



Research Article

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Stressors and Coping Strategies of Psychiatric Nurses in Razi Medical Center of Tabriz City.

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ABSTRACT

Introduction: *psychiatry units' nurses are faced with several tensions. Therefore, using proper coping methods for reducing their aggravating effects seems necessary. A survey with the purpose of evaluating stressors, coping strategies in nurses who are working in psychiatry units of razi educational and health center is carried out.*

Methods: *This survey was a descriptive-analytical study which is carried out with 104 participants of nurses. Data gathering methods was consisted of three questionnaires: Personal information, Devillers, Carson and Leary Stress Scale Questionnaire, Psych nurse Methods of Coping Questionnaire. For analyzing the data SPSS.13 is used. In order to answer the research's questions pearson correlation, Regression step by step, variance tests, t-test exam analytical were being used.*

Findings: *Low payment; threats from patients and attendants; Lack of enough safety were common stressors among nurses in psychiatry wards. Acute wards nurses were experiencing relatively more stress than other wards' nurses. Male nurses have experienced more high significant stress in comparison with female ones ($p=0/04$). Using emotional base coping for nurses in acute wards and using problem base coping in chronic wards is reported more than other wards. Employing focus diverting thought-attention and emotional conflict in female nurses were more than male ones, in which significant difference were obtained in just thought-focus diversion ($p=0/04$).*

Conclusion: *employing emotional base coping for acute wards' nurses, who were experiencing high levels of tensions, were according to the studying (foreign and national). educating preventive practices, management and coping with received stress is recommended for employees, especially psychiatry wards' staffs.*

Keywords: *Nurses, Psychiatry Wards, Job Stress, Coping methods.*

INTRODUCTION

Stress is among the factors that can disrupt the health of body and soul, and rooted in the spirit and vision of thinking and lifestyle. What is the most important asset of any organization is human capital and the quality is higher, success, longevity, and upgrades will be more organized (1). Today, due to work stress among the public, health care and education professionals and others who are responsible for their welfare responsibilities of nurses at the helm of affairs are very common (2) and Job stress costs too much for the staff and the organization is seeking. Impair its organizational efficiency, increase turnover, the incidence of mental and physical disorders, occupational accidents and increased sick repeated requests, personnel and reduced job satisfaction is associated with poor performance (3, 4, 5). Studies show that 93% of nurses are frequently affected by workplace stressors that can affect their physical and mental health (6). One of the centers, psychiatric wards in hospitals are considered stressful (7), and the nursing departments of the

difficulty in communicating with patients and their controls among psychiatric patients is a stressful job . They frequently than patients with depression , anxiety , schizophrenia and bipolar disorder, personality (especially the character of antisocial and borderline) , patients with disturbances of thought and perception (with a variety of hallucinations and delusions), care and support to (7 and 8) . According to the survey, two-thirds of the psychiatric nurses in Canada are experiencing different types of stress (9) . Studies in the Department of Psychiatry, revealed the fact that most victims of aggressive behavior and aggressive psychiatric patients hospitalized in psychiatric units and nursing personnel and nursing students . So that, as they maintained 75 percent of psychiatric nurses at least once during the service of mental patients are at risk of invasion . Among those at the bottom of theoretical and practical skills are more vulnerable (10 , 11) . If you do not identify the nurses' occupational stress and prevention measures to avoid , may be seriously affected . The relationship between nurse and patient is different and sometimes it affects the overall cost of treatment and , most importantly in the burnout of (12 and 13) . Ann Melchior et al (2003) STDs (eg, agitated patients , cognitive deficits , aggressive) , patients with damage thought to himself and others , the process of interaction between nurses and patients of the main factors involved in the occurrence of occupational stress among nurses psychiatry knows. The nurses , who are much more prone to dissatisfaction and disappointment in their work are frequently exposed to occupational stress (14) . Ways in which a person chooses to deal with stress , vulnerability , he is part of the profile . In recent decades , the concept of a broad strategy to cope with occupational stress in nursing literature have arrived . The Lazarus and Folkman's (1984) adaptation of two distinct operations management or adjust the difficulty is doing emotional response . 8 way adjustment fails , steer , self-control , seeking social support , accepting responsibility , escape / avoidance , problem solving , and reappraisal positive in terms of two general methods of problem -focused and emotion -based identification and characterization have (15 , 16) . In the opinion of some researchers , such as problem oriented methods are effective methods to deal with stress (17) . Lambert (2008) , a study found that nurses working in any country or any part of the strategy for coping with stress, resort to tackle the various . For example, nurses in Australia , Japan and New Zealand mainly a method of problem solving , self-control and social support in China and Taiwan , and the USA (Hawaii) problem solving , positive reappraisal predominant method of self-control and adjustment were stressed . South Korea 's positive reappraisal , self-control and social support were the most common methods of coping among nurses . They also believed that Asian nurses are often emotionally based coping techniques and problem- oriented methods, mainly in western countries use (16) . Psychiatric nurses in identifying the thoughts, feelings and insights , to discover their strengths and weaknesses , and thereby engage in the search for more effective interventions take steps to cope with stress . Given the prevalence of occupational stress in nurses , finding the right solution for monitoring , treatment or modification of Nursing 's priorities are (2 , 11, 15) . Become familiar with the methods of coping with stress and overcome them to improve mental health and help increase the effectiveness and productivity of human resources . According to a survey carried out a similar study in three parts based on acute and chronic emergency is found _ Nursing Office . It is hoped that the results of this study can help the authorities concerned to reduce stress and make the necessary arrangements to .

Materials and Methods

this study is a Cross-sectional (descriptive - analytical) with the participation of nurses in the psychiatric hospital - Razi hospital in Tabriz in 1390 and to ensure that all of their personal information are confidential and need to insert the name they were family . Conducting a study sample (n = 104) was conducted . Data collected included demographic information (9 questions) , and the stress of nurses in psychiatric DCL consists of 30 questions with Likert- 5 grade of zero (no stress) to 4 (the stress is too severe) grading was . Zero to 120 minimum and maximum scores were received in each instance . Cronbach's alpha coefficient was used to assess the reliability of that number, 95 / 0 , respectively. Methods of coping with stress in psychiatric questionnaire included 35 questions with Likert 5 PNMCQ degree from one (never) to 5 (always) was graded . To assess reliability , Cronbach's alpha was used for the number 73 / 0 for a way to change the note number 83 / 0 for self- control number 70 / 0 for a method of social support , 90 / 0 to approach a positive attitude to the job, and 64 / 0 for the method. emotional responses were obtained . The reliability and validity in other studies Najafi and colleagues (2000) and Fagin et al (1996) has been established (18 , 19) . In order to get to answer the research questions , collected data into the computer by SPSS software version 13 and descriptive and inferential statistical methods, correlation coefficient , regression , Anova test were analyzed.

Results and Discussion

41 males and 63 females with a mean age of 34/1 , SD 6/55 (minimum 25 years and maximum 51 years) were enrolled.nursing - ED were employed . According to the experience of most workers in the department of psychiatry of the samples was the same regardless of the accounting work experience in psychiatry . Also, due to incomplete questionnaires completed by some nurses , the number of samples in the acute sector and the office of nursing - emergency 48 and 9 , respectively, were reduced . Three items with the highest average in each of psychiatric questionnaires Stress in January C. L. , psychiatric nurses received adjustment methods , are presented in Table 1. Accordingly, inadequate wages , the most important job stress and self-confidence , the most common method of nursing adaptation .

Table 1: The main components of job stress and coping research samples.

variables	activities	SD ± Mean
DCL	1- the lake of an adequate financial	3/05±1/16
Questionnaire	2- dealing with physical and verbal abuse from patient and others	2/87 ± 1/16
	3- inadequate security measures on wards/units	2/87±1/18
PNMCQ	1- by believing in and feeling good about myself	0/92 ± 3/98
Questionnaire	2- through being able to draw upon my own knowledge and experience when necessary.	3/82±0/91
	3- by having confidence in my own abilities to do the job well.	3/77±2/1

Results of one-way ANOVA showed that age and income level, occupational stress, there was no significant association . Based on the results of t- test analysis , mean steady shift nurses and other nurses and married nurses , occupational stress , there was no significant difference . The mean scores of male nurses than female nurses job stress were significantly higher (p= 04/0). According to Table 2 , the different between psychiatric nurses (chronic , acute and nursing office - ER) in light adaptation distraction - focus groups and job stress among nurses , there was no statistically significant difference (p <0/05) . So that the results of the Tukey test showed that nurses working in acute distraction coping style - attention compared with nurses in the nursing office - used more emergency room (P=0/001). The nurses in the acute than in the chronic job stress than were nurses (P=0/02).

Table 2: Results of ANOVA for comparison of methods for coping with stress.

variables	wards			p-value
	nursing office - ER	acute	chronic	
Diverting Attention	22/11± 4/72	28/92 ± 5/6	26/24± 3/97	0/001

Self Regulation	22/22± 3/23	21/77 ± 4/96	22/28 ± 4/12	0/89
Social Support	17/89± 4/8	18/79 ± 4/51	18/4 ± 3/34	0/81
Positive Attitude to Work	28/44 ± 5/91	30/4 ± 8/08	32/04± 6/26	0/42
Emotional conflict	14/78± 3/19	16/1 ± 3/43	15/36± 3/22	0/44
Job stress	70/67± 19/86	70/69± 25/14	55/24 ± 22/27	0/03

To investigate the relationship between different methods of coping with stress in psychiatric nurses, Pearson's correlation coefficient was used. According to Table 3, the adjustment methods Distraction-attention, social support, job stress, emotional conflict, there was no significant correlation. But between self-regulation and stress adaptation between 0/34 and 0/45-correlation between a positive attitude toward work and job stress respectively.

Table 3: Pearson correlation between job stress and coping methods.

variables	1	2	3	4	5
1-job stress	1				
2-Diverting Attention	-0/06	1			
3-Self Regulation	0/34	**0/49	1		
4-Social Support	-0/06	**0/42	**0/47	1	
5-Positive Attitude to Work	**0/45	**0/63	**0/72	**0/44	1
6-Emotional conflict	-0/14	**0/72	**0/54	**0/05	**0/72

**P < .05

Conclusion

This can cause dissatisfaction and stress eventually . The chronic shortage of manpower , working with suicidal patients who have acute wards ; conflict between duties in emergency departments - nursing office Bvdndk-h in other parts of the common stressors were not reported. The results are slightly consistent with research conducted within and outside the country . Ahangarzadeh et al (1387) Inadequate ventilation , closed the door , violence and physical assaults on staff , conflicts between patients, physical stressors common attitude to the psychiatric ward of mental stress - the social sectors considered (20) . The ruler of Ethnicity , H. (1385) were the causes of occupational stress : low salaries , lack of social support and lack of management support , lack of job security and the pressure was found (21) .considered (15) .to (14) . With the exception of sex are statistically significant relationship between demographic variables and job stress were found . Working pressure is that male nurses . This

finding is consistent with results obtained by Tvbayy and Hampl . In this context Hampl (2001) argues that men and women react differently to stress job in the show . So that men are more prone to occupational stress (12 , 22). The most common coping methods used by this study, including self-esteem, increase their knowledge , relying on their ability to provide a correct view of situations , developing a sense of usefulness and purpose in life . Subgroup way that all of them problem- focused coping are. These findings with the results of Ahangarzadeh and colleagues used mainly problem oriented approach is consistent . But White's study (2006) , most samples of both problem -focused and emotion -oriented interest groups. Inclusion as a hobby outside of work, remember that working outside the home , healthy , enjoyable and worthwhile , with increased knowledge and work experience , with emphasis on the ability to do a better job of coping with the stress exerted on the use of said. The results obtained using methods based emotional distraction - focus and seeking social support and emotional impact on nurses in acute wards were more common than others .. The average utilization was low in comparison with other sectors . nurses who were experiencing low levels of stress , problem- focused coping methods , such as eating, drinking , smoking , medication (mostly arbitrary) and those that the a high level of job stress and emotion -oriented coping methods were encountered , including spoken and assistance and advice of others were used (11 and 23) . The results showed that adaptation methods Distraction - attention, social support , job stress, emotional conflict , there was no significant correlation (0/05p>). But self-regulation and stress coping methods, negative correlation between 0 / 34 and the positive attitude to the job and job stress negatively correlated 0/ 45 , respectively (p <0/01). Reviewing the results, using distraction methods - in the acute care nurses compared with nurses in other units requiring more and more research is accepted by Monitoring significant (P=0/001) .

Conclusions : In this study , high job stress in male nurses than female nurses , as well as emotional adjustment using methods based on samples of sectors experiencing acute occupational stress levels were consistent with national and international studies found. Occupational stress can sometimes be influenced by organizational factors so Attitudes and Management Department , the official training center for nursing services - Medical Center of Tabriz University of Medical Sciences and senior officials on the stress and emotional problems due to the need for nursing staff department of Psychiatry , seems to be necessary . Due to the high stress environment of nurses working in acute wards , the nurses Drgzynsh is worthy of strong characters who are stronger , the use of health care services appropriate to the more lower job Astrsh the perception . With regard to the nurses in the acute distraction coping style - used more attention . Therefore, this method can be adapted to be used in the training of nurses and general nurses suggested that the use of such an approach could be useful .

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