

Model for risk assessment and prevention work-related stress risk in the Integrated Verona University Hospital

Modello d'intervento per la valutazione e la prevenzione del rischio stress lavoro dell'Azienda Ospedaliera Universitaria Integrata - Verona

Claudio Soave^{1,*}, Antonia Ballottin⁶, Chiara Giuliani¹, Luciano Romeo², Bruno Lonardi³, Gaetano Trabucco⁴, Roberta Siani⁵, Cinzia Biondani¹, Alberto Zanferrari¹, Luigi Perbellini²

¹Azienda Ospedaliera Universitaria Integrata - Verona - Servizio di Prevenzione e Protezione

²Azienda Ospedaliera Universitaria Integrata, Verona - Servizio di Medicina del Lavoro e Centro per l'analisi dei rischi e delle patologie psico-sociali di origine lavorativa

³Azienda Ospedaliera Universitaria Integrata - Verona - Servizio di Sorveglianza Sanitaria

⁴Azienda Ospedaliera Universitaria Integrata - Verona - Servizio di Psicologia Clinica

⁵Azienda Ospedaliera Universitaria Integrata - Verona - SSO di Psicoterapia

⁶SPISAL ULSS 20, Verona

*Corresponding author:

Claudio Soave, Istituti Biologici II, Strada Le Grazie 8, 37134 - Verona, Italy; Ph. ++39 045 8027627, Fax ++39 045 8027626; e-mail: claudio.soave@univr.it

Work-related stress is not a new risk at all, as it can be seen from the copious literature about it, but it is surely an emerging issue, due to spread that it is taking in Europe. Stress at work can be related to every single workplace or worker, regardless of the sector or the size of the organisation; it can also affect anyone at any level. A long exposure to stress at work has negative effects on productive efficiency, on safety and on workers health; it can lead to such serious diseases that can force the worker to be absent from work frequently and for long period. It is estimated that between 50% and 60% of working days lost every year from EU workers is related to stress at work. Health care activity in hospital structures is characterized by extreme complexity and diversity of working, organizational and environmental conditions that need the adoption of a valuation model consistent with this situation, in order to estimate the work-related stress. This work describes the model and the tools that are being tested by the Verona University Hospital about work-related stress risk assessment and the procedure for handling cases of occupational discomfort. The paper also presents the partial results of the trial, the strengths and weaknesses identified. In the end are proposed possible actions to address the complexity and specificity of the types of productive activities carried out.