

THE ROLE OF PSYCHOLOGICAL TRAINING AND PSYCHOEMOTIONAL SUPPORT IN IMPROVING THE QUALITY OF NURSING WORK

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Introduction. Among all categories of health care workers, nurses working in surgical departments face higher levels of stress associated with the nature of their work: stress factors include long shifts, high levels of responsibility, working under constant pressure, and the need for prompt decision-making. The chronic stress experienced by nurses may lead to emotional burnout, reduced quality of patient services and development of psychosomatic conditions.

The aim of the study – to analyse educational programs on psychological training of nurses and determine their efficacy.

The main part. Fifty (50) nurses working in the surgical department of a large city hospital participated in the practical part of this study. All participants gave their consent to take part in the study. Different methods were analyzed, which are used in educational programs of nurses participated in investigation and compare their efficacy. Efficacy evaluation of implemented programs is a key stage that allows determining their impact on employees and the organization as a whole. Evaluation methods may include the following: employee surveys; performance indicators analysis; stress level assessment; focus groups. Examples of successful practices: health care organizations with mentoring programs in place; groups for support under conditions of stress; mindfulness programs.

Conclusions. Implementing workplace psychological support programs is an important step toward improving working conditions for nursing personnel. These programs help reduce stress levels, increase job satisfaction, and improve the quality of care. Understanding employee needs, using diverse implementation methods, and regular effectiveness evaluation are key factors in successful implementation. Investments in psychological support not only contribute to employee well-being but also positively impact the entire team and patients.

Key words: nurse; psychological training; stress; psychoemotional support; quality of work.

РОЛЬ ПСИХОЛОГІЧНОЇ ПІДГОТОВКИ ТА ПСИХОЕМОЦІЙНОЇ ПІДТРИМКИ У ПІДВИЩЕННІ ЯКОСТІ СЕСТРИНСЬКОЇ РОБОТИ

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Вступ. Серед усіх категорій медичних працівників медсестри, які працюють у хірургічних відділеннях, стикаються з вищим рівнем стресу, пов'язаного з характером їх роботи. Факторами стресу є тривалі зміни, висока відповідальність, робота під постійним тиском, необхідність оперативного прийняття рішень. Хронічний стрес, який переживають медсестри, може призвести до емоційного вигорання, зниження якості обслуговування пацієнтів і розвитку психосоматичних станів.

Мета роботи – проаналізувати навчальні програми з психологічної підготовки медсестер та визначити їх ефективність.

Основна частина. У дослідженні брали участь 50 медсестер, які працюють у хірургічному відділенні міської лікарні. Усі учасники дали згоду на участь у дослідженні. Проаналізовано різні методи, які використовують в освітніх програмах медсестер, які брали участь у дослідженні, та порівняли їх ефективність. Оцінка ефективності реалізованих програм є ключовим етапом, що дозволяє визначити їх вплив на співробітників і організацію в цілому. Методи оцінки можуть включати: опитування співробітників; аналіз показників ефективності; оцінку рівня стресу; фокус-групи. Прикладами успішних практик є: організація охорони здоров'я з діючими програмами наставництва; групи підтримки за умов стресу; програми усвідомленості.

Висновки. Упровадження програм психологічної підтримки на робочому місці є важливим кроком до покращення умов праці сестринського персоналу. Ці програми допомагають знизити рівень стресу,

підвищити задоволеність роботою та покращити якість догляду. Розуміння потреб працівників, використання різноманітних методів упровадження та регулярна оцінка їх ефективності є ключовими факторами успішного впровадження. Внесок у психологічну підтримку не тільки сприяє добробуту співробітників, але й позитивно впливає на весь колектив і пацієнтів.

Ключові слова: медсестра; психологічна стійкість; відділення; стрес; тривожність; умови праці.

Introduction. In the performance of their functional duties, health care professionals (such as physicians and nursing personnel) are exposed to enormous professional and psychological challenges, especially in high-risk settings such as during pandemics [1]. This causes pronounced professional stress and leads to professional (psychological or psychoemotional) burnout [2].

Professional stress is a process where workplace stress factors (psychological experiences, conditions and requirements) cause both short-term and long-term changes in the mental and physical health of an individual [3, 4].

A number of international surveys have demonstrated that a significant proportion of health care workers suffer from professional stress [5]. A number of health conditions such as cardiovascular disease, depression and type 2 diabetes, were found to be associated with professional stress [6]. The most frequent foci of studies include the characteristics of professional stress in health care workers in connection with their work satisfaction, psychological burnout and health problems [7]. Manifestations of professional stress among health care workers increased dramatically during the COVID-19 pandemic.

Among all categories of health care workers, nurses working in surgical departments face higher levels of stress associated with the nature of their work [8]: stress factors include long shifts, high levels of responsibility, working under constant pressure, and the need for prompt decision-making.

The chronic stress experienced by nurses may lead to emotional burnout, reduced quality of patient services and development of psychosomatic conditions [9]. This study evaluates stress levels in nurses of surgical departments using various methods and analyzes factors contributing to stress development.

The main objective of the study was to analyse educational programs on psychological training of nurses and determine their efficacy.

The main part. Fifty (50) nurses working in the surgical department of a large city hospital participated in the practical part of this study. The mean age of the

participants was 32 years, with work experience ranging from 3 to 15 years. All participants gave their consent to take part in the study. We analyzed different methods which are used in educational programs among nurses participated in investigation and compared their efficacy.

Educational programs and workshops on psychological training for nurses play an important role in fostering emotional resilience and professional competencies. These programs help nursing personnel cope with high levels of stress associated with their professional activities and provide the necessary skills for effective interaction with patients and colleagues.

Educational programs on psychological training of nurses typically include theoretical and practical classes. The theoretical part covers the basics of psychology, features of emotional intelligence, mechanisms of stress, and methods of stress management. Such programs may also cover topics related to communication, workplace conflicts, and the basics of psychotherapy. Practical sessions include role-playing, discussing real-life cases and active listening techniques, allowing participants to apply the knowledge they have gained in real situations.

Training events can focus on various aspects of psychological training. One popular topic is stress management. During such training sessions, nurses learn relaxation techniques, breathing exercises, and mindfulness techniques. Participants are provided with tools for reducing stress levels and preventing emotional burnout. Other training sessions may focus on developing emotional intelligence, which includes the ability to recognize and manage one's own emotions as well as understanding the emotions of others.

Different methods are used in educational programs, such as interactive seminars, group discussions, and small group training sessions. Interactive seminars contribute to active participation and create an atmosphere open for discussion. Group discussions help nurses share their experiences and find solutions to common problems. Small group training sessions allow focusing on specific situations and practicing skills such as active listening and constructive feedback.

Facilitators who lead training sessions play a key role in the success of educational programs. They must possess not only theoretical knowledge but also practical experience in the fields of psychology and health care. Good facilitators are capable of creating a trusting atmosphere where participants can openly share their feelings, experiences and concerns. They also help guide discussions and provide support, which is particularly important in groups where participants may face emotional difficulties.

It is important to evaluate the effectiveness of educational programs and training sessions on a regular basis. This can be done through participant surveys, feedback, and analysis of changes in their professional conduct and stress levels. Evaluating results helps identify which aspects of the program need improvement and which methods have proven most helpful. Successful programs may be recommended for implementation in other health care organizations, contributing to the overall qualification of health care workers (HCWs).

Educational programs and workshops on psychological training for nursing personnel are an important element of their professional training. These programs help develop the necessary skills and strategies for managing stress, improving communication, and enhancing emotional resilience. Investing in the psychological training of nursing personnel not only contributes to their well-being but also positively affects the quality of patient care and the emotional climate in health care facilities.

The impact of psychological support on nurses' work performance and job satisfaction are discussed further.

Psychological support plays a critical role in the professional lives of nurses, especially in the stressful conditions of surgical units. This support can come from both colleagues and management, and its impact on work effectiveness and job satisfaction should not be underestimated. Research shows that a strong support system not only improves the psychoemotional state of nurses, but also increases their professional productivity and overall job satisfaction.

One of the most important consequences of having psychological support is the reduction of stress levels. Nurses work under high emotional stress related to caring for patients, performing complex medical procedures, and the need to make quick decisions in critical situations. In such circumstances, support from colleagues and management can reduce anxiety

and increase confidence in their actions. Colleagues who are willing to listen and share experiences foster an environment where nurses can openly discuss their feelings, significantly reducing psychological pressure.

Emotional support affects the level of nurses' involvement in their work, which, in turn, influences their effectiveness. When nurses feel supported, they become more motivated and interested in fulfilling their responsibilities. Research shows that teams with internal support in place demonstrate better outcomes in patient care, lower error rates, and higher patient satisfaction rates. Psychological support helps nurses focus on their tasks, reduces the likelihood of professional burnout, and fosters a positive emotional climate in the unit.

Psychological support is also closely linked to the level of job satisfaction. When nurses feel that their work is appreciated and supported, it contributes to a team, leading to greater overall job satisfaction.

Methods for implementation of programs:

1. Training and workshops: Organizing regular training workshops on stress management, and developing emotional intelligence and interpersonal communication skills. Training sessions can be both in-person and online, allowing flexibility depending on the work schedule of nursing personnel.

2. Mentoring system: Creating a mentoring system where more experienced employees can provide support and share knowledge with new team members. This not only helps to pass on experience but also creates an atmosphere of trust and support.

3. Support groups: Creating support groups where nurses can share their experiences and receive emotional support from colleagues. Such groups can meet regularly and provide a safe space for discussing problems.

4. Psychological counseling: Providing access to psychological counselors who can conduct individual sessions for employees experiencing high levels of stress or work-related issues.

5. Mindfulness programs: Implementing mindfulness practices such as meditation or breathing exercises that can help nursing personnel reduce stress levels and improve their emotional state.

Efficacy evaluation of implemented programs is a key stage that allows determining their impact on employees and the organization as a whole. Evaluation methods may include the following:

1. Employee surveys: Conducting regular surveys to obtain feedback on the perception of psychological support programs and their impact on work process.

2. Performance indicators analysis: Studying changes in performance indicators such as error rate, quality of patient care, and patient satisfaction.

3. Stress level assessment: Use of standardized methods to measure stress and emotional burnout levels among employees before and after program implementation.

4. Focus groups: Studying focus groups for a deeper understanding of employee needs and assessing how well the programs meet their expectations and needs.

Examples of successful practices:

1. Health care organizations with mentoring programs in place: Some hospitals have implemented mentoring programs where experienced nurses help newcomers adapt to the work environment, significantly reducing stress levels and facilitating rapid learning.

2. Groups for support under conditions of stress: In some institutions, support groups have been created where nurses can openly discuss their experiences and find emotional peer support, improving interpersonal relationships and reducing stress.

3. Mindfulness programs: Implementing mindfulness programs that include meditation and breathing practices has proven effective in reducing stress levels and enhancing employees' emotional well-being.

Conclusions. Implementing workplace psychological support programs is an important step toward improving working conditions for nursing personnel. These programs help reduce stress levels, increase job satisfaction, and improve the quality of care. Understanding employee needs, using diverse implementation methods, and regular effectiveness evaluation are key factors in successful implementation. Investments in psychological support not only contribute to employee well-being but also positively impact the entire team and patients.

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