

68 - INFORMATION ON RISKS AND WORK SATISFACTION AMONG WORKERS OF NURSING A UNIVERSITY HOSPITAL IN NATAL, BRAZIL, BRAZIL

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INTRODUCTION

The environmental risks in hospitals caused by physical, chemical, biological, psychosocial and mechanical, ergonomic risks associated with producing an imbalance in the adaptation process to the employee working conditions presumably can cause illnesses and accidents that stand out as a serious problem national (BENATTI, 1989; BULHÕES, 1994; JANSEN, 1997).

In Brazil, this concern began to arise with greater intensity in the 60 achieved greater impact in 1972 when the country was considered a "champion of industrial accidents" (COSTA, 1981; POSSAS 1981; LACAZ & RIBEIRO, 1984; BENATTI, 1989).

If health professionals are at risk of hospital sharply and nursing is responsible for 60% of the health risks become more serious by the time of exposure and by direct contact to which these workers undergo daily basis (BULHÕES 1994).

Nursing is one of the professions that helps to preserve the life and health of man, but still cannot solve the problems related to his own protection.

The lack of occupational hazards that are exposed and their effects on health is a real finding on direct observation of nursing practice in hospitals and inhuman and precarious conditions which are subject to these professionals. It is believed that possibly occupational diseases and accidents at work in a hospital are directly related to the level of knowledge of the risks these workers, thus improving the level of information and discussions can probably minimize the effects that such risks may cause. In this regard and in order to contribute in any way to improve worker health and offer subsidies to understand this reality, especially in Rio Grande do Norte, where there is an evident lack of studies in this area, she is motivated to carry out this research.

It was then proposed to study the knowledge of the risks and the occurrence of accidents in a general hospital large in order to give greater consistency to the workers' struggle in defense of his health.

Through the implementation of this study was intended to the following objectives: to assess providers' knowledge about occupational hazards that can support them from accidents at work and experience the satisfaction of professional labor, facing the risks and accidents in the environment work.

METHODOLOGY

The present study is characterized as a descriptive epidemiological study carried out by a retrospective data reported by nursing personnel, in order to identify the occurrence of accidents at 3 years of work and the risks that can lead them to suffer such accidents.

Was conducted at Onofre Lopes University Hospital (HUOL), located in located in Natal/RN, Brazil, by the fact that it is a teaching hospital, a member of the Federal University of Rio Grande do Norte. It is a medium-sized hospital, of secondary and tertiary care and reference for the entire state. It is maintained by the Ministry of Education affiliated with the National Health System (SUS) is legally a public and adds to their assistance targets the functions of teaching, research and extension.

Regarding the procedures for data collection after official approval by the hospital board and approval by the ethics in research involving human Federal University of Rio Grande do Norte, was asked to list of nurses and briefings on all sectors of work.

The instruments were validated by 5 teachers and 5 judges' professionals specializing in occupational medicine and have been tested with 20% of the population of nursing.

The questionnaire consisted of open and closed questions with identification data and information on accidents at work, conditions of work environment that can cause accidents at work and details of the accident.

Data were collected through an application form to the nursing staff from September to December 2006. These employees were subjected to this interview in their respective workplaces.

The data were organized into a database, using the program Excel 97.

The results were presented based on descriptive statistics, using simple frequency distribution and relative.

RESULTS AND DISCUSSION

With regard to job satisfaction, 60% of staff are dissatisfied with working conditions, 38% of technicians and 26% of nurses are dissatisfied. In general, it is observed that 47% of nurses are satisfied, 41% are dissatisfied and only 12% are very satisfied with working conditions. It is observed that satisfaction has a percentage of 60% for nurses and dissatisfaction has a percentage of 60% for nursing assistants.

The above data have confirmed the prospective study by Bigos et al, (1991) held for 4 years with 3020 employees and have concluded that workers are almost never satisfied with the activities of their jobs, have two and a half times more accidents than those who are almost always satisfied in the performance of the function. Accordingly, it can be argued that variables such as remuneration, workload, shift work, working hours and conditions of equipment, types of activities among others, could cause a greater or lesser degree of satisfaction in the performance of the profession.

Professionals who are dissatisfied justify the dissatisfaction is due to poor conditions and poor working overworked daily. Professionals satisfied justify their satisfaction with and love the profession because they work in an activity they like to benefit him and patients.

It is noteworthy that satisfaction with work is the element responsible for growth and personal and organizational development. The relationship between beliefs about the quality of service and professional satisfaction with their work, confirms the theory that as one of its key dimensions is the satisfaction (Nogueira, 1994). Not only as external customer, but also the internal, as if that is not satisfied with what they do, hardly provide a quality service.

The managing for quality emphasizes the need to produce an atmosphere of cooperation and participation, in which workers get involved in the achievement of organizational goals, enjoy greater autonomy within their functions, and combine

personal and work (FARIAS, 2002). To meet the professional causes positive effects on the quality and productivity at work and should therefore be the interest of the organization itself.

As general summary regarding the relationship of information from nursing professionals on workplace accidents, 19% of staff exposed to the restricted occurrence at the workplace, and 13% emphasize the breadth of the accident beyond the hospital, the route from work to residence. Regarding practical nurses, 32% explain the accident and everything that endangers the health of the worker and 26% reported injuries that occur during working hours. As for nurses, 32% reported as accidents, occurrences at work.

With regard to factors that could cause accidents, aides point to stress with a rate of 10%, stuck with contaminated needles or blades around 9% and the lack of attention to 11%. The nurses reported that 25% of accidents are caused by nosocomial infection and other sharp materials, 9% due to mental stress, sleep and fatigue.

In a study conducted in Brazil, health workers, aimed at identifying occupational risk of infection with human immunodeficiency virus (MACHADO, 1992), it was found that 88.8% of accidents reported attacks disrupted the nursing staff.

Among the factors predisposing the occurrence of accidents of this nature are frequent handling of critical articles by professional medical and nursing (MURPHY, 1995).

The Ministry of Health, through the Program of STD / AIDS (GRAÇA, 1999) recommends that accidents involving exposure to biological material to be analyzed for biological material involved the type of accident and the HIV status of source patient in relation to HIV. If chemoprophylaxis is indicated, it should be initiated within the first 2 hours after the accident, lasting 4 weeks or until you have serologic status of the patient source.

Although considerable progress has been observed on the understanding of occupational risk and HIV (MARCUS, 1997), health workers and especially those in the medical field have proven resistant to the use of personal protective equipment, the underestimation of the risk of infect and notification of the accident.

The knowledge of regulatory standards of safety and occupational medicine, 28% of staff do not know the answer, 24% reported the Commission for the Prevention of Accidents (CIPA), 20% Service Specializing in Safety Engineering and Occupational Medicine (SESMT) and 18% in NR-5. Of the technical, 24% are unaware of the rules, once they left blank, 20% answered that it is the NR-5 and 12% of CIPA. In turn, 42% of nurses said that is CIPA, 24% said that is CIPA and HICC and 18% mentioned the NR-7.

Regarding the regulatory norm that obliges the use of EPI, the auxiliary had 61% of ignorance, it left the question blank, 21% report to CIPA and 18% of NRs. Technicians, 12% responded EPI and 20% said that the EPI and CIPA. As for nurses, 42% responded that the EPI, 22% left blank and 20% Commission for Infection Control (HICC).

Among the risks to which these professionals are exposed, 23% of staff believe the increased exposure of the contact material cutting and piercing and 12% emphasize the stress. The coaches made it clear the problem of contamination due to lack of security and different problems, the percentage were 20%. Now with respect to the placement of nurses, 12% think are the risks of contamination and 14% emotional distress and stress.

Workers in the health field for patient care are exposed to numerous occupational hazards caused by chemical factors, physical, mechanical, biological, ergonomic and psychosocial problems that may cause occupational diseases and accidents.

The number of workers of medicine and nursing, particularly as it is inserted in the hospital, mostly performs direct care to patients, and consequently, is exposed to various risks, and may acquire occupational diseases and work, and injuries as a result of accidents at work (BULHÕES, 1998).

CONCLUSIONS

With respect to job satisfaction, 46% of nurses show that they are dissatisfied, 43% satisfied and 11% very satisfied. In general, there is that much of the dissatisfaction is generated by working conditions and satisfaction of an agent is perceived by the love and dedication to work and in their chosen profession.

The nurses demonstrated more complete information on the subject, refer to the need for the use of PPE with observation of the NRs and the lack of working conditions and clarification. The coaches emphasize the disabilities due to lack of training, and the auxiliaries have superficial information (defined only accidents such as damage to health occurring within the institution and a small percentage emphasizes the accident in the course of work) because of their level of training.

Finally, it is expected that based on the theoretical and the presented results, this survey will contribute to the formation of an awareness of the importance of health and safety of nursing staff in the workplace, but also triggers a improvement of education on knowledge of the risks and the importance of employee participation in the struggle for this reality, the prevention of accidents.

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INFORMATION ON RISKS AND WORK SATISFACTION AMONG WORKERS OF NURSING A UNIVERSITY HOSPITAL IN NATAL, RN, BRAZIL

ABSTRACT

Introduction: The nursing staff is very vulnerable to exposure to biological material. This large number of exhibits related to the fact that health workers have direct contact in patient care and also the type and frequency of procedures performed. **Objectives:** This study sought to identify the information of nursing that can encourage them to accidents at work and verify compliance with the professional work, facing the risks of accidents in the workplace. **Methodology:** This study was descriptive epidemiological performed through a retrospective survey of 100 nursing workers at the Onofre Lopes University Hospital (HUOL), located in Natal / RN, Brazil. Data were collected from September to December 2006 using a questionnaire consisting of both open and closed. **Results:** the analyses revealed that information regarding factors that can cause accidents at work were stress and handling with cutting and piercing material among nursing assistants. Nursing technicians cited repetitive work, stress, sleep and fatigue. The nurses believe the hospital infection, material cutting and piercing stress. The job satisfaction, 46% of workers have shown dissatisfaction, 43% are satisfied and 11% are very satisfied. In general, it is observed that the dissatisfaction is generated by the working conditions and satisfaction is perceived by the love and dedication to work and chosen profession. **Conclusion:** We conclude that changes are needed in the workplace to minimize risks in the handling procedures and work environment, as well as training, awareness of security and provision of safety devices for workers.

KEYWORDS: nursing worker, worker satisfaction, work accident hospital.

INFORMATION SUR LES RISQUES ET TRAVAUX DE SATISFACTION CHEZ LES TRAVAILLEURS DE SOINS INFIRMIERS UN HÔPITAL UNIVERSITAIRE DE NATAL, RN, BRÉSIL

RÉSUMÉ

Introduction: Le personnel infirmier est très vulnérable à l'exposition à du matériel biologique. Ce grand nombre d'expositions liées au fait que les travailleurs de santé ont des contacts directs dans les soins aux patients ainsi que le type et la fréquence des procédures exécutées. **Objectifs:** Cette étude visait à identifier les informations des infirmiers qui peuvent les encourager à des accidents du travail et de vérifier la conformité avec le travail professionnel, face aux risques d'accidents au travail. **Méthodologie:** Cette étude était descriptive épidémiologique effectuée à travers une étude rétrospective de 100 travailleurs de soins infirmiers à l'Hôpital Onofre Lopes Universitário (HUOL), située dans le Natal / RN, Brésil. Les données ont été collectées de Septembre à Décembre 2006 à l'aide d'un questionnaire comprenant à la fois ouvert et fermé. **Résultats:** L'analyse a révélé que les facteurs informations à ce propos peut provoquer des accidents au travail sont le stress et la manipulation avec le découpage et le perçage de matériel entre les infirmières auxiliaires. Techniciens infirmiers cité le travail répétitif, le stress, le sommeil et la fatigue. Les infirmières croient l'infection hospitalière, du matériel de découpe et de perçage de stress. La satisfaction au travail, 46% des travailleurs ont montré l'insatisfaction, 43% sont satisfaits et 11% sont très satisfaits. En général, on constate que le mécontentement est généré par les conditions de travail et la satisfaction est perçue par l'amour et le dévouement au travail et à la profession choisie. **Conclusion:** Nous pouvons conclure que des changements sont nécessaires dans le lieu de travail pour minimiser les risques dans les procédures de manipulation et l'environnement de travail, ainsi que la formation, la sensibilisation à la sécurité et la fourniture de dispositifs de sécurité pour les travailleurs.

MOTS-CLÉS: travailleur de soins infirmiers, la satisfaction des travailleurs, à l'hôpital accident du travail.

INFORMACIÓN SOBRE LOS RIESGOS Y LA SATISFACCIÓN DEL TRABAJO ENTRE LOS TRABAJADORES DE ENFERMERÍA DE UN HOSPITAL UNIVERSITARIO EN NATAL, RN, BRASIL

RESUMEN

Introducción: El personal de enfermería es muy vulnerable a la exposición a material biológico. Este gran número de exposiciones relacionadas con el hecho de que los trabajadores de la salud en contacto directo en la atención al paciente y también el tipo y la frecuencia de los procedimientos realizados. **Objetivos:** Este estudio trató de identificar la información de enfermería que pueden alentar a los accidentes de trabajo y verificar el cumplimiento de la labor profesional, frente a los riesgos de accidentes en el lugar de trabajo. **Metodología:** El estudio epidemiológico descriptivo se realizó a través de un estudio retrospectivo de 100 trabajadores de enfermería en el Hospital Universitario Onofre Lopes (HUOL), ubicado en Natal / RN, Brasil. Los datos fueron recolectados entre septiembre y diciembre de 2006 utilizando un cuestionario que consta tanto de abierto y cerrado. **Resultados:** El análisis reveló que la información relativa a los factores que pueden causar accidentes de trabajo fueron el estrés y el manejo con material corto-entre los auxiliares de enfermería. Técnicos de enfermería citados trabajo repetitivo, estrés, sueño y fatiga. Los enfermeros creen que la infección hospitalaria, material de corte y perforación de estrés. La satisfacción en el trabajo, el 46% de los trabajadores han puesto de manifiesto la insatisfacción, el 43% está satisfecho y el 11% está muy satisfecho. En general, se observa que la insatisfacción generada por las condiciones de trabajo y la satisfacción que se percibe por el amor y la dedicación al trabajo y la profesión elegida. **Conclusión:** Se concluye que los cambios son necesarios en el lugar de trabajo para minimizar los riesgos en los procedimientos de manejo y el medio ambiente de trabajo, así como la formación, la concienciación de la seguridad y el suministro de dispositivos de seguridad para los trabajadores.

PALABRAS CLAVE: trabajador de enfermería, la satisfacción del trabajador, el hospital de accidentes de trabajo.

INFORMAÇÕES SOBRE OS RISCOS OCUPACIONAIS E SATISFAÇÃO ENTRE TRABALHADORES DE ENFERMAGEM DE UM HOSPITAL UNIVERSITÁRIO DE NATAL/RN, BRASIL**RESUMO**

Introdução: A equipe de enfermagem é muito sujeita a exposição por material biológico. Este número elevado de exposições relaciona-se ao fato de os trabalhadores da saúde terem contato direto na assistência aos pacientes e também ao tipo e à frequência de procedimentos realizados. **Objetivos:** Este estudo buscou identificar as informações dos trabalhadores de enfermagem que podem favorecer-lhes a ocorrência de acidentes de trabalho e verificar a satisfação dos profissionais com o trabalho, diante dos riscos de acidentes no ambiente de trabalho. **Metodologia:** Este estudo de natureza epidemiológica descritiva foi realizado através de um levantamento retrospectivo com 100 trabalhadores de enfermagem do Hospital Universitário Onofre Lopes (HUOL), em Natal/RN, Brasil. Os dados foram coletados no período de Setembro a Dezembro de 2006 através de um questionário composto de questões abertas e fechadas. **Resultados:** A análise evidenciou que as informações quanto aos fatores que podem provocar acidentes de trabalho foram estresse e a manipulação com material perfuro-cortante, entre os auxiliares de enfermagem. Os técnicos de enfermagem citaram trabalho repetitivo, estresse, sono e fadiga. Os enfermeiros consideraram a infecção hospitalar, material perfuro-cortante e estresse. Quanto à satisfação no trabalho, 46% dos trabalhadores demonstram insatisfação, 43% estão satisfeitos e 11% estão muito satisfeitos. No geral, observa-se que a insatisfação é gerada pelas condições de trabalho e a satisfação é percebida pelo amor e dedicação ao trabalho e a profissão escolhida. **Conclusão:** Concluiu-se que são necessárias mudanças no ambiente de trabalho para minimizar os riscos em procedimentos de assistência e no ambiente laboral, além de treinamento, conscientização de práticas seguras e fornecimento de dispositivos de segurança aos trabalhadores.

PALAVRAS-CHAVE: trabalhador de enfermagem, satisfação do trabalhador, acidente de trabalho hospitalar.

PUBLICAÇÃO NO FIEP BULLETIN ON-LINE: <http://www.fiepbulletin.net/80/a2/68>