

Support group the Assistance Team for minimization of work overload

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BACKGROUND: Provide care to cancer patients by nurse team can be difficult at certain times of life. Depending on the professional conditions this experience can be overwhelmed and stressful. The attention to the psychosocial aspect of these professionals is essential to minimize the stress's effects and in addition, the possibility of sharing their experiences among the team workers. By providing a space for listening and exchanging experiences among the team, you can enable new meanings.

HYPOTHESIS: Help the professional to deal in a healthier way can minimize the stress related to the job, considering that the care provider's emotional condition impacts the care that provide to their patients.

METHODS: Whenever the coordinator's area has a perception that the team is overwhelmed there is a communication to the psychological service in order to organize and mediate the support group. The team's member are invited to participate in a focus group, which does not predetermine a specific topic to talk, the issue is raised by the members and provides a space to talk about the concerns and difficulties regarding the personal experience of caring for cancer patients. The experience in listening other member, allows the reflection of each individual member about the topic discussed. In the first contact was established that will be three meetings with 60 minutes, during three following weeks. The participants of the first meeting are committed to attend all meetings.

RESULTS: During the meetings, it was observed that the topics brought to be discussed are concerned to the difficulties in interpersonal relationships, particularly among the specialties; and also the lack of knowledge of each professional function, making it difficult to understand the possibilities and limits of performance. Through the meetings, the professionals could take ownership of the points raised, enabling listening among members, and control of the highlighted issues. From this movement, the group was able to provide tools to deal with the difficulties inherent in their routine by knowing the specifics of each specialty decreasing stress at work. Identifies this intervention as a benefit can minimize the stress regarded to job and allow that the caregivers to work in a better way with their patient and families.