

Knowledge of nurses working in the emergencies of general hospitals on evaluation and conduct in psychiatric emergencies: integrative review

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Abstract: The emergence of the Psychosocial Care Network allowed general hospitals to become doors for psychiatric emergencies in Brazil. However, there are still obstacles in the provision of care to patients in psychiatric settings, with a dehumanized approach by part and of professionals working in emergency services of general hospitals. The study aimed to analyze the knowledge of nurses working in the emergencies of general hospitals about evaluation and conduct in psychiatric emergencies. The years 2010 and 2019 concentrated the largest number of publications with predominance of descriptive publications with a qualitative approach. The nurses had little knowledge about the approach to patients in psychiatric crisis in emergencies. It was confirmed the need for training and sensitization of professionals working in general hospitals to change

practices and postures and the need for greater investments in studies in this area in order to enable the planning of actions.

Keywords: Mental health; Emergence care; General Hospital; Nurse

1. Introduction

In the mid-1980s, patients with mental disorders were evaluated and conducted exclusively by teams linked to asylums. With the process of deinstitutionalization, from the psychiatric reform, new forms of treatment began to be considered, bringing to the logistics of resocialization that covers, among other factors, the right to access by these patients to all components of the Health Care Network (RAS). (OLIVEIRA *et al.*, 2017; MACEDO *et al.*, 2017; BURIOLA *et al.*, 2017).

This transformation in mental health policy has expanded the provision of care to psychiatric patients, especially after the emergence of the Psychosocial Care Network (RAPS) in which general hospitals are now part of urgent care and mental health emergency, as doors for psychiatric emergencies in Brazil, according to Ministerial Institute No. 3,088/2011. (OLIVEIRA *et al.*, 2017).

Psychiatric emergencies require agile care, a holistic and humanized look, with the purpose of stabilizing the patient's condition and conducting a service or sector capable of ensuring the continuation of treatment. Severity stratification should also be considered in the initial evaluation (KONDO *et al.*, 2011; IKUTAL *et al.*, 2013; ELIAS *et al.*, 2012).

The nurse's performance involves anamnesis, physical examination and psychic examination, covering the level of consciousness, orientation, mood, behavior, among others. The evaluation should take place accurately, with emphasis on the signs and symptoms of the patient and establishment of appropriate therapy based on the identification of their needs (FERNANDES *et al.*, 2016; LIMA *et al.*, 2014., LEPPAUS *et al.*, 2018; GUEDES *et al.*, 2013).

The absence of an approach on the effective performance of nurses, directed to patients with psychiatric disorders, in undergraduate and hospital services, favors the use of methods that are few humanized in the provision of care, such as physical and pharmacological restraints, in addition to the use of brute force and police. Professionals should be encouraged to deconstruct the view of psychiatric patients as a dangerous individual and unable to live in a society (FERNANDES *et al.*, 2016).

In view of the above, it is observed that, despite the legal advances constituted by the psychiatric reform, there are still difficulties in the care of the user in crisis, with reductionist and dehumanized approaches on the part of professionals working in hospitals not specialized in psychiatry (LIMA *et al.*, 2014). This study aimed to analyze the knowledge of nurses working in the emergencies of general hospitals about evaluation and conduct in psychiatric emergencies.

2. Methodology

The study was based on the descriptive-exploratory integrative review, with follow-up of specific stages: definition of the guide question, definition of sampling criteria, data collection, critical analysis of the included studies, discussion of the results and presentation of the integrative review (SOUZA *et al.*, 2010).

The question that guided the study included "What is the level of knowledge of nurses working in the emergencies of general hospitals on evaluation and conduct in psychiatric emergencies?". Data collection for the sample were analyzed through the search and analysis of published articles and related to the years 2009 to 2019, using the Google Academic and Virtual Health Library (VHL) platforms, through the Latin American and Caribbean Center of Health Sciences (LILACS) databases. and Scientific Electronic Library Online (SciELO).

From the consultation of the Descriptors in Health Sciences (DeCS/ MeSH), the keywords were selected: mental health, emergency care, general hospital and nurse, using the Boolean operator "and".

The inclusion criteria of the studies in the sample included articles published in Portuguese, with full text available, consistent with the guide question, published and indexed in the aforementioned platforms and databases in the period mentioned above and containing the described as mentioned above. Studies that did not comply with the inclusion criteria were excluded.

After collecting the publications, a critical reading of the abstracts of each article and a subsequent reading of each article was performed in order to analyze the compatibility with the main question of the study. 64 articles were found, of which 09 were selected as the final sample.

The results were grouped in Quadro 1 in order to facilitate interpretation. The instrument presents the year of publication, journal of publication, authors, title of the article, type of study and evidence, which summarizes the findings of the articles in order to answer the question of the review.

The integrative review will be presented through subtopics that will allow a descriptive construction on the knowledge of nurses working in the emergencies of general hospitals on psychiatric emergencies.

3. Results and Discussion

It was observed that the years 2010 and 2019 concentrated the largest number of publications, with 22.2% for each year. Regarding the type of study, there was a predominance of descriptive publications with a qualitative approach (88.9%). The Revista Gaúcha de Enfermagem stood out as the journal with the highest number of publications

corresponding to 33.3% of the sample. Table 1 summarizes the main results of the study.

Table 1. Articles selected in lilacs, SciELO and google academic databases that make up the sample. Vitória de Santo Antão-PE, 2019

Year of publication	Journal of publication	Authors	Article title	Type of study	Evidence
2019	Revista Gaúcha de Enfermagem	Pereira <i>et al.</i>	Care for people with psychiatric comorbidity in a general emergency: nurses' view	Descriptive and exploratory with qualitative approach	Lack of specific knowledge
2019	Electronic Journal Health Collection	Peppe; Baby	Nursing actions and practices in front of psychiatric patients treated in an emergency hospital in Porto Velho-RO	Descriptive with qualitative approach	Low knowledge / Necessity of training
2018	UFMS Nursing Journal	Costa Lima <i>et al.</i>	Nurses' practices to people in psychic crisis due to drug abuse.	Descriptive with qualitative approach	Low knowledge / Lack of training
2016	UFPI Nursing Journal	Fernandes	Nursing care for psychiatric patients in the emergency room	Descriptive with qualitative approach	Lack of preparation of nurses
2015	School of Health Notebook	Caveirão <i>et al.</i>	Patients with mental disorders in emergency situations: difficulties of care perceived by the nursing team in a mixed unit.	Descriptive with qualitative approach	Lack of knowledge
2012	Revista Gaúcha de Enfermagem	Borges <i>et al.</i>	Care for psychic crisis in the Emergency Room: Vision of Nursing Professionals	Descriptive With qualitative approach	Low knowledge about humanization methods in the approach to psychiatric users
2011	USP School of Nursing Journal	Kondo <i>et al.</i>	Nursing team's approach to the user in the mental health emergency in an emergency room	Exploratory with qualitative approach	Difficulty and unpreparedness in the approach to psychiatric patients
2010	Revista Gaúcha de Enfermagem	Paes <i>et al.</i>	Nursing care for patients with clinical-psychiatric comorbidity in an emergency	Descriptive, exploratory with qualitative approach	Necessity of training and sensitization of professionals

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2010	Journal of the School of Nursing of USP	Sousa <i>et al.</i>	Psychiatric Emergency Service in general hospital: Retrospective Study	Documentary with quantitative approach	High knowledge

Source: The authors

3.1 Aspects related to the evaluation and management of psychiatric disorders in general hospitals

This qualitative approach carried out in the emergency sector of a general emergency room in a medium-sized municipality in southern Brazil pointed out the understanding of the psychic crisis and the way nurses deal with the emergency crisis as problematic related to management (BORGES *et al.*, 2012). Professionals fail to contextualize situations, using routine and fragmented care practices, to the detriment of the therapeutic relationship (BORGES *et al.*, 2012; KONDO *et al.*, 2011). The use of medications and restraints as priority methods to control the manifestations of the crisis also deserves to be highlighted (LIMA *et al.*, 2018; FERNANDES *et al.*, 2016; CAVEIÃO *et al.*, 2015; BORGES *et al.*, 2012; KONDO *et al.*, 2011).

Paez *et al.* (2010) also pointed out that the care of patients with psychiatric morbidity in the emergency of a University Hospital of Curitiba are generalists, technicians, s in specificity and with emphasis on basic care, causing the mechanization of care, with inhibition of the perception of professionals for interpersonal issues and care for the psychosocial needs of the s individuals.

A study conducted with 12 nurses working in the emergency department of a large General Hospital in a municipality of Piauí, in 2014, concluded that there are numerous failures in the care directed to psychiatric patients, with emphasis on the absence of the Systematization of nursing support and for the non-follow-up of the psychiatric reform guidelines (FERNANDES *et al.*, 2016).

3.2 Knowledge of nurses working in the emergencies of general hospitals on the approach and management of psychiatric emergencies

The lack of team preparation and psychiatric consulting in the emergency room can be pointed out as the main causes for inadequate management of the psychotic crisis in general hospitals (PEREIRA *et al.*, 2019; LIMA *et al.*, 2018; FERNANDES *et al.*, 2016; KONDO *et al.*, 2011). It was

observed in a study conducted in the emergency department of a general hospital in southern Brazil that nurses had little or no knowledge in the area, since it interferes and negatively in the provision of care (PEREIRA *et al.*, 2018).

These factors are interrelated with the insecurity and methods used in the professional training of nurses, centered on the biomedical model, which ends up generating segregation, exclusion and labeling of subjects, reinforcing the stigmatization of people in crisis (BORGES *et al.*, 2012; KONDO *et al.*, 2011; PAEZ *et al.*, 2010).

Lima *et al.* (2018) also identified that the management directed to people in psychotic crisis, this time due to drug abuse, follows a managerial, controlling and prescriptive logic, with influence of the biomedical model and impact on the mechanization of care and fragmentation of individuals. The authors showed that the nurses interviewed mentioned being afraid of the patients, presented a stigmatized view, related to aggressiveness, and assumed prejudice in the face of care delivery.

Pimenta e Barros (2019), in a study conducted in the clinical emergency of a hospital in Porto Velho - RO, pointed out that professionals also reported not feeling prepared to provide care in the face of psychiatric emergencies. The authors point out that insecurity, fear and vulnerability limit the performance of these professionals and showed significant limitation of knowledge with regard to the resolution of crises.

Lima *et al.* (2018) showed that nurses value the complaint of the companion more in relation to that of the patient himself, reinforcing the dehumanization in the care provided. The professionals did not believe that listening could be an instrument of nursing practice in the emergency and emergency services, attributing this responsibility to social service and psychology professionals (LIMA *et al.*, 2018; FERNANDES *et al.*, 2016; KONDO *et al.*, 2011).

The absence of an approach to the theme psychiatric crisis on the undergraduate program generates deficiencies in the professional training of nurses and limitations in the provision of the supply to patients in psychotic crisis (PIMENTA; BARROS, 2019; CAVEIÃO *et al.*, 2015). The undergraduate nursing courses in Brazil present few disciplines and low workload sets of mental health, making professional training incompatible with the complexity of care that involves the psychotic crisis (PEREIRA *et al.*, 2018; CAVEIÃO *et al.*, 2015).

3.3 Strategies to increase the level of knowledge of nurses in general hospitals about psychiatric emergencies and enable case management

Changes in mental health care require adaptations of general hospitals with prioritization of social inclusion and deconstruction of the image of patients with mental disorders as incapable, aggressive, violent individuals who should be kept away from society (KONDO *et al.*, 2011). In addition, the approach on changes in the care model resulting from psychiatric reform, with the insertion of psychiatric patients in

the general hospital, becomes a necessity (FERNANDES *et al.*, 2016).

The professionals recognize the relevance of providing qualification methods, with the implementation of new forms of care centered on the communication, qualified listening and in the most committed and humanized relationship in the emergencies of general hospitals (PIMENTA; BARROS, 2019; LIMA *et al.*, 2018; CAVEIÃO *et al.*, 2015; BORGES *et al.*, 2012).

Continuing education contributes to professionals having greater knowledge about planning and interventions for patients in crisis, providing discussions about educational possibilities and needs that can improve work processes (PIMENTA, BARROS., 2019; CAVEIÃO *et al.*, 2015; PAEZ *et al.*, 2010). The training of the teams conditions the deconstruction of prejudice and operationalizes nurses to develop humanized and continuous practices in RAPS (LIMA *et al.*, 2018).

The sensitization of the nursing team, through continuing education, also provides changes in the understanding of psychopathologies, professional interrelations, mental health-disease process and acceptance of patients with mental disorders as a human being who lacks qualified care (FERNANDES *et al.*, 2016; PAEZ *et al.*, 2010).

In addition, professional training enables the construction of work processes compatible with the reality of users and the creation of policies that integrate general hospitals with other RAPS services, with the participation of professionals and managers, for the formation of a mental health policy that effectively objected to psychosocial rehabilitation (SOUSA *et al.*, 2010).

In the study by Lima *et al.* (2018) the nurses suggested the creation of a specific sector in the emergency room, with psychiatric beds, to better structure and pay attention to these patients in crisis and the recognition of a prioritized care in the needs of patients.

In the study by Pereira *et al.* (2019), the nurses pointed out the lack of assistance from a back-up team, specialized in mental health, mainly to assist in crisis moments, together with the emergency team as an option that could be implemented to initially health the insecurity and difficulties of professionals.

4. Conclusions

The study showed that nurses working in the emergencies of general hospitals had little or no specific knowledge about the approach to patients in psychiatric crisis in emergencies. It is observed the need for investments in the Psychosocial Care Network, with emphasis on training and sensitization of professionals working in general hospitals to change practices and postures. It is also essential that nurses improve scientific basis and quality practice, directed to mental health, in undergraduate studies.

The study contributed to emphasize the need for a more comprehensive and holistic look at the care provided to patients with mental disorders, both in the emergency room of general hospitals and in the entire care network.

The main difficulties of the study are related to the scarcity of publications on the subject, confirming its relevance to the academic community and the need for greater investments in studies in this area in order to enable the planning of actions.

The awareness of health managers regarding the importance of the implementation of psychiatric beds in general hospitals, as well as matrix support teams directed to psychiatric emergencies in these hospitals, can also contribute to the change of practices by nurses.

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