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REVIEW

Psychosocial risks and quality of life in primary care workers: integrative review

Riesgos psicosociales y calidad de vida en trabajadores de atención primaria: revisión integrativa

Riscos psicossociais e qualidade de vida em trabalhadores da atenção primária: revisão integrativa

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Abstract

Introduction: Workers are exposed to a complex variety of health and safety hazards, standing out psychosocial risks, which in multiple studies has evidenced that account for their presence and their impact on quality of life of health workers at hospital level. However, there are few approaches at the primary care level, especially in times of the COVID-19 pandemic. **Objective:** Analyze the status in the latest advances, the presence of psychosocial risks and how they impact the quality of life of health workers in primary health care, before and after the COVID-19 pandemic. **Methodology:** This integrative review was based on Crossetti's five stages. A question was raised that guided the searches carried out, using DeCS and Boolean AND descriptors; WOS, PUBMED, BVS and SCIELO databases were consulted, from the year 2015 to 2020, where articles in Spanish, English and Portuguese were included, these related to primary health care and psychosocial risks. The quality criteria of the articles were analyzed, and the sample was comprised by 8 articles. **Results:** From the articles, 38% were from Latin America and 50% were carried out in 2020. The majority identified work stress as the main risk. It was reported that the most affected group was nursing in 88%. Quality of life had a negative relationship in the presence of psychosocial risks. **Conclusions:** The articles show the presence of psychosocial risks in primary care workers, which negatively impact their quality of life.

Keywords: Health Personnel; Primary health care; Quality of life; Coronavirus infections; Psychosocial impact (DeCS).

Resumen

Introducción: Los trabajadores están expuestos a una variedad compleja de peligros para la salud y seguridad, destacando los riesgos psicosociales, esto evidenciado en múltiples estudios que dan cuenta de su presencia y su impacto en la calidad de vida en trabajadores sanitarios a nivel intrahospitalario, sin embargo, son escasos los enfoques a nivel de la atención primaria, especialmente en tiempos de pandemia por COVID-19. **Objetivo:** Analizar en el estado del arte disponible, la presencia de los riesgos psicosociales y cómo impacta en la calidad de vida de los trabajadores de la salud en la atención primaria de la salud, en contexto pre y transpandemia por COVID-19. **Metodología:** Revisión integrativa basada en cinco etapas de Crossetti, se formuló una pregunta que orientó las búsquedas realizadas, utilizando descriptores DeCS y Booleano AND, se consultaron bases de datos WOS, PUBMED, BVS y SCIELO, desde el año 2015 hasta 2020, se incluyeron artículos en idioma español, inglés y portugués, relacionados con atención primaria de salud y riesgos psicosociales, se analizaron criterios de calidad de los artículos, la muestra estuvo compuesta por 8 artículos. **Resultados:** De los artículos el 38% fueron de Latinoamérica, un 50% realizados en 2020, la mayoría identificó como principal riesgo el estrés laboral, se reportó que el grupo más afectado fue enfermería en 88%. La calidad de vida tuvo relación negativa en presencia de riesgos psicosociales. **Conclusiones:** Los artículos muestran la presencia de riesgos psicosociales en los trabajadores de atención primaria, los cuales impactan negativamente en su calidad de vida.

Palabras clave: Personal de Salud; Atención Primaria de Salud; Calidad de vida; Infecciones por coronavirus; Impacto psicosocial (DeCS).

Abstrato

Introdução: Os trabalhadores estão expostos a uma complexa variedade de riscos para a saúde e segurança, destacando-se os riscos psicossociais, que em vários estudos evidenciaram que explicam a sua presença e o seu impacto na qualidade de vida dos trabalhadores de saúde a nível hospitalar. No entanto, existem poucas abordagens no nível de atenção primária, principalmente em tempos de



pandemia de COVID-19. **Objetivo:** Analisar a situação nos últimos avanços, a presença de riscos psicossociais e como impactam na qualidade de vida dos trabalhadores de saúde na atenção primária à saúde, antes e depois da pandemia de COVID-19. **Metodologia:** Esta revisão integrativa foi baseada nas cinco etapas de Crossetti. Foi levantada uma questão que orientou as buscas realizadas, utilizando os descritores DeCS e AND booleanos; Foram consultadas as bases de dados WOS, PUBMED, BVS e SCIELO, do ano de 2015 a 2020, onde foram incluídos artigos em espanhol, inglês e português, relacionados à atenção primária à saúde e riscos psicossociais. Os critérios de qualidade dos artigos foram analisados e a amostra foi composta por 8 artigos. **Resultados:** Dos artigos, 38% eram da América Latina e 50% foram realizados em 2020. A maioria identificou o estresse no trabalho como principal risco. Foi relatado que o grupo mais afetado foi a enfermagem em 88%. Qualidade de vida teve relação negativa na presença de riscos psicossociais. **Conclusões:** Os artigos mostram a presença de riscos psicossociais em trabalhadores da atenção básica, que impactam negativamente na sua qualidade de vida.

Palavras-chave: Pessoal de Saúde; Atenção Primária à Saúde; Qualidade de vida; Infecções por Coronavírus; Impacto Psicossocial (DeCS).

Introduction

According to the World Health Organization (WHO) ⁽¹⁾, healthcare institutions around the world employ more than 59 million workers who are exposed to a complex array of health and safety hazards every day, including but not limited to psychosocial risks, which are defined as: Interactions between the work environment, its content, organizational conditions, and capacities, needs, culture and external personal considerations of the job that the worker may present, based on their perceptions and experiences, showing influence on their health, performance and job satisfaction ⁽²⁾. Currently, its impact on mental and physical health of the workers has now been described ⁽³⁾.

There are many researches focused on the measurement of occupational psychosocial risks in the health area. Nevertheless, the vast majority focus on intra-hospital environments, and tend to predominate in critical units and emergency care ⁽⁴⁻⁹⁾, whose roles greatly differ from the daily activities carried out by Primary Health Care (PHC) workers, where professionals carry out tasks to prevent disease, promote health, follow-up, and extensive treatment to the population, especially those who have pathologies, mostly chronic, in their lives, this in the context of care implemented in the community and at people's homes, compared to brief stays in hospitals and acute illnesses that receive hospital services. Against this reality, it is possible to expect that occupational psychosocial risks differ between the different attention levels ⁽¹⁰⁾.



The quality of life (QoL) is a concept with various definitions. The WHO describes that it is a perception, related to the position in life of an individual considering the culture and values in which they live and with respect to their expectations, goals, concerns and rules ⁽¹¹⁾. This construct can vary depending the conditions faced by a human being. During the year 2019 worldwide, a new type of virus from the coronavirus family, identified as SARS-COV-2, appeared in Wuhan, China, and continued to spread during the year 2020, with figures that rose exponentially, until that on March 11, 2020, the WHO declared COVID-19 a global pandemic ⁽¹²⁾. In Chile, to respond to the pandemic, a ministerial protocol called Testing, Traceability and Isolation (TTI) was implemented, which is developed by the PCH with the purpose of reducing the transmission of COVID-19, through interventions for the timely detection of positive cases, locate close contacts and transfer to health residences if necessary ⁽¹³⁾. The role performed by health team workers at this level of care during the pandemic probably led to these activities impacting the QoL of these workers and most likely with a different perception of psychosocial risks.

Nursing as a science of care must be aware of the impact of these risks on workers and their QoL, since as care managers they play a preponderant role in the health of the population, especially in the current hostile context due to the COVID-19 pandemic.

Therefore, they ask this question: what has been published regarding the psychosocial risks in PCH health workers and how do they impact their QoL previously and subsequently to COVID-19? For this reason, the proposed objective was to analyze in the latest advances available, the presence of psychosocial risks and how it impacts the quality of life of health workers in primary health care, in the previously and subsequently context of COVID-19.

Methodology

An integrative review that provides guidance on how to summarize knowledge on a specific topic, certain criteria are established in a transparent manner that ensure the quality of the results ⁽¹⁴⁾, based on the Crossetti methodology ⁽¹⁵⁾, which is comprised by five stages: 1. Problem formulation, 2. Data collection or



definitions regarding literature search, 3. Data evaluation, 4. Data analysis, and finally, 5. Presentation and interpretation of results. In the first stage, a guiding question was formulated: What has been published regarding the psychosocial risks in PCH health workers and how do they impact their QoL in the previous and subsequent context of COVID-19? In the second stage, the search was organized in Spanish, English and Portuguese, a total of 6 searches were carried out in each database: (Health personnel AND PCH AND QoL AND Coronavirus infections), (Health personnel AND PCH AND QoL AND Occupational Health), (Health Personnel AND PCH AND QoL AND Occupational Risks), (Health Personnel AND PCH AND QoL AND Occupational Diseases), (Health Personnel AND PCH AND QoL AND Risk Factors), (Health personnel AND PCH AND QoL AND Psychosocial Impact). The searches were on databases of Web of Science (WOS), United States National Library of Medicine (PUBMED), Scientific Electronic Library Online (SCIELO) and Virtual Health Library (VHL). The inclusion criteria were: articles in Spanish, English and Portuguese, articles published in the period from January 2015 to December 2020, and articles related to PCH and psychosocial risks. The exclusion criteria were: Articles that did not have free access; that did not respond to the problem analyzed and duplicate articles (Table 1).

Table 1. Search strategies and filters applied 2021 (n=)

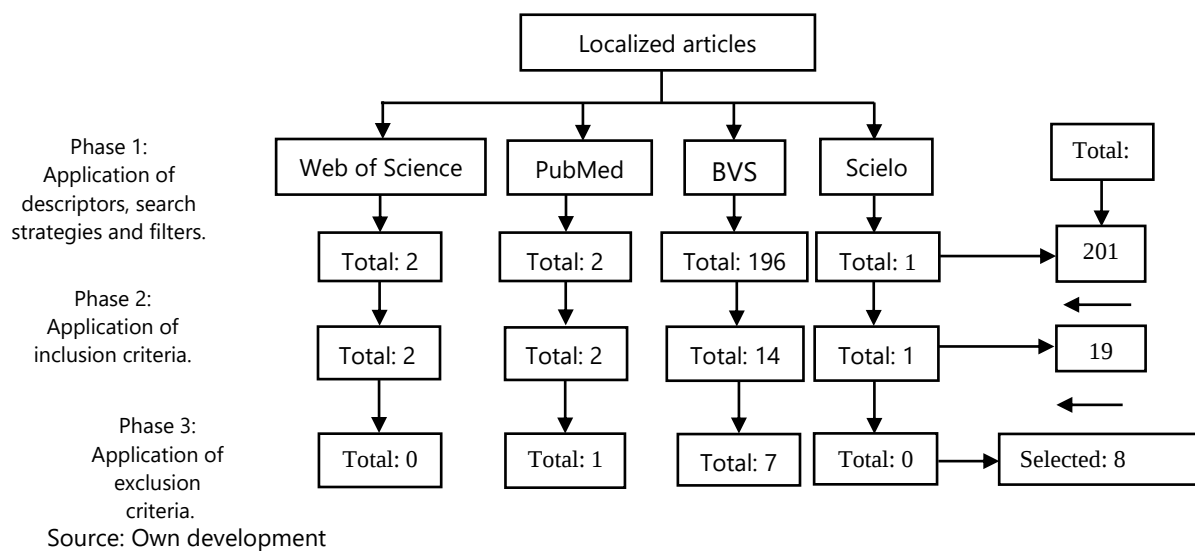
Database	Search mode	Applied Filters
WOS	All fields	Year of publication: 2015 to 2020
PUBMED	All fields	Document type: Articles Availability: Free full text Publication date: 5 years Species: Humans
BVS	Title, Abstract, Subject	Language: Spanish, English and Portuguese Availability: Full text Year: 2015 to 2020
SCIELO	All indexes	Language: Spanish, English and Portuguese Year of publication: 2015 to 2020 Subject Areas: Health Sciences

Source: Own development.



Initially, 201 articles were identified after applying descriptors, search strategies and filters. Upon application of phase 2 criteria, only 19 articles met said criteria. After applying phase 3 exclusion criteria a sample of 8 selected articles remained. These articles had to meet the quality criteria: Consistency between objectives and methodology used, justification of quantity and type of the sample, consistency between results or conclusions with stated objectives. Having the final sample defined, the evaluation and analysis stage is fulfilled, corresponding to stage 3 and 4 of the review, (Figure 1). Finally, in stage 5, the most relevant results were presented, taking into account the name of the article, authors, country, year, objective and main results.

Figure 1. State of the art review flowchart, 2021.



Results

Of the articles selected ⁽¹⁶⁻²³⁾, 38% were from Brazil ^(19,20,22), 25% from Spain ^(17,18) and 13% from China ⁽²¹⁾, USA ⁽²³⁾ and Oman ⁽¹⁶⁾ respectively. Regarding the temporality of the studies, 50% corresponded to year 2020 ⁽¹⁶⁻¹⁹⁾, 25% to the year 2019 ^(20,19), 13% to year 2018 ⁽²²⁾ and 2016 ⁽²³⁾ respectively, showing a large majority of articles after the pandemic period. Nevertheless, only one study ⁽¹⁶⁾ analyzed the variables in the context of COVID-19 pandemic.



The main risk described was work stress, followed by anxiety and compassion fatigue. Regarding the most affected health personnel, the nursing group was identified in 88% of the selected articles ^(16-21,23), followed by the medical team and related professions (nursing technicians, pharmaceutical chemists, dentists, nutritionists, among others). Regarding QoL, a negative relationship was found in the presence of psychosocial risks in general, as well as intimately related factors such as burnout syndrome and repetitive contact with situations of suffering. The main results of the selected studies are presented below (Table 3).

Table 3. Main results of selected articles, 2021(n=8)

Article Name	Authors	Country and year	Objective	Main Results
Factors associated with mental health outcomes across healthcare settings in Oman during COVID-19: frontline versus non-frontline healthcare workers ⁽¹⁶⁾ .	Alshekaili, Hassan, Al Said, Al Sulaimani, Kumar Jayapal, Al Mawali, et al.	Oman 2020	To assess and compare demographic and psychological factors and sleep status of frontline health workers relative to those not on the frontline.	Frontline workers were 1.5 times more likely to report anxiety, stress, and insomnia compared to those in the non-frontline group.
Quality of life in nursing professionals: Burnout, fatigue and compassion satisfaction ⁽¹⁷⁾ .	Ruiz-Fernández, Pérez-García, Ortega-Galán.	Spain 2020	To analyze the QoL of nursing professionals and its relationship with sociodemographic variables and the work context.	Sociodemographic factors: marital status, health environment, workplace location, and work shift were directly related to compassion fatigue. The work shift is related to the burnout.
Occupational factors associated with health-related QoL in nursing professionals: a multicenter study ⁽¹⁸⁾ .	Ruiz-Fernández, Ortega-Galán, Fernández-Sola, Hernández-Padilla, Granero-Molina, Ramos-Pichardo.	Spain 2020	To analyze the relationship between sociodemographic and labor variables in health-related QoL in nursing professionals.	Compassion fatigue, burnout, and to a lesser extent compassion satisfaction, significantly influenced physical and mental components of health-related LQ.



Qualidade de vida no trabalho e nível de estresse dos profissionais da atenção primária ⁽¹⁹⁾ .	Moreira de Lima, Gomes, Barbosa.	Brazil 2020	Evaluate the QoL at Work and the level of stress of PCH workers in a triple border city.	Job satisfaction remained statistically associated with global job QoL, psychological domain, and stress level.
Impacts of burnout syndrome on the QoL of nursing professionals in basic health care ⁽²⁰⁾ .	Barbosa-Ramos, Alves-Farias, De Sousa-Costa, Tavares da Fonseca.	Brazil 2019	Identify the impact of ** Burnout Syndrome on the QoL of PCH nursing professionals.	Professionals with burnout syndrome tend to reduce their job performance and difficulties in the relationship with the work team emerge, reflecting the negative impact that the syndrome has on the QoL.
The relationship between psychosocial risk factors, burnout and quality of life among primary healthcare workers in rural Guangdong province: a cross-sectional study ⁽²¹⁾ .	Asante, Li, Liao, Huang, Hao.	China 2019	To investigate the relationships between work-arising psychosocial risk factors, job stress, burnout, and the impact on perceived QOL among primary health care workers in rural China.	Poor QoL in 74.6% of healthcare workers, poor QoL overall was significantly higher among workers who reported higher attrition. Higher risk of poor psychological health was observed among workers with high burnout and low sense of community.



Professional satisfaction and prevalence of burnout syndrome in primary care oral health teams in the Municipality of Sobral, Ceara-Brazil ⁽²²⁾ .	Cavalcante-Maciel, Ramalho de Farias, Coelho-Sampaio, Pérez, Castro-Silva.	Brazil 2018	To analyze job satisfaction and estimate the prevalence of Burnout Syndrome in professionals who make up primary care oral health teams in the municipality of Sobral, Ceara-Brazil.	Different aspects of job dissatisfaction among dental surgeons (safety, decisions, salary and organizational structure) and oral health technicians/assistants. Despite the low general prevalence of burnout, the partial analysis of the subscales showed a risk for the development of burnout syndrome, with no significant differences between groups.
Extending our understanding of burnout and its associated factors: Providers and staff in primary care clinics ⁽²³⁾ .	Spinelli, Fernstrom, Galos, Britt.	USA 2016	To determine the presence of burnout syndrome and its associated factors in PCH workers.	The prevalence of burnout syndrome varied in three job categories: providers (37.5%), clinical assistants (24.6%), and other staff (28.0%). There was no relationship with age, gender, or years of seniority, however, the syndrome was lower in part-time workers (24.6%) versus full-time workers (33.9%).

Source: Own development.

Discussion

Based on the objective of analyzing latest advances available, the presence of psychosocial risks and how it impacts the QoL of health workers in PHC, before and after COVID-19. It has been shown that the main risk identified was work stress, which had a negative relationship with QoL. However, a small number of articles that accounted for the problem studied became evident, concurring with what was exposed in a



recent scoping review ⁽²⁴⁾, carried out in the PubMed and Google Scholar databases. Most of the literature found was from Latin America, represented only by Brazil ^(19,20,22), which illustrates the need to study the psychosocial risks in PHC by other countries in the region, even more due to the current hostile context established by the COVID-19 pandemic, where its impact on mental health included depression, anxiety, anguish, agitation, tiredness and insomnia symptoms in health care workers ⁽²⁵⁻²⁷⁾.

It is proper to mention that in half of the selected studies ^(17,20,22,23), they stated the presence of burnout syndrome, which, although it is not a psychosocial risk, has nevertheless been described by the scientific community that arises as a result of chronic exposure to psychosocial risk factors during work activity ⁽²⁸⁾. A preponderant element of this review is the identification of a high incidence of work stress in PHC, consistent with other studies, where a more adverse psychosocial environment has even been described than at hospital level ⁽²⁹⁾.

Regarding QoL, a negative relationship with psychosocial risks was identified in health workers, especially in those work environments that turned out to be demanding and very tense, consistent with what was exposed by Barbosa-Teles, et al ⁽³⁰⁾, where he described a significant association between effort-reward imbalance and poor QoL, both for general QoL and for the physical, social, and environmental domains of the WHO whoqol-bref questionnaire.

In the face of a complex and hostile scenario, where the negative impact of psychosocial risks on the QoL of workers has become evident, the need for its approach has arisen; a "psychosocial risk intervention model" has recently been published ⁽³¹⁾, whose core axis is comprised by social support in the company and quality of the leadership, because "interpersonal relationships with colleagues and customers or users has become especially relevant today for our identity as people and our physical and mental balance" ⁽³²⁾, in this context, as a nursing group, is urgent to cultivate healthy work environments, favoring labor relationships and correct leadership as care managers.



Conclusions

Once the articles were analyzed, the expected objective was achieved. Thus, concluding that psychosocial risks have a negative impact on the QoL of PCH workers. However, there are few studies that demonstrate the problem that was raised in this review, situation that is emphasized in the local reality since in Chile no studies that deal with the subject studied were found, an unfortunate scenario; however, a window of opportunity for nursing as a discipline, profession and science of care, where a great possibility of study opens up in a poorly addressed problem, even more considering that the context of interest (COVID-19 pandemic) is of recent manifestation.

Conflicts of interests

The authors stated that they do not have any type of conflicts of interests.

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