

76 - NURSING CONSULTATION IN BASIC CARE: DIFFICULTIES AND CHALLENGES

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Introduction

Nursing consultation is a model used by nursing professionals as a way to ease and direct the care, causing individuals in need of assistance to benefit with safety from the service that is going to be provided. (MENEZES, 2011).

Resolution nº 358/2009 of the Federal Council of Nursing, as well as the Law of Professional Practice nº 7.498/86, comment on Nursing Consultation/Nursing Process as an activity exclusive to the professional nurse, who performs clinical evaluation on the patient, family or community, with the purpose of establishing a nursing care planning focused on the evidenced needs. (BRASIL, 1986; COFEN, 2009).

The Resolution also emphasizes according to art.1: "The nursing process must be carried out in a deliberate and systematic way in all public or private environments, where professional nursing care takes place" (COFEN, 2009).

Nursing consultation is a major challenge for the nurse, since it requires that the professional be able to reflect and recognize the historical and cultural barriers of formal education, making it difficult to implement it. The same takes time to be realized, due to the amount of information to be reported, being an obstacle so that it does not materialise. (SANTOS, 2012).

Furthermore, there are other obstacles that the professional encounters during the SAE construction process itself and the application of the nursing consultation, in which they can be: deficits of scientific knowledge, the quantity of employees that the service is used, their commitment during the process, the recognition to the administrators, and especially the effectiveness of the assistance through indicators (MENEZES, 2011).

The service is required to seek appropriate changes, including language standardization and the use of pre-established terms that contain the results obtained. These changes are of great importance in order to finally implant the computerization of the nursing consultation. Therefore, even if there are difficulties to implement it, these are not impossible to overcome. In order to achieve this, it is necessary an attitude of reflection and commitment on the part of all those involved in this process (SANTOS, 2012).

On the other hand, the nursing consultation is an essential tool for the nurse's work, being a way for the professional to apply scientific knowledge and gain appreciation through the humanized care provided to the patient (MENEZES, 2011).

In order for the whole process to be implant and implemented, the training and continuing education of the professional in all spheres covering nursing, from care to administrative, is paramount. In addition, of course, an obvious benefit that the nursing consultation brings us is ease of care records, as well as the targeting of caregiving actions. It is also a way of demonstrating autonomy, which allows nurses to punctuate their intellectual potential through the assistance method, aiding in the extinction of mechanistic techniques in which it generates a remarkable improvement in the quality of care (MENEZES, 2011).

Materials and Methods

This is an exploratory field research with a qualitative approach.

Data collection was performed through a questionnaire containing 05 (five) subjective questions, provided to 30 nurses who work in Basic Care in the city of Cascavel - Western Paraná. They were randomly selected.

The same was done in August of 2016, after approval of the research by the Ethics Committee of the University of Parana - UNIPAR under CAEE 47942015.0.0000.0109.

In addition, Resolution 466/2012 was preserved, which establishes guidelines and norms regulating research involving human beings, in which the participants were asked about their interest and willingness to participate in the present research, being guided on the objectives of the same and their contributions for the knowledge, as well as for the secrecy of the information, preservation of its identity, and freedom to participate or not in the research. Following, the participants were asked to sign the Informed Consent Form (TCLE) confirming their participation in the research (BRASIL, 2012).

The information collected was analyzed qualitatively and according to the content analysis, according to the methodological framework proposed by Bardin.

According to Medeiros (2012), qualitative research has the possibility to understand the process or the functioning of a universe of situations and experiences, being conceptualized as a study that creates results or findings that are not quantified or that are not specific of any procedure, allowing, in addition, the understanding of cultural facts, social and the interaction between the subjects of a certain place.

Content analysis is a research methodology which seeks a method of investigation in a systematized way. The collected information is organized by message contents, which are codified in categories or subcategories and analyzed through communication analysis techniques (BARDIN, 2009).

Results and Discussions

The interviews were carried out with 30 (thirty) professional nurses who work in Basic Care (AB = Atenção Básica) in Cascavel City, those contents after data collection and analysis of the results were grouped into 2 categories: I .The technical-scientific knowledge applied to the nurses practice in the nursing consultation, composed of 1 (one) subcategories: .II The importance of the nursing consultation in the perception of the nurses and the Category II. The practice of nurses facing the application of nursing consultation consists of two (2) subcategories: II. The difficulties and challenges experienced by nurses in the nursing consultation. II.II The experience of nurses in front of the nursing consultation.

Thus, based on the information collected from the nurses of the Basic Health Care (ABS = Atenção Básica de Saúde)

of Cascavel, it was possible to understand the comprehension nurses have about the importance of nursing consultation. Therefore, we could identify in the reports that the nursing consultation provides a holistic view of the patient; provides the creation of a link between the patient and the health service, where the professional nurse uses all technical-scientific, bureaucratic and social knowledge to offer the patient adequate care.

According to Carvalho et al. (2008), the nursing consultation is an activity of great importance and resolution when properly performed by nurses, requiring the nurse professional a series of knowledge and constant training that enables him to develop this practice, the holistic view. It is emphasized in the reports that the nursing consultation is of paramount importance, the nurse the holder of technical / scientific, bureaucratic and social knowledge offers to the user attention, promotion and prevention in health. According to Chrizostimo and Rosas (2006), nursing consultation is an activity that favors multiprofessional work, the development of intersectoral practices, the interpersonal relationship with clients and family, and care based on scientificity. Corroborating Resolution Cofen - 358/2009, comments that the nursing consultation uses components of the scientific method to identify health / disease situations, prescribe and implement Nursing measures that contribute to the promotion, prevention, health protection, recovery and rehabilitation of the individual, family and community.

Regarding the difficulties faced by the nurses of the Basic Health Units (UBS = Unidade Básica de Saúde/Basic Health Units) of Cascavel, some situations were identified related to: deficient structure of the unit; little time to attend and carry out the nursing consultation (CE = Consulta de Enfermagem); bureaucratic roles of the sectors; lack of physical and human material resources; lack of administrators, little appreciation of the nurse professional; the non-existence of a care protocol, and the intense demand of patients in the UBS. The information showed the precariousness of the structure of the unit, described in a general way. According to Maciel (2003), the Basic Health Units in their majority have several problems related to their structure, being this a problem faced by the nurses. In the questioning about the short time to attend and to carry out the consultation, the intense relationship of patient demand and the lack of resources of physical and human materials were found to be directly linked. Thus, the work practice of the nurse professional becomes difficult to have a concrete effect (SANTOS et al., 2008). According to Medeiros (2009) and Faustino et al. (2004), the nurses have accumulations of bureaucratic functions in the sectors, making all care difficult, lacking time to perform adequate functions in nursing care to the patient. According to Costa e Silva (2004), the nurses have little opportunity to qualify themselves because of lack of time to study, little appreciation and conditions to take a course away from home. Many reports also emphasized the lack of protocols for the implementation of the EC, a problem for professionals. The absence of protocol promotes a failure in the stage of the patient care process of the Basic Health Units of Cascavel. Because ethical-legal issues are involved, there are requirements for the development of the health work process that are collective, recent and challenging. It is necessary to reconstruct models, adopting the paradigm of health promotion and quality of life (CARPENITO, 2011).

Regarding the challenges, it was emphasized in our research answers regarding institutional logistics and work dynamics; lack of protocols; popular knowledge and pragmatic barriers of the care model; the professional's theoretical-scientific knowledge and work overload.

Regarding the "institutional logistics and work dynamics", back up to the main challenges experienced by nurses referring to the lack of time and resources (both human and material) to perform the Nursing Consultation - NC/Consulta de Enfermagem - CE. On this, it is pointed out that the NC must be executed in a systematized and procedural way, which requires availability in the agenda and resources necessary for its practice, without which the consultation becomes subjective and with little concrete effect (SANTOS et al., 2008). When commenting on the "lack of protocols", questions about the need for protocols that standardize and recognize the legitimate query performed by nurses within the municipal primary care were emphasized. Thus, it is reasonable to assume that the NC's practical legitimacy is highly dependent on the recognition of the multiprofessional team and local institutional documents. In this direction, it is important to emphasize that the NC presents itself legally legitimized by Law No. 7498 which provides the regulation of the Professional Practice of Nursing (COFEN, 1986). When talking about "popular knowledge and pragmatic barriers to the care model", the speeches emphasize that there needs to be better population clarification about the NC. Thus, it is understood that educational actions on the technical-scientific qualification of the nurse to effect the NC can present satisfactory results (MATUMOTO et al., 2011). The other reports express the existence of many challenges regarding the search for overcoming the current welfare model, which is hegemonic biomedical-curativist. Nevertheless, it is inferred that the search for such overcoming begins at the moment when the nurse puts into practice his professional strength and demonstrates such empowerment with knowledge and competence (BARBOSA; GOMES; DIAS, 2011). Following the given, the reports on the "theoretical-scientific knowledge of the professional" ratify makes it necessary for the nurse to be in constant intellectual improvement that allows him to develop the evidence-based NC and, based on extensive knowledge (MATUMOTO et al., 2011). Finally, in the reports that addressed the "work overload" the challenges of the class emerge in search of a less strenuous work day. In this way, it is emphasized that work overload mitigates the quality of care, elevates absenteeism, and is against the National Patient Safety Policy (PAESE; DAL SASSO, 2013).

In addressing the nurses' experience regarding the nursing consultation, the reports emphasized: "the nursing consultation serves the different specialties, attending to the patient in a holistic way, focusing on the population, attending to all without distinction, promoting consultation in a specific way, nursing consultation is performed daily, investigating risk factors, I always try to update myself, there are difficulties, and challenges, the nursing consultation is still not well valued and with no problem-solving, some specialties are focused on the medical professional and the population is not in the habit of looking for the nurse, is turbulent due to the flow of too many patients to care, very often the professional makes more of the duties of the nursing technician by the reduced number of professionals, training with disabilities, need to deepen in a certain specialty (elderly health).

In this sense, Margarido and Castilho (2006) comment that the nursing consultation is an activity assigned as exclusive to the nurse practitioner in which the practice of care was legalized by Law No. 7.498 / 86, which regulated the Nursing Exercise (COFEN, 1986).

Supporting the definition established by Resolution Cofen - 358/2009, the nursing consultation uses components of the scientific method to identify health / disease situations, prescribe and implement nursing measures that contribute to the promotion, prevention, health protection, recovery and rehabilitation of the individual, family and community.

De Souza et al (2012) reports that the Nursing Consultation is an activity that works as a resource for the nursing diagnosis or identification of the client's health problems, based on a more detailed evaluation, which facilitates the elaboration of the assistance plan and the search of solving the problems identified.

Conclusion

The implementation of the Nursing Consultation, within the scope of Basic Care, presents several barriers. However, due to its importance, necessity and benefits to users, nurses must commit to inserting this practice into their daily activities agenda.

Thus, it is concluded that nurses consider the practice of nursing consultation in Basic Health Care as an important instrument contributing to the resolution of health problems of the population, as well as in improving the quality of life of the users of the services health, but with challenges to overcome.

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NURSING CONSULTATION IN BASIC CARE: Difficulties and challenges

This paper presents an exploratory field research, with a qualitative approach, with the content analysis according to the methodological framework proposed by Bardin. The overall purpose was to know the experience of the nurse professional regarding the nursing consultation in Basic Care. The data collection was conducted through a questionnaire containing 05 (five) subjective questions which were asked to 30 (thirty) nurses that operate Basic Care in Cascavel - Western Paraná during August, 2016. Professionals were randomly selected. Data collection and results analysis were grouped into 02 (two) categories: I. The technical-scientific knowledge applied in the nurses' practice in nursing consultation, composed of 1 (one) subcategory: II. The importance of the nursing consultation in the perception of the nurses and the Category II. The practice of nurses facing the application of nursing consultation consists of two (2) subcategories: II. The difficulties and challenges experienced by nurses in the nursing consultation. II.II The experience of nurses facing the nursing consultation. It is concluded that nurses consider the nursing consultation in Basic Health Care a tool of fundamental importance, contributing to solve the health problems of the population, as well as an improvement in quality of life of those who benefit from health services. However, there are challenges to overcome.

Keywords: Nursing Consultation, Basic Care, Professional practice

LA CONSULTATION DES SOINS INFIRMIERS AUX SOINS PRIMAIRES: difficultés et défis

Il s'agit d'une recherche exploratoire sur le terrain avec une approche qualitative, avec analyse du contenu conformément au cadre méthodologique proposé par Bardin. L'objectif général est de connaître l'expérience du professionnel infirmier dans la consultation des soins infirmiers en soins primaires. La collecte des données a été réalisée au moyen d'un questionnaire contenant 05 (cinq) questions subjectives, adressé à 30 infirmières travaillant dans le secteur des Soins Primaires à Cascavel - Ouest de l'État du Paraná au mois d'août 2016. Ils ont été sélectionnés au hasard et les contenus obtenus après la collecte des données et l'analyse des résultats ont été regroupés en 2 (deux) catégories et ont été décrits comme suit: I Les connaissances technico-scientifiques appliquées dans la pratique du professionnel au moment de la consultation des soins infirmiers, composées de 1 (une) sous-catégorie: II L'importance de la consultation des soins infirmiers dans la perception des professionnels infirmiers et la catégorie II. La pratique des infirmières à l'application de la consultation infirmière comprise par deux (2) sous-catégories: II Les difficultés et les défis rencontrés par les professionnels lors de la consultation des soins infirmiers. II L'expérience des professionnels infirmiers à la consultation des soins infirmiers. Il est conclu que les infirmières considèrent la pratique de la consultation de soins infirmiers dans les soins primaires de santé comme un instrument important contribuant à la résolution des problèmes de santé de la population, ainsi qu'à l'amélioration de la qualité de vie des utilisateurs des services de santé, mais avec des défis à relever.

Mots-clés: Consultation de Soins Infirmiers, Soins Primaires, Pratique Professionnel

LA CONSULTA DE ENFERMERÍA EN LA ATENCIÓN BÁSICA: Dificultades y Desafíos

Se trata de un estudio de campo, exploratorio con abordaje cualitativo, con el análisis de contenido de acuerdo con el referencial metodológico propuesto por Bardin. El objetivo general fue conocer la vivencia del profesional enfermero frente a la consulta de enfermería en la Atención Básica. La recolección de datos fue realizada por medio de un cuestionario conteniendo 05 (cinco) cuestiones subjetivas, suministrado para 30 enfermeros que actúan en la Atención Básica en la ciudad de Cascavel – Oeste de Paraná, Brasil, en el mes de agosto de 2016. Los mismos fueron seleccionados de manera aleatoria, los contenidos obtenidos después de la recolección de datos y análisis de los resultados fueron agrupados en 2 (dos) categorías que se describen: I. El conocimiento técnico-científico aplicado en la práctica de los enfermeros frente a la consulta de enfermería, compuesta por 1 (una) subcategoría: II La importancia de la consulta de enfermería en la percepción de los enfermeros y la Categoría II. La práctica de los enfermeros frente a la aplicación de la consulta de enfermería compuesta por 2 (dos) subcategorías: II. Las dificultades y los desafíos vivenciados por los enfermeros en la consulta de enfermería. II. II La experiencia de los enfermeros frente a la consulta de enfermería. Se concluye que los enfermeros consideran importante la práctica de la consulta de enfermería en la Atención Básica de Salud, como un instrumento de fundamental importancia contribuyendo en la resolución de los problemas de salud de la población, así como en la mejora de la calidad de vida del usuario de los servicios de salud, pero con desafíos a alcanzar.

Palabras clave: Consulta de Enfermería, Atención Básica, práctica profesional

A CONSULTA DE ENFERMAGEM NA ATENÇÃO BÁSICA: Dificuldades e Desafios

Trata-se de uma pesquisa de campo, exploratória com abordagem qualitativa, com a análise de conteúdo de acordo com o referencial metodológico proposto por Bardin. O objetivo geral foi conhecer a vivência do profissional enfermeiro frente a consulta de enfermagem na Atenção Básica. A coleta de dados foi realizada por meio um questionário contendo 05 (cinco) questões subjetivas, fornecido para 30 enfermeiros que atuam na Atenção Básica na cidade de Cascavel – Oeste do Paraná no mês de agosto de 2016. Os mesmos foram selecionados de forma aleatória, os conteúdos obtidos após a coleta de dados e análise dos resultados foram agrupados em 2 (duas) categorias sendo assim descritas: I. O conhecimento técnico-científico aplicado na prática dos enfermeiros frente a consulta de enfermagem, composta por 1 (uma) subcategorias: II A importância da consulta de enfermagem na percepção dos enfermeiros e a Categoria II. A prática dos enfermeiros frente a aplicação da consulta de enfermagem composta por duas (duas) subcategorias: II. As dificuldades e os desafios vivenciados pelos enfermeiros na consulta de enfermagem. II. II A experiência dos enfermeiros frente a consulta de enfermagem. Conclui-se que os enfermeiros consideram importante a prática da consulta de enfermagem na Atenção Básica de Saúde, como um instrumento de fundamental importância contribuindo na resolutividade dos problemas de saúde da população, bem como na melhoria da qualidade de vida do usuário dos serviços de saúde, porém com desafios a serem alcançados.

Palavras-Chave: Consulta de Enfermagem, Atenção Básica, prática profissional