



Experience report: caring action for nursing assistants working in the COVID-19 vaccination campaign

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ABSTRACT

INTRODUCTION: In Public Health, vaccination is a great achievement for its benefits, reducing, controlling and eradicating diseases (LIMA; JULIANI; COLICHI; SPAGNULO, 2021). Nursing professionals are, since the beginning, in the front line of the fight against the pandemic of COVID-19. With the beginning of vaccination in Brazil, on January 17, 2021, professionals have performed another great job, that of immunizing the population against the virus (COFEN, 2021). **OBJECTIVE:** Carry out a care action for nursing assistants in a UBS, promoting their reflection about the importance of the pause in the work process and self-care. **METHODOLOGY:** This is an experience report carried out in a UBS located in the southern region of São Paulo (SP). The study sample was composed of 07 nursing assistants with a 08-hour workload per day (Monday to Friday) and on weekends, during the COVID-19 vaccination campaigns. Those professionals who refused to participate in the developed activities, were on leave, vacation or those who were unavailable at the time of the activities were excluded from the study. Semi-structured interviews were developed by the researchers and applied to the participants as a data

collection tool, composed of eight open and multiple choice questions. The project was carried out in partnership with the psychologist of the NASF team of the UBS, with the purpose of a multidisciplinary work. As to the ethical aspects, since this was a description as an experience report, thus, without identifying the participants and the institution, the submission to the Research Ethics Committee (CEP) was not required. However, it is worth noting that all ethical principles were followed according to national research recommendations. **DEVELOPMENT:** During the interviews, the participants were exposed to relaxing environmental sound, receiving foot scalding with hot water and rock salt, with the intention of reducing edema, relaxing and reducing stress. They also received back, arm, neck, and head massages to relieve tension and promote relaxation. The action was concluded with positive words, dialog about the importance of the break, relaxation, and physical and mental self-care. **RESULTS:** It was noticed that of 07 participants, 04 have more than 10 years of profession, both with more than a year in the UBS of study, all have lived and had experiences during the vaccination of COVID-19 and of these, only 02 do not continue in vaccination. The main complaints were overload, stress, anger, discouragement, tiredness, body pain, and others. **DISCUSSION:** To promote, prevent and control diseases, to diagnose, to treat, to follow up, became the main fighter of the coronavirus, thus, emphasis was given to primary prevention strategies, acquiring for itself, a very big responsibility before an extremely fatal, mysterious and dangerous virus. **CONCLUSION:** The act of taking care of the physical and mental health of the professional facing the vaccination of COVID-19 is something of extreme importance to promote well-being and relaxation, as well as to promote means and managements that help him to face such an overload effectively.

1 INTRODUCTION

On January 30, 2020, the World Health Organization (WHO) declared a new Coronavirus outbreak. By March 11, 2020, the Coronavirus outbreak would be turning into a pandemic, spreading to all continents, a public health emergency of international concern. Faced with the rapid spread of COVID-19, the creation and acceleration of vaccines and therapeutic measures was ordered (DOMINGUES, 2021).

Within collective health, vaccination is a great achievement due to its benefits, reducing, controlling, and eradicating diseases. Throughout history it is observed that the scheduled and organized vaccination practices prevent millions of deaths and control the evolution of various diseases such as polio, rubella, diphtheria, tetanus, pertussis, influenza and measles (LIMA; JULIANI; COLICHI; SPAGNUOLO, 2021).

In the vaccination room, the activities must be developed by a nursing team trained to handle, preserve, and administer immunobiologicals. The main responsibilities of the team in the vaccination room are: guide and assist the clientele with safety, responsibility and respect; periodically provide the needs of material and immunobiologicals; maintain the ideal conditions of conservation of immunobiologicals; keep the equipment in good working order; monitor the administered doses of vaccines according to the target; search for absentees; disseminate available immunobiologicals; systematically evaluate and monitor vaccination coverage and periodically seek technical and scientific updates (QUEIROZ et al., 2009)

From the very beginning, nursing professionals have been in the front line of the fight against the Covid-19 pandemic. This is the category that is with the patient 24 hours a day and has worked exhaustively to save lives. With the start of vaccination in Brazil on January 17, 2021, professionals have been performing another great job, that of immunizing the population against the virus (COFEN, 2021).

The overload of activities ends up interfering directly in the worker's health process, since, when the individual is subjected to a high demand and cannot develop a satisfactory and effective response to this problem, the body responds in a physiological and cognitive way, increasing the stress rate in the body. This work overload also ends up damaging the quality of life of the professional, since it promotes physical and emotional wear, bringing about psychological changes and demotivation. This situation ends up directly impairing the decision-making and the quality of care provided to the patient (TRETTENE et al., 2016).

Nursing was ranked by the Health Education Authority as the fourth most stressful profession in the public sector, due to the demands, stress and need to race against the clock to save the patient and still attend to family members with calm and serenity (CRUZ; CARVALHO; SILVA, 2016).

Thus, with the numerous activities that are assigned, the professional lacks time to think about self-care, and enters the routine that is proposed by the services. While they take care of the other, they feel fulfilled, but they do not offer themselves the proper care (CRUZ; CARVALHO; SILVA, 2016).

2 OBJECTIVE

To perform a care action for the nursing assistants of a UBS, promoting their reflection about the importance of the pause in the work process and self-care.

3 METHODOLOGY

This is an experience report of an action carried out in a Basic Health Unit. This research was conducted in a UBS located in the southern region of the city of São Paulo (SP). The sample of this study was composed of 07 nursing assistants. They work 8 hours a day (Monday to Friday) and on weekends they work in the Covid-19 vaccination campaign. We excluded from the study those professionals who refused to participate in the developed activities and those who were on leave, vacation or who were unavailable at the time of the activities. Semi-structured interviews were developed by the researchers and applied to the participants as a data collection tool. It was composed of eight open and multiple choice questions. The project was carried out in partnership with the psychologist of the NASF team of the UBS with the purpose of a multidisciplinary work. As to the ethical aspects, since this was a description of an experience report, without identifying the participants and the institution, it was not necessary to submit it to the Research Ethics Committee (CEP). However, it is worth noting that all ethical principles were followed according to national research recommendations.

APÊNDICE A – ENTREVISTA SEMIESTRUTURADA

Nome: _____

Enfermeiro Auxiliar de Enfermagem

Tempo de profissão:

Tempo de atividade nessa Unidade Básica de Saúde:

Tempo de atuação na vacina contra o Covid-19?

Permanece atuando na vacinação contra o Covid-19?

Durante o processo de atuação na vacinação contra o Covid-19, você apresentou algum desses sentimentos?

Bem estar Esperança Alegria

Cansaço Desânimo Raiva

Estresse Sobrecarga

Sentimento de realização Outro: _____

Você sente dor no corpo ao aplicar a vacina? Ou após a aplicação da vacina?

Houve alguma faixa etária que trouxe alguma dificuldade na aplicação da vacina? Se sim, descreva:

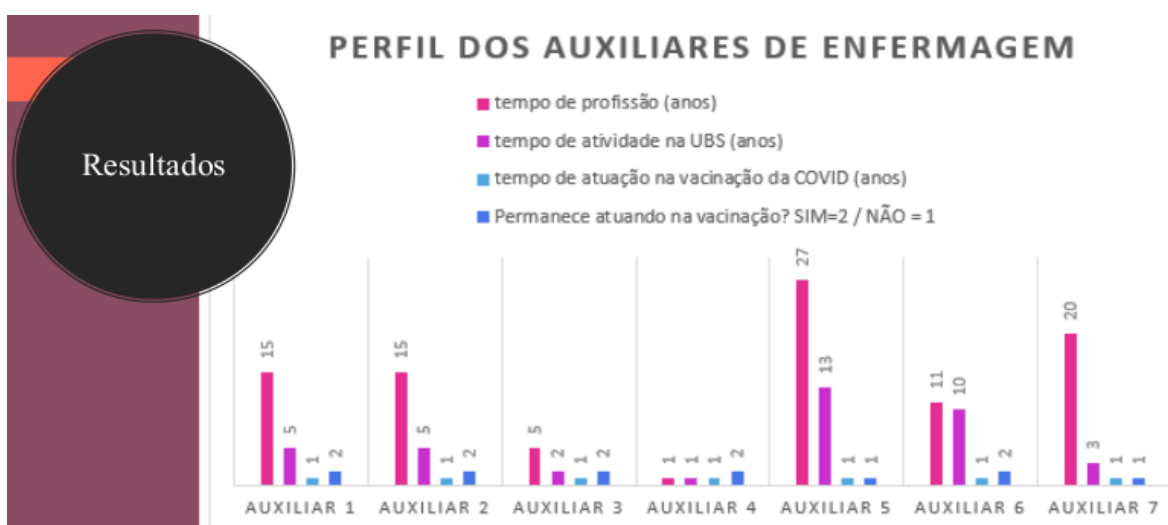
Durante a aplicação da vacina, a população lhe trouxe algum tipo de constrangimento ou situação em que você se sentiu desconfortável? Como você lidou com isso?

4 DEVELOPMENT

The relaxation activities started with foot scalding, which aims to reduce swelling in the feet, relax, and reduce stress. The massager was manipulated in the region of the neck and back, relieving tension and resulting in relaxation, as well as the head massager, which aims to massage the scalp, relieving stress and headaches. The final data collection was performed according to the answers and reports of the professionals in the semi-structured interview.

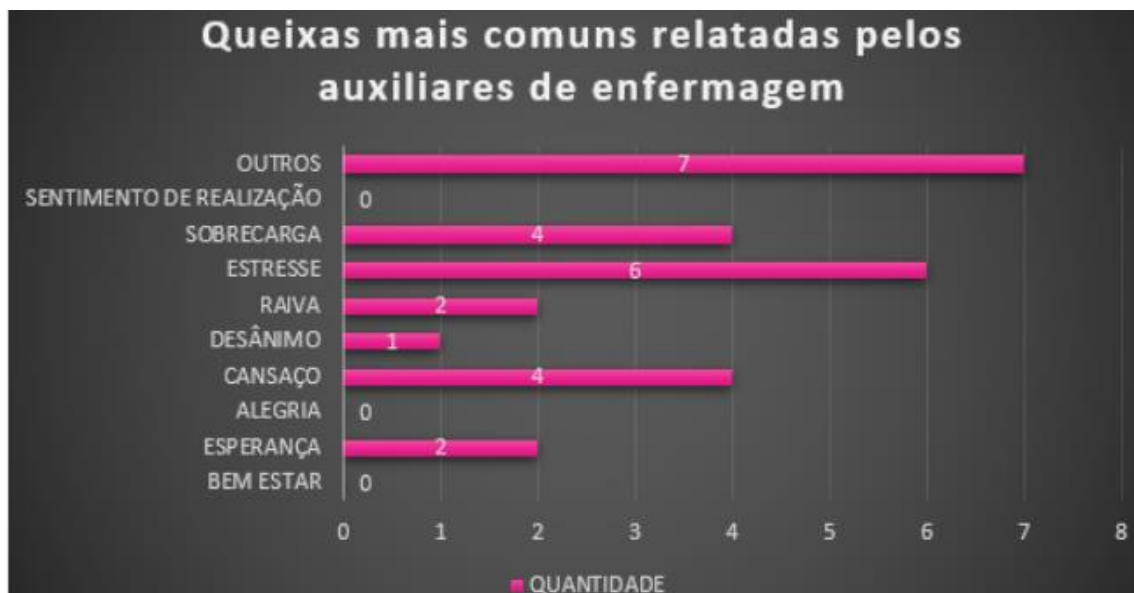
5 RESULTS

In this study, all participated in the proposed relaxation activity, giving basis to the result of the analysis of the semi-structured interview. The present study had as a result the participation of 7 nursing assistants, with long years of profession, as well as with a long time of performance in the Basic Health Unit studied, all of them have lived and had experiences during the vaccination of COVID-19 and of these, only 02 do not continue in the vaccination.



It resulted in a high level of stress, overload, and physical and mental fatigue, totally evident in the reported speeches, such as: "After starting the vaccination actions, I started to feel a lot of headaches and weakness in the body"; "It is very sad to see patients dying from the disease, it really affects us"; "I really

needed this break, it was like a gift from God". Their main complaints were: Tiredness; Stress; Overload; Discouragement; Anger; Demands; Anxiety. Considering as others: dermatitis, feeling of loss, sadness, fear, pressure, and burden.



When questioned about the pain in the body related to the vaccination shifts it was observed that the professionals acquired a great overload of stress and physical and mental exhaustion resulting in physical pains, such as weakness, back and lower limb pain, and headache, resulting from the intense routine and social responsibility with the demand of users.

As for the question of which age group brought some difficulty consequent to the issue of uncomfortable situations, it is reported that users between 20 and 35 years old filmed the collaborators and questioned them about effectiveness and the veracity of the action (if they had really applied the vaccine), with great frequency, causing a reaction of exposure and feeling of confrontation before the repeated situation. However, there was also the responsibility to attend and cope with the high demand.

During the Relaxation Activity, it was noticeable that everyone felt relieved and cared for, because there was an opportunity to take a break from the intense routine, relax a little and, above all, to relieve themselves through their speeches. Statements that explicitly accused that the professional was, in fact, feeling a lot of physical and mental fatigue, totally perceived by the researchers of this work, as well as by the unit's psychologist.

6 DISCUSSION

Primary care plays a very important role for the population, because its function is to promote health protection, prevention and control of diseases, diagnosis, treatment, monitoring of the patient, family or community. Consequently, it has become the main fighter of the coronavirus, thus, emphasis has been given

to primary prevention strategies, acquiring for itself, a very big responsibility in the face of an extremely fatal, mysterious, and dangerous virus. It is up to the primary care nurse, in this scenario, to receive the patients, perform the triage of suspected cases, indicate the correct level for treatment, develop care actions according to the severity of the case, perform the nursing consultation, request additional tests and the prescription of educational actions, and of course, not least, responsible for the vaccination of the population.

Moving on to vaccination, it is known that the nursing team has a key role in raising awareness among the population about the importance and need for vaccination, and is also responsible for monitoring the coverage and application of vaccine doses, however, it is mainly responsible for health education, since it is also important to reinforce the importance of equity and universality in the organization of the vaccination campaign, to ensure the doctrinal principles of the Unified Health System (SUS).

It is important that the management of each unit guide the mental health care of health professionals due to the perceived and notorious stress and pressure of dealing with the craft, plus the risk of getting sick, which consequently caused severe mental health problems, besides generating serious problems such as anxiety and depression to our professionals who face the front line in the battle against COVID 19, in all spheres of care. It is also emphasized that these professionals are part of the vulnerability group, since the number of deaths among health professionals causes concern for the authorities.

7 FINAL CONSIDERATIONS

The act of caring for the physical and mental health of the professional facing the COVID 19 vaccination is of extreme importance to promote well-being and relaxation, as well as to promote means and management that help him/her to face such an overload effectively. It was evidenced that this care, in the simple appreciation of the human being as a professional and as a person, gives the collaborator the perception of the importance of self-care in all areas of integrality of the human being, in the face of his health care, strengthening his emotional intelligence and configuring a support mechanism to deal with the confrontation of his function during the coronavirus vaccination.

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