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Guardia psicológica y salud mental del trabajador: revisión sistemática

Psychological Emergency and Mental Health Worker 's: Systematic Review

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RESUMEN:

La Guardia Psicológica, en relación a la atención clínica y psicológica del tipo de emergencia, se configura como una práctica flexible de la atención, sobre todo en las dimensiones temporales y relacionales, que han sido transformadas a la vez que impregna contextos diferentes hoy en día. Por lo tanto, el objetivo de este estudio fue investigar la producción científica de guardia psicológica en salud mental del trabajador. Por lo tanto, hemos realizado una revisión sistemática de estudios de acuerdo a la metodología Elementos de Información de Preferencia para las revisiones sistemáticas y meta-análisis (PRISMA), las siguientes bases de datos: LILACS y MEDLINE desde el acceso a través del portal regional de la BVS, PePSIC, SciELO, CAPES Portal, y la Biblioteca digital brasileña de Tesis y Disertaciones - BDTD, que abarca el período 2010 a 2016. El perfil predominante encontrado se compone de los estudios cualitativos, desde el marco teórico del Enfoque Centrado en la Persona y Fenomenología Existencial. Cabe destacar que hay pocos estudios en relación al tema de esta revisión.

PALABRAS CLAVE: Revisión Sistemática, Guardia psicológica, Salud Mental.

ABSTRACT:

The Psychological Emergency, a mode of clinical-psychological care of an emergency type, is configured as a flexible care practice, especially regarding temporal and relational dimensions, which has been changing and permeating different contexts in the contemporary world. Thus, the objective of this work was to investigate the scientific production on the Psychological Emergency and Mental Health of the Worker. Therefore, a systematic review study was carried out with concepts from the Preferred Reporting Items for Systematic Reviews and Meta-Analyzes (PRISMA) methodology, in the following electronic databases: LILACS and MEDLINE from the access by regional portal of the VHL, PePSIC, SCIELO, Portal of CAPES journals, and the Brazilian Digital Library of Theses and Dissertations (BDTD), covering the period from 2010 to 2016. The predominant profile found is composed of qualitative studies, based on the theoretical references of the Person Centered Approach (ACP) and the Existential Phenomenology. It is important to note the existence of few studies involving the theme of the present review.

KEYWORDS: Systematic Review, Psychological Emergency, Mental Health of the Worker.

INTRODUCTION

The Psychological Emergency (PE) is inspired by the proposal of short clinical care and is characterized as an emergency type, without the need for scheduling, intended for people who use it spontaneously, in periods of time previously determined and uninterrupted. Therefore, the relationship established during the shifts requires for availability to face the unplanned and with the possibility that the meeting is unique, aiming to provide a listening and a welcoming to the person in a moment of crisis. In this sense, the proposal does not have as purpose the resolution or deepening of the problematic that brought it, but a moment of understanding of his suffering, stimulating self-care (Morato, 1987; Cury, 2004a; Palmieri & Cury, 2007; Rebouças & Dutra, 2010; Tassinari & Durange 2011; Mahfoud, 2012; Amorim, Andrade & Branco, 2015).

Thus, the PE is configured as a practice of flexible psychological care, mainly regarding temporal and relational dimensions, which has been transformed to each experience and context in which it is inserted, it can be understood and theorized as a phenomenon that is continually reinventing itself from the senses that are imprinted on those it serves and is not configured, obligatorily, as a preparation for a longer psychological care (Eisenlohr, 1997; Barbanti & Chalom, 1999; Schmidt, 2004; Furigo, Sampedro, Zanelato, Foloni, Ballalai, & Ormrod, 2008; Schmidt, 2009; Aun, Morato, Noguchi, & Nunes, 2006; Oliveira & Morato, 2009; Perches & Cury, 2013).

Gomes (2008) clarifies that Psychological Emergency, through its innovative form of short-term care, it is proposed to deal with some challenges, such as:

a) work with the unplanned, the unusual, the new and the different; b) attendance the demand in determined contexts with immediate intervention based on the analysis of the crisis situation; c) Routing to an appropriate service when necessary; d) aid in tolerance to expect conventional psychological care (p. 52).

In Brazil, Psychological Emergency was first studied at the University of São Paulo, through the Psychological Counseling offered by the institution, and has been constantly submitted to scientific studies in which they seek new theoretical hypotheses pertinent to clinical attention in contemporary times (Palmieri & Cury, 2007; Vasconcelos, 2014).

Thereby, it becomes imperative the investigation correlating the contemporary practices of the Psychological Emergency and the Mental Health related to the Work through the intense transience of complex and multidimensional phenomena which have permeated and implied life in this context (de)configuring the reality of people, arising, according to Bauman (2007), the liquid fluidity dimension, (e.g., in mental health, social relationships, and the world of work) which tends to affect every aspect of our lives (Bauman, 2007; Tassinari & Durange, 2011).

Therefore, seeks to know and list possible practices that interrelate Psychological Emergency and Mental Health related to Work, given the importance of work in people's lives by producing subjectivities and ways of establishing relationships in society and the possibility of considering the individuals in their diversity and variability verifying the emergency suitability of new psi practices that corresponds to the social demand. (Seligmann-Silva, Bernardo, Maeno, & Kato, 2010; Tassinari & Durange, 2011; Matsumoto & Faiman, 2014).

METHOD

This is a systematic review study carried out with concepts from the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) methodology, in which the data used for a survey come from selected studies, as described below.

Search procedures

This study investigates the scientific production that correlates Psychological Emergency and Mental Health Worker's published in periodicals, theses and dissertations indexed in the following electronic

databases: LILACS and MEDLINE through access to the regional portal of BVS, PePSIC, SCIELO, Newspaper Portal CAPES, and the Brazilian Digital Library of Theses and Dissertations – BDTD, and the choice of these bases was due to the fact that they recovered much of the national and international scientific production, attending the criteria of comprehensiveness and representativeness.

In this sense, the period from 2010 to 2016 was considered and the surveys were conducted in October 2016, being the guiding question of this study: What are the main researches and interventions carried out in the area of psychological care that include Mental Health related to Work? In all the searches were covered terms in Portuguese, English and Spanish, which should be present at least in one of the following search fields: title, abstract, subject or keyword. Were used the uniterms "plantão psicológico", "psychological emergency", "psychological duty", "guardia psicológica" e "turno psicológico".

As criteria for inclusion were considered studies (periodicals, theses and dissertations) with complete texts and available online, which were directly related to the proposed theme, without restriction of the language of publication, type of study, theoretical reference or methodological delineation, carried out between 2010 and 2016. However, were excluded (i) course monographs, books, book chapters, reviews, editorials and abstracts in congress proceedings; (ii) indexed studies published before the year 2010; (iii) theses and dissertations that were not cataloged in the BDTD; (iiii) articles, theses and dissertations that distanced themselves from the theme of the review (interrelation with mental health of the worker) or that only mentioned psychological work as a service modality whose outcome did not include intervention in its objectives or results and (iiiiii) articles, theses and dissertations that discussed or presented studies linked to emergency services and not directly to the Psychological Emergency.

The articles, theses and dissertations included in the review were cataloged and categorized in thematic axes, aiming to build a profile of indexed publications, containing: title, authors, year of publication, periodical, type of study, population, sample, objective, theoretical perspective, main results and conclusions.

RESULTS

The surveys conducted in the databases totaled 85 study registries. 31 articles that were repeated in more than one base were discarded and 52 excluded by analyzing the abstracts, because they were literature review (5), descriptive studies (16), not related to the theme of the present review (interrelation with worker mental health) - (16) and studies directed to Emergency Services, not directly contemplating the Psychological Emergency (15). At end, two (02) studies were included in the present review, and Figure 1 presents the synthesis of the selection process of the eligible studies and included in the systematic review.

It is also verified, in the excluded studies, the existence of experiments in Psychological Emergency in diverse places and contexts, such as institutions for the elderly (Ramos, 2012), universities (Peres, Santos & Coelho, 2004), umbanda terreiro (Scorsolini Comin, 2014), school clinics (Cury, 2004a, 2004b; Schmidt, 2004), among others, which demonstrates its versatility, being transformed to each experience and context in which it is inserted.

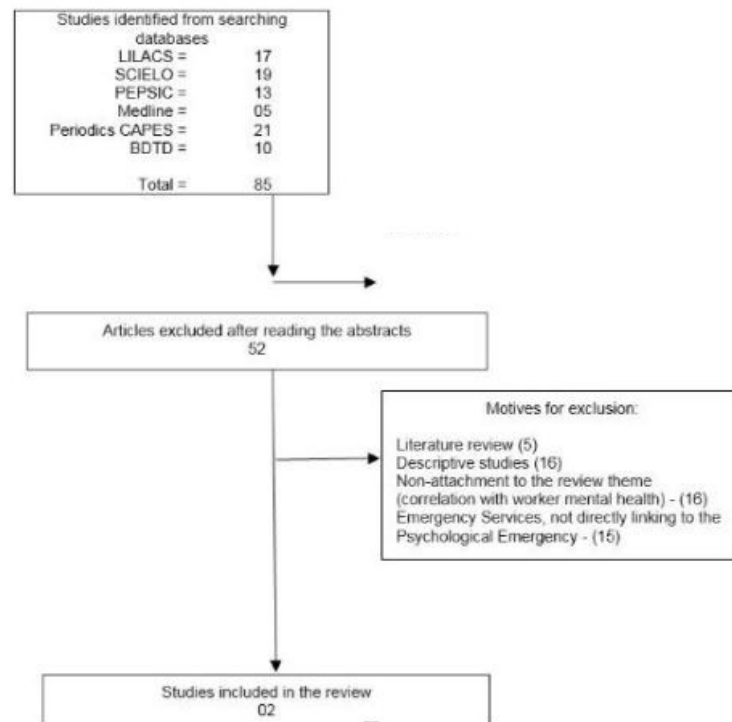
Emergency and Mental Health of the Worker,
2010 to 2016.

FIGURE 1

Flowchart of identification and selection of articles for systematic review on the correlation between Psychological Emergency and Mental Health of the Worker, 2010 to 2016.

As for the general characteristics, the oldest publication found was of 2012 and, in general, covered different spaces and populations. The articles presented, in general, the implantation of the service of Psychological Emergency, demonstrating the contemporaneity of this technique. In relation to the evaluation of the outcome, it was observed that it was constructed by grouping some narratives of the sample (population studied) and the therapist's impressions, no form of self-assessment of the participants / sample was reported or demonstrated. So far, there are few national publications on the relationship between Psychological Emergency and Mental Health related to Work, the studies performed, mostly occur in the southeast region, making it impossible to compare other regions of the country.

TABLE 1
 Characteristics of the studies on the interconnection between
 Psychological Emergency and Mental Health worker's 2010 to 2016.

| | Title | Author, Year (reference) | Institution of the Principal Author | Periodic | Theoretical Perspective |
|----|--|---|--|---|------------------------------------|
| 01 | Psychological Emergency in a hospital and the process of psychological change | Perches, Cury, 2013 | PUC-Campinas | Psychology: Theory and Research (Qualis A1) | Person Centered Approach |
| 02 | Clinical cartography in psychological emergency: interventional investigation in a psychological care project in police district | Braga, Mosqueira, Morato, 2012 | PUC-Minas Gerais e Universidade de São Paulo | Themes Psychology (Qualis A2) | Existential Phenomenology |

The authors.

In the studies included, the theoretical perspectives of the Person-Centered Approach (CPA) developed by Carl Rogers and Martin Heidegger's Existential Phenomenology (table 1) are used. Similar data were found by Souza and Souza (2011), which clarifies that although the theoretical and methodological use based on humanistic and phenomenological-existential approaches prevails in Brazil, it is necessary to:

Encouraging the development of psychological counseling in other perspectives can be an important move towards bringing to light not only other understandings of what is psychological care in the emergency, but also of strategies and resources that can be used for the reception and the psychological well-being of the seeker (Scorsolini-Comin, 2015, p.169).

It should be noted that the periodicals used in the sample were published in magazines conceptualized, attesting to the quality and relevance of the production of this research theme. Scorsolini-Comin (2015, p.168) points out that "these data reveal that studies on psychological emergency have found space in periodicals with selective editorial policy."

TABLE 2
Type of study, population and sample used in the studies on the interconnection between Psychological Emergency and Mental Healthworker's, 2010 to 2016.

| | Title | Author, Year (Reference) | Type of Study | Populatio n | Sample |
|----|---|--------------------------------|--------------------------------------|--|---|
| 01 | Psychological Emergency in a hospital and the process of psychological change | Perches, Cury, 2013 | Narrative (phenomenological) | Employees of a general hospital | A character who synthesizes various clients |
| 02 | Clinical cartography psychological emergency: interventional investigation in a psychological care project in police district | Braga, Mosqueira, Morato, 2012 | Intervention research Cartography | Police officers of a police district in SP | Social Actors Speeches |

The authors.

In relation to the type of study, presented in table 02, it is verified in both research that the clinical employee has favored a deconstruction of the traditional model, especially regarding the temporal and relational dimensions. Using the narrative, the study (1) "sought to apprehend phenomenologically the meanings of the clients' experience [...] that enabled the clients to symbolize their lived experiences" (Perches & Cury, 2013, p. 313). According to the cartography bias, the researchers (2) "investigated experiences that were configured in the institution and opened space for a clinical listening of the lived by the police [...] and revealed topics such as institutional relations, work difficulties, places of the psychologist, community service" (Braga, Mosqueira & Morato, 2012). In this sense Vasconcelos (2014, p. 44) clarifies that "it is in the meeting that effectively the constitution of the data of the research", and also of the "flexibility of the shift to the psychological attention in diverse scenarios and conditions" (Scorsolini-Comin, 2015, p.170).

TABLE 3

Factors associated with the reports presented in the studies and the analyzes carried out by the researchers as outcome, related to actions aimed at favoring the Mental Health of the Worker, from 2010 to 2016.

| Title | Reports/Narratives | Analyzes made by the researchers |
|--|---|---|
| 01 Psychological Emergency in a hospital and the process of psychological change | <p><i>"'Time' had always been a matter of conflict for her, as if she were always running against him, because she married more than 30 years and felt that was late" (p. 315)</i></p> <p><i>"I think before I was more determined, at least, others thought I was, but now I do not know if this was true or</i></p> | <p><i>"Like most clients, she arrived with a concrete, objective question to be solved, which, during the shift, was unfolding in other questions from a dialogical relationship, which gave rise to new feelings and meanings generating new emotional experiences " (p.316).</i></p> <p><i>"By being aware of how it worked [...] with other people, he realized that there is a flaw in this form of communication [...]; So it can mean, differently, what happened between her and her husband, partly because she was able to look at the situation from another perspective " (p.317).</i></p> |

The authors

TABLE 3 (CONT.)

Factors associated with the reports presented in the studies and the analyzes carried out by the researchers as outcome, related to actions aimed at favoring the Mental Health of the Worker, from 2010 to 2016.

| | |
|--|--|
| <p><i>just a false appearance" (p.315)</i></p> <p><i>"I could have done something before, but I never do, you see. Until when will I continue like this? " (p.315)</i></p> <p><i>"Motherhood has always been a dream for me and now I need to make that decision and feel if I am a good mother, at least in that I want to fulfill myself" (p.315).</i></p> <p><i>"Yes, but how do I know what will come with a decision?" (p.315)</i></p> <p><i>"Why tell those who will not support?" (p.316).</i></p> <p><i>"But how to predict what will happen after a decision is made?" (p.316).</i></p> | <p><i>"It is necessary to consider [...] that contemporary maternity brings additional challenges to face such as [...] the reconciliation of motherhood with work for women and the greater demand for dedication of the man to the care of the children" (p.317).</i></p> <p><i>ader and deeper [...], it brought to light points that could face new discoveries about themselves by relate to themselves and to other people." (p.318).</i></p> <p><i>ill, they felt [...] a measure of relief, as they meant their own way what they felt to be meaningless, realizing that many questions were not the possibility of the other, as they understood before, while others were not their responsibility and were under their control [...]. They faced [...] the difficult dilemma of abandoning certain perceptions to being in contact with a new emotional reality when subjected to the proof of personal experience " (p.318).</i></p> <p><i>"[...] the psychological emergency made it possible for clients to symbolize their experiences" (p.313)</i></p> |
|--|--|

TABLE 3 (CONT.)

Factors associated with the reports presented in the studies and the analyzes carried out by the researchers as outcome, related to actions aimed at favoring the Mental Health of the Worker, from 2010 to 2016.

| | | | |
|----|--|--|---|
| 02 | Clinical cartography in psychological emergency: intervention in a psychological care project in police district | <i>"Where are the psychologists? ... SEND them all up ... (p.561).</i> | <i>"There was recognition of the need for police service, but this demand was referred [...] without its own implication - a need for the other, which revealed the difficulty in recognizing one's own suffering" (p.558).</i> |
| | | <i>"This is crazy stuff, huh?" (p.561).</i> | <i>"Allowed the constitution of a listening space for singularity, aimed at institutional actors who expressed, in various attitudes, their suffering in an inhospitable work context" (p.559).</i> |
| | | <i>"I do not know what it's going to be like until I get home, I think I'd rather stay here [...] I can never get out on time, I'm always so busy!" (p.563).</i> | <i>"The psychological performance represented for the police as much the support for these situations as to bring to light the difficulties experienced" (p.561).</i> |
| | | <i>"You can not think, because if you think, you dismount" (p.563).</i> | <i>"questions related to the hierarchy, the norm, violence, technical procedure, fear, the ambiguous experience of the professional police role, the perception of a non-social recognition" (p.562).</i> |
| | | <i>"On-call investigator ... says that he ended up giving a investigator competition, but [...] he would like to work in another police station ... he needs a sponsor, someone to call him to work ..., That in the civil</i> | <i>"The police station [might] be the only place where they feel secure: leaving implies being able to be recognized as a police officer in other situations, in a social context of violence ... the crystallization screen ... in the figure of the police officer strong" (p.563).</i> |

TABLE 3 (CONT.)

Factors associated with the reports presented in the studies and the analyzes carried out by the researchers as outcome, related to actions aimed at favoring the Mental Health of the Worker, from 2010 to 2016.

| | |
|--|---|
| <i>police works only this way [...] without spirit, account of his career ... with an air ... of resignation " (p.564)</i> | <i>"There were situations in which the space of attention was resumed and listening while space for the other, in which the psychological eye was not perceived as care, but as vigilance" (p.565).</i> |
| <i>"Let go, soon they will say that I need a psychologist because of ... the dogs." (p.565)</i> | <i>"Psychological Emergency presents itself in the double overlap between affability and attitude, having as guiding the [...] openness to the listening of the subjects in their multiple and broad consideration in the social everyday" (p.568).</i> |
| <i>"Psychologist, help the A!" (p.565)</i> | |
| <i>"Then you will graduate and stop coming here." (p.566)</i> | |
| <i>... she had a difficult day ... she ... she started to burn ... she ... she paid a debt and ... to say that money was</i> | |

It should be noted that in both studies were found the psychosocial conditions of work that influence the mental health worker's (table 02). In the research (1), the nurse experiences daily quantitative overloads (e.g. responsibility for a hospital sector, work-family relationship), and also qualitative, evidenced by the complexity of human relations required (e.g. nurse/client, nurse/health professional, nurse/family) and in the study (2) the policeman, who presents in his function the constant state of alert, experiencing daily contact with violence, in all its forms and levels (Montanholi, Tavares & Oliveira, 2006; Guimarães, Mayer, Bueno, Minari, & Martins, 2014).

In research (1), table 3, one can perceive as an outcome in the narratives and initial presence of a rigidity of the client's thinking and actions, which were making more flexible through the evaluations of the self-denunciations negotiated by the Psychological Emergency. And the study (2), according to researchers, exposes ambiguous situations in which the Psychological Emergency brought up moments of 'care' and promoted a space of listening and 'vigilance' that could unveil the 'strong police'. Thus, clinical heterogeneity (e.g. interventions and outcomes) is pointed out.

It is perceived as essential in the PE in both researches the clinical-investigative vision to which Morato (2006) exemplifies as the need to reach three premises: 'responsible for responding to', 'evaluation in the sense of valuing' and 'urgency as urging', seeking:

[...] to clarify with the one who suffers a demand from himself, in an attempt to open possibilities for him to take responsibility for his own care. It is a procedure that, at any moment, is put in discussion, evaluating what happens to each encounter between the caller and the sufferer, so that, through this evaluation, the demand presented can be clarified as necessity and urgency (p. 1).

It is verified that the Psychological Plan presents a wide applicability and refers to experiences in diverse places and contexts, such as institutions for the elderly (Ramos, 2012), universities (Peres, Santos & Coelho,

2004), terreiro de umbanda (Scorsolini-Comin, 2014) school-clinics (Cury, 2004a, 2004b; Schmidt, 2004), among others. However, in the context of Work-related Mental Health there is a lack of studies.

It should be noted that the international scientific production found in the research presents a tendency for the structuring of protocols and recommendations with the aim of orienting the psychotherapeutic activity, mainly linked to situations of threats or extreme disasters, demanded by different organizations. This data, also found by Scorsolini-Comin (2015), "may reveal the need to understand other models of psychological emergency that exist abroad and that may differ from the proposals used here" (p. 168).

As observed, the perspective of "psi" acting through the PE has allowed the creation of differentiated therapeutic spaces, so that the workers can talk about their experiences of pleasure and suffering and reflect feelings with the establishment of a facilitating space, giving them the opportunity to know that they have been understood in their pain and suffering (Levi, 2008; Akin-Little & Little, 2008).

CONCLUSION

Of note is the lack of research and clinical heterogeneity (e.g. interventions and outcomes) that correlate the Psychological Emergency and Mental Health related to work, which makes comparisons difficult. Even so, one can see the emergence of new "psi" practices that correspond to the emerging social demand in this context, mainly related to the intense transitoriness of the complex and multidimensional phenomena that have permeated and implied in the life of contemporaneity and work.

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