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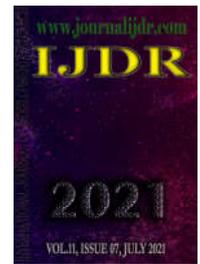
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## NURSING CARE FOR PATIENTS IN PSYCHIATRIC EMERGENCIES: INTEGRATIVE REVIEW

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### ABSTRACT

**Introduction:** The psychiatric emergency is characterized by a situation of crisis, emotional destabilization, disturbance, conflicts, mental disorder and anguish for both the patient and his family. **Objective:** To analyze nursing care in the care of patients in psychiatric emergencies. **Methodology:** This is an integrative review. The search for articles was conducted in the Virtual Health Library (VHL) and the databases Latin American Literature in Health Sciences (LILACS), International Literature in Health Sciences (MEDLINE) and the Nursing Database (BDENF) using the descriptors Nursing Care, Psychiatric Emergency, Mental Health and Emergencies. Articles available in full in the Portuguese language between the months of January 2008 to January 2018, And, excluded monographs, dissertations and case reports. **Results:** The care provided by nurses in psychiatric emergencies shows that they are generalists, emphasizing only basic assistance, such as comfort measures, ambulation, medication administration, that is, not treating the mentally ill according to their particularities. **Conclusion:** Nursing care with patients in psychiatric emergency situations is very focused on clinical issues, focusing on the use of force through physical restraint, in order to control the psychiatric patient's exacerbated behavior.

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## INTRODUCTION

The psychiatric emergency service is intended for the care of patients in situations of crisis, emotional destabilization, disturbance, conflicts, mental disorder and distress (Lima; Guimarães, 2015). The care of patients with psychiatric disorders requires immediate intervention not only from a nurse, but also from other professionals aiming at the diagnosis, treatment and possible cure of the patient (Oliveira; SILVA, 2017). Psychiatric emergency services present several functions that involve the characterization of diagnostic, etiological, psychosocial aspects of the condition presented by the patient, the adequacy of treatment of the underlying psychiatric condition, as well as the definitive insertion of the patient in the public network of mental health services (Del-Ben, 2017).

In psychiatric emergency care, the initial approach to the person with mental disorder is of great importance, and should be performed in a qualified, accurate and safe way in order to contribute directly to the adherence and better acceptance of the user to the treatment proposed by the team (Holanda et al., 2016). When caring for patients in psychiatric emergencies, the nursing team must be prepared and very articulated to receive them holistically. This care is performed by an interdisciplinary team composed of, at least, a psychiatrist, a psychiatric nurse specific to the team, a nursing technician and a support or security team available and properly trained to collaborate in situations in which the agitation and aggressiveness are intense and may require physical restraint (Kondo et al., 2011). Nursing care to patients in emergency crises is promoted in intervention strategies that are: listening, which depending on the intensity of the crisis can calm them down; the use of psychoactive drugs and restraint in the

treatment of the bearer of intense psychological suffering (Silva *et al.*, 2012). It is important that the nursing professional has resoluteness so that the care to the person with psychic suffering is of quality, when it is not possible to solve is necessary that the user is referred to another health service (SILVA *et al.*, 2012). The greater the experience and adequacy of the behavior of the team of health professionals, the management of psychiatric emergencies will be less prone to aggression and violent behavior (Del-Ben, 2017). Objective of the study was to analyze nursing care in the care of patients in psychiatric emergencies.

## METHODOLOGY

This is an integrative review, which is an essential tool for clinical practice, because the results provide a synthesis of knowledge that has already been produced, thus ensuring subsidies for improving health care (Mendes; Silveira; Galvão, 2008). According to Crossetti (2012), the integrative review is based on its scientific rigor that contributes to the formation of knowledge in nursing, as it provides subsidies for the development of clinical practice, and favors interventions that ensure patient safety. To perform the review, the following steps were used: formulation of the theme, search for relevant studies, data extraction, evaluation, analysis and synthesis of results, based on the question: What are the nursing care in the care of patients in psychiatric emergencies described in the literature? Articles were searched using the computerized search system of the Virtual Health Library (VHL) and the databases Latin Literature in Health Sciences (LILACS), International Literature in Health Sciences (MEDLINE), and the Nursing Database (BDENF) using the descriptors Nursing Care, Psychiatric Emergency, Mental Health and Emergencies. Articles available in full in the Portuguese language between the months of January 2008 to January 2018 were included, and monographs, dissertations and case reports were excluded. Titles and abstracts were read. The search originated 100 articles, after successive readings and elimination of duplicates, a total of nine articles were obtained as the final sample. After organizing the data, the studies were divided into subgroups according to the most frequent findings in the reading. According to Souza, Silva and Carvalho (2010), this division facilitates the analysis and allows the categorization of information, based on the sample characteristics, incidence, among others, thus allowing data verification. Then, the interpretation of results and discussion was performed in analytical categories using the content analysis.

## RESULTS AND DISCUSSION

It was evidenced that the years 2016 and 2017 presented the highest number of publication with two, followed by one publication in the years 2008, 2010, 2012 and 2014 and 2018. As for publication in journals, it was observed that there was a predominance of publications in nursing journals, thus verifying that this subject is of great interest in the nursing area. The journal *Texto Contexto Enferm* was present in three scientific articles, in sequence *Gaucha Enfermagem* journal corresponded to two articles, while the journals *UER Jenfermagem* journal, *Eletrônica Saúde Mental Álcool Drogajournal*, *REME Mineira Enfermagem* journal, and *Cogitare Enfermagem*, each had only one article. The type of methodology most used was qualitative research.

**Nursing professionals' performance in psychiatric emergencies:** The care provided by nurses in psychiatric emergencies shows that they are generalists, emphasizing only basic care, such as comfort measures, deambulation, medication administration, i.e., not treating mentally ill patients according to their particularities (paes; maftum; mantovani, 2010; Borges *et al.*, 2012; Vargas *et al.*, 2017). It is possible to observe that a very common conduct in the care of psychiatric patients is the use of physical force, and this conduct should only be used when the chemical and/or verbal approach is unsuccessful (Estelmhsts *et al.*, 2008; Vargas *et al.*, 2017). The professionals who remain closest to the patients are those from the nursing area, with this it becomes more susceptible to offer help in the

signs and symptoms indicative of crisis (Estelmhsts *et al.*, 2008). However, a factor that greatly affects this assistance is the professionals' preconceived ideas about patients with mental disorders, as highlighted in the study by Soares, Ruzzon and Bortoletto (2014), which showed a strong authoritarian tendency in which patients in psychiatric emergencies should be isolated from other people, which shows the lack of knowledge about mental disorders. Therefore, it is of utmost importance that the nursing team, in moments of emergency, knows how to listen and make use of therapeutic techniques and non-verbal communication, so that the patient absorbs the idea that the team cares about him/her (Estelmhsts *et al.*, 2008). Given the behaviors presented by nursing professionals in psychiatric emergencies, the study highlights the importance of the Systematization of Nursing Care - SAE in psychiatric emergencies, since it favors greater interaction of the team in relation to the patient and family, not to mention that it promotes a general formal organization of the service provided (Marcos; Oliveira; Souza, 2016). The nursing practices for patients with mental disorders are based on the new model of care, which is to reduce psychiatric hospitalizations, thus promoting actions that seek to rescue the person with mental suffering for society (Silva *et al.*, 2012).

However, the care provided to these patients in urgency and emergency services is being performed in a fragmented way, limited to techniques and procedures, in which nursing professionals do not consider the reasons that caused that situation (Ikuta *et al.*, 2013). In the evaluation of the psychological examination, it is very important to observe possible signs that require immediate interventions such as aggressiveness, suicidal behavior, psychomotor agitation and changes in the level of consciousness. Besides the need to perform a physical and neurological examination to verify the diagnosis of possible clinical complications of mental disorders (Scivoletto; Boarati; Turkiewicz, 2010). At times when the patient is in crisis, the physical integrity of the patient must be ensured, as well as the people around him, and it may become necessary to remove the patient from family members to reduce the level of anxiety, and if the degree of impulsiveness is very high, sedation becomes necessary until the patient is stabilized and able to control his behavior (Scivoletto; Boarati; Turkiewicz, 2010). It is of paramount importance the continuing education to mitigate the mishaps faced in situations of psychiatric emergencies, even if it does not solve all the problems. Thus, it is essential that professionals learn to work in networks in order to enhance knowledge (IKUTA *et al.*, 2013).

**Care provided by nurses in psychiatric emergencies:** Nurses who work specifically in psychiatric emergencies should act in accordance with the guidelines of the Psychosocial Care Network (RAPS). These guidelines consolidate an open and community-based care model, whose proposal and the guarantee of free movement of mental patients by the services and community of which these patients are part (Ribeiro *et al.*, 2018). One of the difficulties in emergency psychiatric care by nurses refers to the lack of training and knowledge of professionals to act in the mental health area. Ribeiro *et al.*, (2018) clarified that after the initial training of nurses there is not a frequency in training or improvement in this area, hindering the provision of services and care to the person who demands mental health care. An important factor in psychiatric emergencies is that it is necessary to establish a relationship of the professional team as close as possible to the mental patient and his family, developing a bond of trust and respect in which the patient feels welcomed and receives all the information necessary for the effectiveness of treatment. When it comes to a psychiatric crisis, explaining the reasons and objectives of the measures taken reduces the anxiety of these patients, reassuring them (Cézar; Coelho, 2017). The nurse's action is initially characterized by the observation of the behavior of the patient in psychiatric crisis, because generally these patients are aggressive and even present motor difficulties. This observation includes whether there is a possibility of risks to nearby individuals. In this sense, family members can also contribute to the nurse by reporting the patient's illness history, since the patient is not in a position to report any type of information about the illness or treatment performed (Del-Ben *et al.*, 2017).

**Table 1. Description of the studies included in the integrative review, according to title, author and year. Teresina-PI, Brazil (2018)**

Nº	TITLE	AUTHOR	YEAR	JOURNAL	METHODOLOGY
A1	Mental health emergencies: nursing staff practice during hospitalization	ESTELMHSTS, P., BRUSAMARELLO T., BORILLE, D., MAFTUM, M.A.	2008	UERJ enfermagem Journal	Qualitative Study
A2	Nursing care to patients with comorbidity clinical and psychiatric in hospital Emergency Service	PAES, M.R., MAFTUM, M.A., MANTOVANI, M.F.	2010	Gaúcha Enfermagem journal	Qualitative Study
A3	Psychic crisis care in the emergency room: nursing staff's view	BORGES, L.R., <i>et al.</i>	2012	Gaúcha Enfermagem journal	Qualitative Study
A4	Conceptions of health professionals who work in mental health emergency Conception of health	SOARES, M.H., RUZZON, E.D., BORTOLETTO, M.S.S.	2014	Eletrônica Saúde Mental Álcool Droga	Cross-sectional study
A5	Perception of the nursing team and the systematization of nursing care in a psychiatric emergency service	MARCOS, A.C.A., OLIVEIRA, J.L., SOUZA, J.	2016	REME mineira enfermagem journal	Qualitative Study
A6	Nursing practice at a psychiatric emergency service: evaluation using fourth generation assessment	BURIOLA, A.A., KANTORSKI, L.P., SALES CA, MARSUDA, L.M.	2016	Texto e Contexto Enfermagem	Interactive Methodology
A7	Assessment of the physical and human resource structure Of a psychiatric emergency service	BURIOLA, A.A., PINHO, L.B., KANTORSKI, L.P., MATSUDA, L.M.	2017	Texto e Contexto Enfermagem	Interactive Methodology
A8	Nurses of psychiatric emergency services: analysis of professional and educational profile	VARGAS, D., <i>et al.</i>	2017	Cogitare Enfermagem	Cross-sectional study
A9	Psychiatric nature care provided by the urgent mobile pre-hospital service	VELOSO, C.V., MONTEIRO, L.S.S., VELOSO, L.U.P., MOREIRA, I.C.C.C., MONTEIRO, C.F.S.	2018	Texto e contexto de enfermagem	Cross-sectional study

The approach to the person with mental disorder in emergency situations in general hospitals is of such importance that, if performed safely, promptly and with quality, it is capable of determining the acceptance and adherence of this person to treatment (Kondo *et al.*, 2017). The initial assessment of the emergency psychiatric patient is characterized by some particularities, such as limited time for care, immediate decision making, and urgent interventions. However, according to Bel-Ben (2017), a single assessment does not allow a definitive diagnosis of the reasons that brought the mental patient to the emergency service. It is recommended that the patient remain under observation for a few hours to check the evolution of symptoms and initiate therapy, it is also important to observe possible side effects. The nurse should also be prepared to perform physical restraint, but the recommendation of Kondo *et al.*, (2017) is that this is done in extreme situations in which there is risk for both the patient and professionals. Generally, physical restraint is necessary to immobilize aggressive, agitated patients who cannot calm down easily. Another nurse's care refers to checking the patient's vital data. The importance of this analysis in conjunction with the physical and laboratory examination of patients with mental disorders is due to the risks of respiratory depression, hypotension and other problems caused by the use of central nervous system depressant medications that are prescribed for patients with aggressive behavior (ELIAS, 2015). The care of patients seen in a psychiatric emergency service extends even after the initial care. At all times, the patient should remain under observation in the wards. The nurse should also develop the observation and description of the patient's behavior, clinical intervention, use of therapeutic measures in nursing, care of their basic needs, and guidance to the patient and their families (PAES; MAFTUM, 2017).

## CONCLUSION

Nursing care provided to patients in psychiatric emergency situations has been very focused on clinical issues, focusing on the use of force through physical restraint in order to control the psychiatric patient's exacerbated behavior. The social stigma of the professionals in relation to the psychiatric patient ends up affecting the quality of care, and with this posture therapeutic measures are left aside, such as qualified listening and non-verbal communication. The work overload and inadequate physical space hinder the individualized care, thus affecting the quality of the care provided, because this can lead to patient exposure, generating an embarrassing situation, which makes

the nursing staff feel limited as to the care to be performed. It is possible to observe the need for training of professionals, as well as continuing education, the implementation of the Systematization of Nursing Care and public investments in mental health services to improve the structural dynamics, so that in this perspective can positively interfere in the whole work process offered.

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