

145 - PERCEPTION OF THE ACTIVITIES OF THE PSYCHOLOGIST FOR THE HEALTH TEAM OF A HOSPITAL SCHOOL

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1. INTRODUCTION

The formation of the Psychologist in Brazil has been grounded in the three great classic areas of performance: clinical, scholar and organizational, mainly until the 1980's. However, with the inclusion of the Psychologist in the Hospital, and on the health team, its importance in this new context was perceived, especially because of the great search for this area of performance between students and professionals. Yamamoto (1997) has already found indication about the expressive interest of professionals of Psychology in activities of the hospitals in the health area. However, being a field of performance still relatively little sought by Psychologists, because of the recent changes in this direction motivated reflections of the practical and theoretical order. As Angerami - Camom (2002) affirms, it makes necessary a more detailed discussion on the concept of the Hospital/health Psychology, where it is seen as a concept of health of the W.H.O. (World Health Organization), where it is seen as being a physical, mental and social welfare well-being and not only as the absence of the illness. Hernández (2005) comments that some authors such as Bloom (1988), Werner (2000) and others, point out that Health Psychology developed to leave, mainly, from different positions of the medical model and the limitations of this model, since in the practical order it is, many times, out of the context.

In Brazil some names are stand out the precursory of psychological work in hospitals, such as Suely Brunstein (Porto Alegre), Júlia Charmont (Rio De Janeiro), Aydil Macedo de Queiroz and Mathide Neder (São Paulo). This definition of the Health Psychology appeared together with the creation of the division of the Health Psychology of the American Psychological Association - APA (Angerami - Camom, 2002, Spink, 2003).

All these definitions are synchronized with the concept of health considered for the O.M.S. Thus, the performance of the professional of Psychology is perceived as essential to aim the prevention of the illness and promotion of health. The Health Psychology opens a fan of possibilities of performance for the Psychologist, either in public or private institutions. Among these possibilities it is the performance in hospitals.

The insertion of the psychologist inside the hospital tried internal questionings into the Psychology because that traditional practical of the Psychologist allied to that set of the psychological academic knowledge do not support the praxis in environments others than those of doctor's office, company and school. Hospital Psychology, terminology used in Brazil to assign the activity of the Psychologist in the scope of the hospital, is, in agreement with Simonetti (2004), a field that aims for understanding and treat the psychological aspects that are related with the illness process.

In a more ampler boarding the performance of the hospital psychologist is one next the patient, the team of health and related patients, at last that it appropriates itself of the possibilities, without neglecting the institutional limits of its performance. The Health Psychology is not only restricted to the hospital environment, but also to health centers or any other programs that come to focus the health of the collective.

The Psychologist who works in hospital has six basic tasks as points out Rodriguez-Marin (Apud Castro, 2004) that are: coordination of the employees, to help the interned patient for adaptation and recovery, to act as a consultant helping others professionals to deal with the patient, to delineate and to execute programs together with other professionals, to give direct assistance to the patients and act as the management of human resources, looking for improving the services of the staff of the organization.

Among the attributions of the Psychologist prescribed by the Brazilian Catalogue of Occupations' (C.B.O), the psychological accompaniment includes "the pregnant during the pregnancy, childbirth and puerperium, looking for integrating its emotional and corporal experiences, as well as including the partner, as a necessary support in all this process". The presence of the Psychologist in the hospital team is especially important in the identification of fears, doubts and expectations of the patient, beyond facilitating the communication between the health team and patient. Moreover, other strategies of cares with the caregiver and creation therapeutical programs of prevention and, identifying pathogenic situations and rescuing the quality of life, are actions that are concerned to the work of the Hospital Psychologist. It is, therefore, in this perspective to understand and to reflect the practical of the Hospital Psychologist that this work was developed. The research was carried in a maternity school pertaining to a federal institution of academic education (university).

2. METHOD

Health professionals were interviewed: doctors (n = 29), nurses (n = 18), assistants (n = 6) and others that they act in a maternity school, totalizing sixty six participants, that represents 37.5% of the functional staff of superior level (n = 176). The election occurred in a random form to leave of the active search of the citizens in the diverse sectors of the maternity and the availability to participate of the research.

The data had been collected through a form with questions that had as objective to characterize the participants in relation to age, sex, civil estate, local of performance inside the hospital, academic degree, time of service in the hospital and function. More three final questions on the perception concerning to the psychologist performance in the hospital (carried through activities; sectors where it would be possible to the performance of the psychologist; and activities that could be carried with other professionals).

The forms had been delivered to each participant, with previous acceptance, applied according to the resolution 196/96 of the Conselho Nacional de Saúde (CNS), supplying the necessary instructions of its fulfilling. Some participants immediately answered and returned the forms while others (the majority) had returned the forms later. The data had been collected during the months of May and June of the year of thousand and six.

3. RESULTS

About the description performance data of the Psychologist in the hospital, it had been categorized in agreement of its

content, in such way to represent concepts and characteristics of the professional performs. The majority of the participants (82%) is between thirty one and fifty years old. The other ones are in the band below of the thirty or above the fifty years old. This result reflects the existence of a group of relatively young participants, but also with professional experience.

About the time of service dedicated to the maternity, a relatively equitable distribution was verified, that is: There are professionals with experience of work in the maternity between five years and others with more than twenty and five years of work.

The percentage of professionals of the feminine sex (80.3%) in this research is determined, mainly, to the nursing staff that historically is composed in its great majority for women, and also because it is referring to a maternity.

The great amount of doctors and nurses (82%) present in the research is justified because it is concerned to the health area and also because the hospital was the place of the collection of the data. Other professionals in a lesser percentage had also participated: Management, Social Assistant, Biologist, Dentist, Pharmacist, Nutritionist, Psychologist, Executive Secretary and Technician in Educational Subjects.

A relatively high percentage of the participants in this research (81%) has graduate level. This result is significant and reflects the support given for the university in this way, liberating its staff to the diverse courses of specialization, master and doctorate.

The research participants are located in the infirmaries and clinic (55.1%). This result is justified by the fact of being a hospital and its health units (sectors) agglomerate a great number of professionals. The five sectors where these professionals are more concentrated are: clinic, gynecological infirmary, emergency, obstetrical infirmary, high risk infirmary and the intensive therapy unit. The others ones are distributed at the bureaucratic area. Thus, it can be affirmed that the results related with the Psychologist performance reflect, mainly, the perception of the professionals of those sectors.

Perception of the Activity of the Psychologist for the Health Team

The participants answers to the questionnaires were transcribed in a word processor in order to analyze them about the content. Initially the answers were grouped on the basis of the professional categories of the respondents and described literally. Thus, professional activities were differentiated in two groups: one called of "Attendance direct to the user" (the attendance that the professional establishes a face contact and that take place in the hospital) and is formed by the following professional categories: Pharmacist, Social Assistant, Nurse, Psychologist, Nutritionist, Dentist and Doctor; and another called of "Indirect Attendance" (service attendance to the public that it does not have a face contact) composed by: Executive secretary, Biologist, Management and a Technician in Education.

A first defined category was Professional accompaniment, whose definitions detached by the respondents had been concerned to the accompaniment of the functional staff; individual accompaniment to the employees carried by the sector of Human resources; behavioral orientation; calls because the difficulties in the work and therapy. The descriptions represent the professional activity of the psychologist as being of individual character, in varied actions that involve since the assessorship to the psychotherapy, but is fit to detach that the respondents designated this category with a bigger frequency of descriptions.

One second category is concerned to the descriptions of the activities to the patients of the institution, called Patients, whose descriptions of the psychologist activities were: individual attendance of the familiar patients and, in situations of high risk, psychopathology manifestations (puerperal, maniac depressive psychosis and depression), emergency situations, as sexual violence, children rejection, patients with cancer and prematurity. In all the described situations the predominantly activity defined is the psychoterapeutic and curative accompaniment.

Relations between Sectors is a category that treats on the necessities among the diverse levels and organizational structures, and comprise aspects as the integration between the distinct sectors, institutional integration, conflict resolution, staff management and integration seminars. The participants understand that the psychologist work can facilitate and assist the integration of the diverse sectors of the hospital.

Another category called Education was designated on the basis of the answers of the orientation necessities, clarifications, didactic lectures and activities, for the behavior understanding. It must be emphasized that these necessities had been identified and directed for the team predominantly, defining the orientation paper that the psychologist may have concerning to the other members of the work group.

4. DISCUSSION

The activities developed for the Psychologist in the hospital are seen as being the employees' accompaniment, as an individual form, in the attendance of the difficulties in the work and psychotherapy. These results are similar to those gotten by Marcon (2004) and collaborators in which they had found as local of the Psychologist performance in hospital the sector of Human resources and as an activity the accomplishment of individual interview for supporting and guiding. These activities characterize the paper of Organizational Psychologist. These results can have appeared with more emphasis influenced by the activities developed by the Psychologist of the Hospital in study. The individual attendance to familiar patients was also another data found in the Marcon research (2004) carried in the hospitals of Florianópolis city. Similar data had been also found at the Yamamoto research (2002). Education activities that refer to the guide paper to the health team also had been mentioned as part of the psychologist performance in the hospital in the studies developed by Campos (1995) and Tutida (2000).

A study carried by Sá and others (2005) in the hospitals of Recife city, points that the activities developed by the Health Psychologist are those related with the assistance to the patients in diverse sectors of the hospital, domiciliary assistance, research and training supervision. The assistance (the psychoterapeutic support) is an activity present in all those studies that search to characterize the profile of attendance of the Psychologist in the health environment. Other activities carried by the Psychologist result of the profile of the hospital (public or private, general or specialized, of education or only assistance). The results found in the present research seem to indicate a consequence of what the professionals perceive of the performance of the Psychologist of that hospital. Even so, as others researches data, the results are similar.

The health professionals in general do not still have a clear delimitation of the performance of these two specialists (Health Psychologist and Organizational Psychologist). Will it be that this not yet clear perception of these two specialists provokes some consequence for the Psychologist work market? Will it be harmful for the image of the profession? One becomes necessary to extend the quarrel from research in other hospitals and so be possible to have a better characterization of the Psychologist performance and also be possible a delimitation of the characteristics of the Health Psychologist and Organizational Psychologist that act at hospital.

5. FINAL CONSIDERATIONS

In this work we aimed to delineate the activity of the Psychologist who acts in the hospital context from the perspective of the diverse health professionals that act in a maternity school (hospital). The research and the bibliography consulted point

mainly, as seen in the introduction, to activities of assistance and orientation to the family and patients and also to the health team and other bureaucratic professionals. The activities of education and research also are contemplated because it is a hospital school, that, it would not possibly to happen, if it was a hospital belonged to the private initiative.

It is perceived, in accordance with the results and agreement with Angerami - Camom (2002), Campos (1995) and Sebastiani and Maia (2005), that the activity of individual psychological assistance with the objective to pleasant the suffering is already well consolidated as a practical of the hospital Psychologist.

The presence of the Psychologist in the hospital, even if it is a maternity or a general hospital, allows one better visibility of its performance and its importance in the assistance to patients for recovering their health, to the others professionals and the community in general. However, it does not seem clear the distinction between the professional of Psychology of the Organizational area and that one of the assistance area (health).

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PERCEPTION OF THE ACTIVITIES OF THE PSYCHOLOGIST FOR THE HEALTH TEAM OF A HOSPITAL SCHOOL

ABSTRACT

One searches to know the perception of the health professionals of the federal university hospital school concerning the activities of the psychologist who performs in this hospital. A questionnaire was applied covering partner-demographic aspects, professional and the performance of the Psychologist in the hospital. Sixty six professionals of diverse categories of college graduated had participated. The answers to the performance of the Psychologist had been dealt with categorizations using the Microsoft Excel program. The results indicate that the psychologist acts, predominantly, at the professional accompaniment of the staff of the institution; individual psychotherapy attendance; orientation about the difficulties in the work; demands of the interned and related patients; and in the integration between sectors. The importance attributed to its activity is evident, even when taken specifically as individual attendance of the patients and employees. This is further verified when the professionals in the area of humans are compared to those of the area of health. They perceive the action of the Psychologist as more ampler and diversified.

KEY WORDS: Health Psychology, Hospital Psychology, Performance of the Psychologist.

PERCEPTION DES ACTIVITÉS DU PSYCHOLOGUE SANTÉ POUR L'ÉQUIPE DE L'ÉCOLE HÔPITAL

RESUMÉ

La recherche est la perception des professionnels de santé d'un hôpital fédéral enseignement universitaire sur les activités du psychologue qui travaille dans cet hôpital. Nous avons administré un questionnaire couvrant socio-démographiques, professionnelles et sur le rôle de psychologue à l'hôpital. Soixante-six professionnels de différentes catégories d'enseignement supérieur y ont participé. Les réponses sur le rendement de la psychologue ont été traités par catégories en utilisant le programme Microsoft Excel. Les résultats indiquent que le psychologue opère principalement dans le suivi professionnel des serveurs de l'institution, le traitement psychothérapeutique individuel, des lignes directrices pour des difficultés au travail, les demandes des patients hospitalisés et leurs familles, et l'intégration entre les secteurs. Clairement l'orientation de leur activité, bien que, en particulier comment les soins individuels aux patients et au personnel. On a également constaté que les professionnels dans les sciences humaines, par rapport à ceux de la santé, de percevoir l'action plus large que le psychologue et plus diversifié.

MOTS-CLÉS: Psychologie, Psychologie de la santé, Rôle psychologue.

PERCEPCIÓN DE ACTIVIDADES DEL PSICÓLOGO DE EQUIPO DE SALUD DE UN HOSPITAL ESCUELA**RESUME**

La búsqueda es la percepción de los profesionales de la salud de un hospital de la universidad federal de enseñanza sobre las actividades de la psicóloga que trabaja en este hospital. Se administró un cuestionario para conocer las características sociodemográficas, profesionales y sobre el papel del psicólogo en el hospital. Sesenta y seis profesionales de distintas categorías de la educación superior que asistieron. Las respuestas sobre el desempeño del psicólogo fueron tratados a través de categorías que utiliza el programa Microsoft Excel. Los resultados indican que el psicólogo opera principalmente en el control profesional de los servidores de la institución, los tratamientos psicoterapéuticos individuales, las directrices para las dificultades en el trabajo, las demandas de los pacientes hospitalizados y sus familias, y la integración entre los sectores. Es evidente que el foco de su actividad, aunque, en particular, la atención la forma individual a los pacientes y el personal. También se constató que los profesionales de las humanidades, en comparación con los de la salud, perciben la acción como el psicólogo más amplia y más diversa.

PALABRAS CLAVE: Psicología, Psicología de la Salud, Rol del psicólogo.

PERCEPÇÃO DAS ATIVIDADES DO PSICÓLOGO PELA EQUIPE DE SAÚDE DE UM HOSPITAL ESCOLA**RESUMO**

Busca-se conhecer a percepção dos profissionais de saúde de um hospital escola federal universitário acerca das atividades do psicólogo que atua nesse hospital. Foi aplicado um questionário abordando aspectos sócio-demográficos, profissional e sobre a atuação do Psicólogo no hospital. Sessenta e seis profissionais de diversas categorias de nível superior participaram. As respostas sobre a atuação do Psicólogo foram tratadas através de categorizações utilizando-se o programa Excel da Microsoft. Os resultados indicam que o psicólogo atua, predominantemente, no acompanhamento profissional dos servidores da instituição; atendimento individual psicoterapêutico; orientações relativas a dificuldades no trabalho; demandas dos pacientes internos e familiares; e na integração entre setores. É evidente a importância atribuída à sua atividade, embora tomada especificamente como atendimento individual a pacientes e funcionários. Verifica-se ainda que os profissionais da área de humanas, quando comparados com aqueles da área da saúde, percebem a ação do Psicólogo como mais ampla e diversificada.

PALAVRAS CHAVES: Psicologia da Saúde, Psicologia Hospitalar, Atuação do Psicólogo.

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