities and service meetings (Revista de Enfermagem UFPE).	
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Of the 16 selected scientific productions, one is a review article, with 15 original articles, of which eight were studies with a qualitative approach, six quantitative (four cross-sectional studies) and one quanti-qualitative. It is observed that, of the total of selected articles, the journal with the largest number of publications is the Revista de Enfermagem do Centro Oeste Mineiro and the Revista de Enfermagem UFPE, totaling two articles each, and the regions with the largest number of studies are the South and Northeast ones, with four articles each. With regard to the year of publication selected, most articles were published in the years 2013 and 2014, with four articles each, with two articles in 2015, 2017 and 2019; and in the 2016 and 2020 one article was found.

In general, as shown in Chart 1, the analyzed articles presented an approach related to the working conditions of nurses in emergency services⁹⁻¹⁹, as well as developed a discussion about the interference of working conditions in the health of emergency nurses.^{9-11,15,17-24} In addition, from the results of some analyzed articles^{9-11,15,17-19} it was possible to identify aspects regarding both the working

conditions of nurses in the emergency services and the interference of these working conditions in the health of these professionals.

DISCUSSION

Nurses' working conditions in emergency services

Regarding the quality of the physical environment, equipment and materials made available to carry out their work, the working conditions of emergency nurses in Brazil, in most cases, are pointed out as unfavorable in the studies analyzed.

The context of precariousness is inherent in the work of nurses, with attenuating factors being the inadequacy of physical structures, low wages, lack of ergonomic planning, authoritarian relations, unavailability of equipment and materials, organization of the environment, unhealthiness, long working hours and discharge demand for care.^{9,10,17,19}

It is understood that these working conditions involve variables that influence work, the life of the worker and the activity he performs, such as autonomy, flexibility, satisfaction, job stability and meeting

personal needs, such as health, education, security, housing and food.³

The nurse who works in an emergency assumes fundamental importance in the quality of care, with technical, organizational and relational requirements, being one of the professionals responsible for dealing with situations of clinical unpredictability of patients, needing to manage material, human and infrastructure resources that allow the performance of the team in emergency care. However, the (mis)configuration of work in the context of precariousness hurts professional dignity in view of the limitations imposed.¹¹

It is worth mentioning that, at times, the precariousness of the nurse's work is a consequence of a low power of resistance and fragile political organization, which makes it difficult to fight for improvements in their working conditions and in their economic and social valorization.³

The main difficulty in the work process of emergency nurses is the insufficiency in the quantity and quality of materials intended for the care of critically ill patients, which causes interruptions in the assistance to users, verifying that it is necessary to adapt and improvise materials and equipment, leading to a gap between prescribed and real work.¹²

Likewise, a study by Santos et al.², which sought to analyze the characteristics of the nurse's work environment in an emergency hospital service, pointed out the unfavorable characteristics of nurses' control over the work environment, as evidencing as main difficulties overcrowding, lack of resources and insufficient number of professionals to carry out the work, which influences and compromises the service's assistance capacity and continuity of care.

It is also necessary to consider the fact that the lack and scarcity of materials and equipment leads to situations of conflict in the team and stress in the attempt to carry out its activities¹³, as well as being factors that cause dissatisfaction in the nurse's work.¹⁹

Regarding the physical space, it should be noted that improvisation and disorganization end up generating limitations in the performance of routine activities, which can be attributed to scrapped ambulances, to places with poor ventilation and inadequate temperatures.¹⁴ It is also worth noting the lack of restructuring of the physical space to meet the growing demand for care, forcing workers to continually improvise and adapt, as, for example, in corridors, to care for users of health services.¹¹

The limitations of available physical and material resources and inadequate working conditions for care can generate demotivation, physical and psychological overload for workers. Such factors can interfere with the quality of service provision, which points to the need for investments to improve these conditions, seeking to effect the satisfaction of professionals with their work, as well as the quality of care offered in the emergency service.²⁵

The way work is organized in urgent and emergency services, the existence of strenuous routines, demands from superiors, work overload and low wages have also characterized the work conditions of the emergency nurse.¹⁸

A particularity of the emergency service is the characterization of care provided by clinical and/or traumatic conditions of different complexities. However, the users' lack of information about the type of service offered can generate disorganization in the routine, reducing the resolvability of the assistance, as it de-characterizes the service.¹⁴⁻¹⁵

Despite the screening (reception) performed by the nurse at the entrance door of the health service, there is a persistent search for assistance to clinical staff that should be directed to the primary care units or outpatient network. This inadequate

search for the emergency service ends up causing an unnecessary activation of the team, thus resulting in overcrowding of the service, as well as overload of professionals' work.^{11,16}

Thus, it is clear that the poor working conditions of emergency nurses can lead to precariousness in their work process, exposing not only these professionals to risks, but also compromising the quality of care provided to users of health services.

Interference of working conditions in the health of emergency nurses

The precariousness of nursing work, intensified by the policy of adjusting the neoliberal and capitalist model, is contrary to the discourse proposed by SUS and has led to the excessive consumption of physical and spiritual energies by workers⁵, causing them to experience feelings of dissatisfaction, demotivation and hopelessness, with no prospect of change, reflecting on their health, with expressions such as exhaustion, tiredness, burden, depression, stress and even with the Burnout Syndrome.¹⁰⁻¹¹

Offering assistance in a context permeated by service crowding, precariousness, risk of the patient's life, lack

of time to eat and meet their bodily and metabolic needs, constitute a susceptibility of the professional in the face of the possibility of harming their health status, physical and/or emotional way.^{15,20}

The work overload, the demand greater than the care conditions of the team, as well as the insufficient number of nursing professionals in the sector, can cause exposure to psychological risk factors, physical and emotional stress, including occupational stress, that can collaborate to decrease the stimulus to exercise their functions and feeling of helplessness.¹⁷⁻¹⁹

According to a study by Moraes Filho and Almeida⁶, the nursing professional is increasingly subject to occupational illness due to stress in the workplace. It is known that the population needs nurses; however, these professionals also need favorable working/organizational conditions for the performance of their function.

Concerning physical exhaustion, professionals have cardiovascular, respiratory, gastrointestinal problems, reduced hearing capacity, headache, sleep disorders, tonsillitis, tiredness and especially musculoskeletal disorders, such as repetitive strain injury, bursitis, tendinopathy, among others.⁹⁻¹¹

As for the psychological wear and tear associated with work, one manifests

depersonalization, low personal fulfillment, emotional exhaustion, factors prone to the development of Burnout Syndrome, which, despite being multifactorial, are closely related to high levels of wear and tension at work.⁹⁻¹¹

A study²⁶ carried out in a medium-sized public hospital, located in the southwest of Bahia, which sought to identify the symptomatological dimensions of Burnout Syndrome in nursing professionals working in an emergency room and reception, showed that a significant portion of workers have symptoms of this Syndrome. It may be related to the profile, routine and working conditions of the emergency, added to the continuous and prolonged exposure to the stressors mentioned.

Work can be responsible for being a source of pleasure or suffering, depending on the way it is done, causing the emergency nurse's performance, in most cases, to show a lack of cohesion, due to overwork, implying reduced hours of rest, leisure, social and family contact, concomitant with their poor working conditions, leading to a degree of dissatisfaction and demotivation.²¹

Professional stress can also end up influencing nurses' family and private lives. This should encourage institutions to seek strategies that can remedy the factors that

lead to physical or emotional tension.²² Thus, it is necessary to develop actions in work environments that seek to minimize the effect of these stressors, aiming to promote quality for workers in the performance of their duties and, consequently, in the assistance provided to users.

The reduction of the workload, rest breaks, creation of healthy and ergonomically adequate environments, the use of labor gymnastics to perform stretching and relaxation exercises, evaluation of the quality of life and review of the resizing, constitute proposals for overcome the health problems of professionals resulting from work,^{23,24} which may contribute to the improvement of working conditions and the worker's experience.

In addition, a study by Beleza et al.²⁷ adds the information, adequate training for the job and the follow-up of the norms as measures that may contribute to occupational health of nurses in a hospital unit. Therefore, it is understood that the articulation and participation of managers and workers is necessary, in order to provide a risk-free role for emergency nurses for themselves and for service users.

CONCLUSION

From the characterization of the working conditions to which emergency nurses in Brazil are exposed, it can be seen that these have been identified as unfavorable in the scientific productions analyzed, permeated by the precariousness process that reflects in several aspects described, such as the lack of material and human resource, inadequate physical space and intense work hours. All of these factors mentioned directly affect the health of these professionals.

These conditions influence the health of nurses and are noticeable by psychological, emotional (dissatisfaction, demotivation, hopelessness) and physical (exhaustion, tiredness, burden, depression, stress) events, culminating in the occurrence of pathologies such as Burnout Syndrome; cardiovascular, respiratory, gastrointestinal problems; sleep disorders, among others.

In view of the aspects observed, it is noted the relevance of studies on the nurse's work process, especially with regard to working conditions in a context of precariousness, so that, aware of them, the institutions invest in improvements, solving the difficulties, ensuring that professionals maintain their functional capacity preserved, in a way that there is an improvement in the assistance provided to

the patient, as well as a legitimation of the nurses' workforce in the health field publications in Portuguese, which is the reason to choose this language.

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