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THE AMBIENCE IN NURSING WORKING CONDITIONS

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Abstract: It is currently known that the environment influences the recovery of the patient's health and the quality of care provided. The following question arose: what does the literature on the environment for the health of nursing workers while exercising their work process bring? Here, it was intended to raise the relationship between the environment and the working conditions of nursing; with an integrative literature review and qualitative data analysis; of articles, books on work nursing and nursing administration. The research carried out with the associated descriptors: environment and nursing; environment and worker health. Ambience consists of improving the physical space through attitudes and resources that provide beneficial sensory stimuli to people; In the places where health professionals perform their work, there may be peculiar factors that characterize abuses and violations, making the work process difficult; The management of physical and environmental resources that directly affect the nursing team; they need the participation of nurses in planning and allocating resources in order to organize or manage the work unit, ensuring appropriate working conditions and satisfaction for the professional and the client. The influence of the environment on health care is notorious, but it is not highly valued when it comes to improvement for those who perform the activities; it still needs greater dissemination and demonstration of the intangible values that it could add with safe and healthy employees who provide assistance with physical, psychological and social well-being. **Keywords:** Ambience, Worker's health, Nursing.

INTRODUCTION

It is currently known that the environment influences the recovery of the patient's health and the quality of care provided.

The following question arose: what does the literature on the environment for the health of nursing workers while exercising their work process bring?

To answer this question, we carried out a bibliographic survey of articles from the virtual library of nursing health with the related descriptors; ambience; worker's health and nursing and we searched for books on occupational nursing and nursing administration that dealt with this subject, in addition to the booklet of the national humanization policy.

Through an integrative literature review and qualitative data analysis, we intend to reach the research objective and answer our question.

Thus, we seek to raise the relationship between the environment and the working conditions of nursing; to emphasize the importance that it, the ambience, has in the quality of care provided by these workers.

The work process in health is an activity in which man operates a transformation for a certain purpose, in an object on which he acts through the work instrument. The product is an intangible value produced to meet human needs. (AGUIAR; 2012).

The ambience consists in the qualification of the space built by means of attitudes and resources that cause beneficial sensory stimuli to people who are interacting within the care process (SILVA et al, 2017).

The World Health Organization has the policy for health workers and the global strategy for human resources for health, effective between 2017 and 2030. In this strategy, there is the principle about the rights of all health workers, including a safe and dignified work environment (ALBUQUERQUE, OLIVEIRA; DIAS; 2019).

With regard to the occupational environment, it is known that the environment influences worker health and

productivity (LUCAS, 2013).

In the places where health professionals perform their work, there may be peculiar factors that characterize abuses and violations; such as excessive workload, high performance expectations, low autonomy, infrastructure deficiency and scarcity of health supplies (ALBUQUERQUE, OLIVEIRA; DIAS;2019)

In the organization of nursing work, these elements are related: the content of the work, what is done; the method of work, how it is done; and interpersonal relationships, hierarchy, control, competitiveness, cooperation. (AGUIAR;2012).

Achieving quality in health care is a goal that has been pursued by institutions concerned with ensuring a safe environment for professional practice and, consequently, with minimal risk to the user (TRONCHIN; FREITAS; MELLEIROS, 2019).

DEVELOPMENT

AMBIENCE AND NURSING

Within the national humanization policy, ambience is placed as a major technology that is composed of other technologies related to luminosity, noise, ambient temperature, furniture, hygiene, work instruments and relationships between the actors of the action process, be they customers, employees and managers (SAÚDE, 2013).

The physical structure of health services, facilities and therapeutic relationships have undergone changes due to concerns about the well-being of users; the focus is on the quality of the hospital environment to improve health care (SILVA et al, 2017).

Aguiar (2012) says that human work has subjective elements that are aspirations, desires, knowledge and possibilities that the worker can visualize according to the meaning that work has for him. And there are the objective elements; which he divided into three:

- **Human activity:** force used in the execution of work
- **The object:** raw material that will allow the existence of the work process, in it the work is carried out;
- **Means of execution:** tools, instruments, machines

The management of physical and environmental resources that directly affect the nursing team; need the participation of nurses in the planning and allocation of resources in order to organize or manage the work unit, ensuring appropriate working conditions and comfort for patients (CASTILHO; BAPTISTA; 2019).

Albuquerque, Oliveira; Dias (2019) in his reflection on the human rights of nursing professionals state that they are not qualified to promote health care with adequate quality; unless they have their rights respected and can work in decent conditions.

In the development of essential health activities, it is necessary to ensure adequate work to meet the needs of users and the needs of professionals. Those responsible for management must analyze the physical and environmental structure in which the proposed tasks will be carried out (CASTILHO; BAPTISTA;2019).

WORKER'S ENVIRONMENT AND HEALTH

Carvalho (2014) discusses factors that interfere in the work environment and current directly in the ergonomics of the worker and in the development of the tasks:

- **Physical characteristics of the worker:** physiological and health conditions, age, weight and sex;
- **Psychosocial characteristics of the worker:** individual differences, learning ability, training, professional experience;
- **Work organization:** norms, contents and work rhythms;

- **Workplace components:** site features, furniture, benches, seating, work surfaces;
- **Physical characteristics of the environment:** lighting and colors, thermal comfort and acoustic comfort.
- Health professionals, but specifically nursing professionals, when in hospital or outpatient settings, are exposed to some agents. Lucas (2013) defined them:
- **Hosts:** it is known from epidemiology that each individual represents a host and this will vary from the place where the work is carried out, be it a laboratory or an ICU. There will be individuals more susceptible than others.
- **Agents:** are factors present in the work environment and can lead to risks and health problems for workers.
- **Biological agents:** are living organisms that, through their activity with the host, release substances that can cause disease.
- **Chemical agents:** are chemical substances that, in contact with the host, produce intoxication and reactions that cause disease;
- **Physical agents:** are the forms of energy to which the worker may be exposed in excess with vibrations, noise, pressures and temperatures;
- **Ergonomic agents:** They are those that involve mechanical energy in work processes through activity and effort in performing it.
- **Psychosocial Agents:** These are conditions that threaten the psychosocial well-being of the individual, generating stress and/or illness.
- **Workplace:** Place where the action is performed and is influenced by the agent/host interaction, causing a response. In the environment there can

be only one aggressor agent as well as several.

Carvalho (2014) deals with current ergonomics as a system in which the means of work used by man such as instruments, machines and equipment must be designed and created in order to alleviate the effort in performing the task.

Bittencourt et al (2015) characterizes the ergonomic risk, listing it in the organization of work, furniture, equipment, transport and unloading of materials, which directly impact nursing working conditions and worker health; and the psychosocial risk, which are conflicting relationships, work overload and monotony.

Since the occupational environment influences worker health and productivity. It has a unique importance for the transformation, adaptation and development of work (LUCAS, 2013).

For health professionals, the concept of an environment in health goes beyond the adequate physical structure for the execution of activities, it is also in the human capital and in the social relationships in the work space; because they characterize together comfort, subjectivity and the work process. These elements interfere in the treatment of the user (SILVA et al, 2017).

METHODOLOGY

This is an integrative literature review with qualitative data analysis, based on articles from the virtual library of nursing health and research carried out with associated descriptors: environment and nursing; environment and worker health. The collection was carried out between November 2021 and January 2022; 11 articles were found with only 02 that suited the objective of the study. To enrich this literary review, the booklet of the national humanization policy was added: 03 nursing books on the work of 04 respondents

and 01 book on nursing administration by 03 respondents.

An integrative review is defined as an analysis of relevant research that allows for safe decision-making, which will help in clinical practice. As a result of this review, there is a synthesis of knowledge on a given subject and points out gaps to be researched (SOUZA; SILVA; CARVALHO, 2010).

1. First stage: the guiding question of the research was defined: how the work environment influences the execution of the nursing work process.

2. Second stage: Inclusion criteria were established: nursing articles that contained the research descriptors; in the predefined way. This search was carried out in the virtual library of nursing health with descriptors related to each other; complete articles in Portuguese, from the last 10 years; we had a small number of articles; We added occupational nursing books and the program's national humanization policy booklet: HumanizaSUS.

3. Third stage: the selected studies were defined, that is, those that explain the ambience and are related to the health of the nursing worker. The material must have content that will answer the guiding question and thus achieve the proposed objective. Here we selected the content that makes up the research, that is, the sample.

4. Fourth stage: we carried out a qualitative analysis of the content of the selected sample, seeking answers to the guiding question that drove the research.

5. Fifth stage: interpretation of results in order to reach the proposed objective.

6. Sixth stage: presentation of the integrative review, through a synthesis of the acquired knowledge that brings answers to the guiding question and reaches the objective of this research.

CONCLUSION

With this review, we realized that there are few works that deal with the environment as an instrument of improvement for the execution of the activities of nursing professionals. We found many articles where the positive ambience was focused on customer/consumer satisfaction.

We consulted three nursing administration books and only one clearly showed the need for a work environment that would provide a quality of life at work and, as a consequence, good health care.

However, in the work nursing books, in four that we researched, three raised this issue and described in their own way the interdependence between the work environment, health care and worker's health.

It can be seen here that the influence of the environment on health care is notorious, but it is not highly valued when it comes to improvement for those who perform the activities; it still needs greater dissemination and demonstration of the intangible and tangible values that are obtained with safe, motivated and healthy employees who provide assistance with physical, psychological and social well-being.

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