99 - QUALITY AVALIATION OF THE CARE PROVIDED TO PATIENTS WITH VENOUS ULCER

ONIELE OLIVEIRA DAS NEVES DEODATO;
LUCIANA MARIA VARELA DE QUEIROZ;
MANUELA PINTO TIBURCIO;
THAIZA TEIXEIRA XAVIER;
GILSON DE VASCONCELOS TORRES
Programa de Pós-Graduação em Enfermagem /UFRN - Natal/RN, Brasil
Email: oniele@gmail.com

INTRODUCTION

The venous ulcers (UVS) lesions are associated with chronic venous hypertension of the lower limbs and account for approximately 80 to 90% of ulcers found in this region. They are characterized as the most serious complication of chronic venous insufficiency, high prevalence, recurrent and not only bring suffering to its holders, but also to his family, staying often not cured for long periods, generating dependency and family health services, and it constitutes an important public health problem with considerable economic impact (NUNES et al., 2006; ABDALLA; DADALTI, 2003).

Our practice has given us seeing patients with wounds of various etiologies, especially the UVS, seen in the various levels of health care for the state of Rio Grande do Norte (RN). We have observed that the assistance is not contributing to effective treatment and prevention of new ulcers, causing the increase in demand for individuals with chronic injuries, increasingly difficult to be treated, and often with complications advanced and irreversible, with the worsening general state and pre-existing chronic diseases, leading to the involvement of members.

Given this situation, we feel the need to evaluate the quality of care provided to patients with UVS treated at a university hospital in Natal / RN.

In Brazil, in health assessments is not routine activity and, when held, are operational and methodological difficulties. Comes in a context in which the processes are still nascent, poorly built and the practices have character more prescriptive, bureaucratic and punitive alternative to the planning and management. In addition, existing instruments still does not provide tools to support decision making or training of persons involved (BRASIL, 2004).

Donabedian (1992) reports that the best strategy for assessing quality in health requires the selection of a representative set of indicators of structure, process and results.

To Fekete (2006), this practice should be encouraged, since the evaluation helps to understand the impacts may exist, as a result of activities, allowing correct distortions and change the direction of programming, aimed at achieving the goals. "

METHODOLOGY

Study with descriptive quantitative approach, which aimed to evaluate the quality of care provided to patients with venous ulcers seen at the clinic of a university hospital in Natal / RN.

The study was conducted at University Hospital Onofre Lopes (HUOL), specifically in the clinic of Surgery, with attendance in Angiology and Vascular Surgery.

The target population for this study was composed of individuals with UVS, which was attended by arms, in the clinic for Surgery of HUOL, during the period of data collection (March to May/2007). The sample for this study consisted of 40 patients with UVS, which were at the clinic to perform their 1st consultation or return for reassessment or change the dressing.

The instrument of collecting this research - to form roadmap for interview and collection of biological fisiological measures - was drawn up based on Clinical Guidelines proposed by Aguiar et al. (2005) and Borges (2005), in a study by Nunes (2006). The medical records of patients with UVS were used as a source for data collection.

It was assessed by the Commission on Ethics in Research / UFRN and obtained assent by Protocol No. 169/2006. Managers also obtained authorization from the HUOL for their achievement.

Data collection was performed by a team composed of researchers from academic and a degree in nursing, for a period of 03 months (March to May/2007). With the signing of free informed consent Term (FICT) by the participants in this study, the team conducted the evaluation of patients with UVS, by reading the records of non-participant observation, interview and physical examination.

During the period of data collection, users were chosen from a random, being necessary to be the bearer of venous ulcers in lower limb and agree to participate by signing the FICT.

The data collected were organized in the database electronically by typing in Microsoft Excel spreadsheet application, which after correction and verification of typing errors by the validation process for two keystrokes, were exported and analyzed in the program SPSS14, 0. The analysis was done using descriptive statistics (calculation of absolute and relative frequency).

RESULTS AND DISCUSSION

Table 1 contains 05 variables assessing the assistance, which demonstrate the suitability or unsuitability of this assistance.

Table 1 - Variables review of the patients with venous ulcers seen at the angiology clinic of HUOL according to suitability. Natal / RN, 2007.

ASSISTANCE EVALUATION VARIABLES	INAPROPRIATE		APROPRIATE		TOTAL	
	N	%	N	%	N	%
Participation of the interdisciplinary team	39	97,5	1	2,5	40	100,0
Laboratory and specific tests performance in the last year	50	100,0	0	0,0	40	100,0
Availability of products used in dressings made in the clinic	32	80,0	8	20,0	40	100,0
Indication of products used in dressings made in the clinic	1	2,5	39	97,5	40	100,0
Indication of products used in dressings conducted outside the clinic	28	70,0	12	30,0	40	100,0

Source: researcher

As for the participation of the interdisciplinary team, the evaluation of nursing care was classified as inappropriate, because 39 (97.5%) carriers reported only be accompanied by professional medical and nursing. Only 01 (2.5%) bearer of UV reported to have been assisted by a team comprising doctors, nurses, technical nursing, nutritionist, psychologist and social worker.

With regard to laboratory tests and specific, I found that 100% of the interviewees did not have in the past year, the examinations necessary for the systemic evaluation and planning of their treatment, characterizing the assistance, this parameter, totally inappropriate.

Regarding the availability of products and materials used in conducting the dressings at the clinic, assistance has been characterized as inadequate, because we realize that in only 08 (20%) injured, were applied to cleaning products, epitelizing and debridant supplied exclusively by Unified Health System (SUS). Thirty-two dressings (80.0%) were performed on products supplied by the holders of UVS or the project to extend and search the course for graduation UFRN of Nursing.

The indication of products used in the conduct of healing at the clinic was perfectly adequate in 39 (97.5%) cases. There was only a bad indication, that is, in just a bandage products for cleaning, epitelizing and debridant were used incorrectly, according to the conditions of the UV bed.

Once in the indication of products used in achieving the curative outside the clinic, assistance has inadequate in 28 (70.0%) dressings. The adequacy occurred in 12 (30.0%), when the cleaning products, epitelizing and debridant were used properly.

With the exposure of these five variables, we identified the structural and procedural aspects involved in the assessment of the assistance provided to individuals with UVS seen at HUOL clinic. Detected an inadequate assistance in 04 variables and adequate in 01. Therefore we can assess the assistance provided to individuals with UV as inadequate in 80% of selected variables.

Holders of UV need to be guided by all the health team to conduct exercises regularly, elevate the affected leg, and encouraged the use of compression therapy. The merger of the use of compression therapy with the guidance provided by health professionals becomes a key strategy to treat the bearer of UV, because the ulcer healing only tends to happen with the management of hypertension and reduction of venous edema (SILVA; LOPES, 2006; AGUIAR et al., 2005; BORGES, 2005).

The unavailability of products for carrying out the correct healing in UV did with the professionals of nursing held a bandage on the bed to clean the wound with SF 0.9%, cover it with wet gauze with SF 0.9% and wrap it with bandage would be as much as possible.

We noticed that, despite the low bid, when products were available, were used in proper way. The appropriate indication this was due to the constant in-service training that happens at the clinic for surgical clinic, field of academic probation.

The lack of products, roofing materials and compression at the clinic of a tertiary hospital for assistance and reference state of arms, not only denotes a structural problem, but also procedural, influencing the outcome of care.

The inadequacy of information products used in achieving the curative of UVS outside the clinic reflects, to some extent, the lack of professional training in other levels of assistance. Hence, the importance of the bearer of UV be served at any level of assistance by trained professionals.

Patients with injuries of any etiology require assistance of a quality, systematic, encompassing the work of an interdisciplinary team, considering the complexity and dynamics which involves the healing process, without disregarding the holistic view of human beings (TORRES et al., 2007, 2004, 2003; TORRES; NUNES, 2005, BRASIL, 2002; RAMOS et al., 2001; MELO et al., 1999; OLLIN et al., 1999; ARNOLD; WEST, 1991).

The systematization of care become viable with the implementation of clinical guidelines in health care, whether public or private. The guidelines direct the clinical health care professionals to develop standardized shares of diagnosis, prevention and treatment.

The health care inserted into a holder of appropriate structural features and its process anchored in clinical guidelines, tends to produce effective results.

Health services must be geared to the user, the systems must be re-oriented in that perspective. Thus, the evaluation of performance of health systems is desirable and promising (VIACAVA et al., 2004).

CONCLUSION

In this study, we assessed that the service gives structure and process loss, unable to reproduce results efficient, i.e. no assistance plays an accessible, integrated, resolute and Quality (part of the social rights of customers).

A health service to deliver efficient must present structure and process organized. The structure of health services must be accessible, to have trained professionals in adequate number to the demand, with an operating physical infrastructure. The process should be systematized.

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QUALITY AVALIATION OF THE CARE PROVIDED TO PATIENTS WITH VENOUS ULCER

ABSTRACT

Rate is a necessary step when it established the goal of seeking the quality of health care. In our practice, we have noticed that the assistance to people with venous ulcers (UVS) is not contributing to effective treatment and prevention of new ulcers. Thus, we feel the need to evaluate the quality of care provided to patients with UVS seen at University Hospital Onofre Lopes (HUOL), in the city of Natal / RN. It is a descriptive study, where the population was composed of 40 individuals with UV, seen by arms, in the outpatient surgical clinic of this hospital. Data collection was conducted through structured interviews, non-participant observation during the exchange of healing and consultation with the medical records of patients. The Ethics Committee of Federal University of Rio Grande do Norte was in favor of the study (Protocol n.169/06). With this study, which evaluated the assistance given to the customer for UVS carriers was inadequate in various aspects concerning the involvement of interdiscilplinary team, conducting laboratory tests and specific in the last year, availability of products used in dressings made in the clinic and an indication of products used in dressings conducted outside the clinic, and appropriate for the indication of products used in dressings made in the clinic. A health service to deliver efficient must present structure and process organized. The structure of health services must be accessible, have qualified professionals in adequate number to the demand, with an operating physical infrastructure. The process should be systematized.

KEY WORDS: Evaluation; Quality; assistance.

ÉVALUATION DE LA QUALITÉ DES SOINS AUX PATIENTS AVEC ULCÈRE VEINEUX

RESUMÉ

Le tarif est une étape nécessaire quand il a établi l'objectif de la recherche de la qualité des soins de santé. Dans notre pratique, nous avons remarqué que l'assistance aux personnes ayant des ulcères veineux (UVS) ne contribue pas à l'efficacité de traitement et la prévention de nouveaux ulcères. Ainsi, nous nous sentons la nécessité d'évaluer la qualité des soins fournis aux patients avec UVS vu à l'hôpital universitaire Onofre Lopes (HUOL), dans la ville de Natal / RN. Il s'agit d'une étude descriptive, où la population est composée de 40 personnes à l'UV, vu par les armes, dans la clinique de chirurgie ambulatoire de l'hôpital. La collecte des données a été réalisée par le biais d'entretiens structurés, de la non-observation des participants au cours de l'échange de la guérison et de consultation avec les dossiers médicaux des patients. Le comité d'éthique de l'Université fédérale de Rio Grande do Norte a été en faveur de l'étude (Protocole n.169/06). Avec cette étude, qui a évalué l'assistance fournie au client pour portadores de UVS a été insuffisante dans les divers aspects concernant l'implication d'interdiscilplinar équipe, effectue des essais en laboratoire et dans des cours de la dernière année, la disponibilité des produits utilisés dans les sauces faites à la clinique et l'indication des produits utilisé dans les pansements réalisés en dehors de la clinique, et approprié pour l'indication des produits utilisés dans les sauces faites à la clinique. Un service de santé efficace à fournir doit présenter la structure et les processus organisé. La structure des services de santé doivent être accessibles, d'avoir des professionnels formés en nombre suffisant à la demande, avec une exploitation de l'infrastructure physique. Le processus devrait être systématisée.

Mots Clés: évaluation, la qualité, l'assistance.

EVALUACIÓN CALIDAD DE LA ATENCIÓN A PACIENTES CON ÚLCERA VENOSA

RESUMEN

Tarifa es un paso necesario cuando se estableció el objetivo de buscar la calidad de la atención de la salud. En nuestra práctica, hemos observado que la asistencia a las personas con úlceras venosas (UVS) no está contribuyendo a un tratamiento eficaz y la prevención de nuevas úlceras. Por lo tanto, sentimos la necesidad de evaluar la calidad de la atención prestada a los pacientes con UVS visto en el Hospital Universitario Onofre Lopes (HUOL), en la ciudad de Natal / RN. Es un estudio descriptivo, donde la población se componía de 40 personas con UV, visto por las armas, en la clínica de cirugía ambulatoria de este hospital. La recopilación de datos se realizó a través de entrevistas estructuradas, la no-observación participante durante el intercambio de sanación y consulta con los historiales médicos de los pacientes. El Comité de Ética de la Universidad Federal de Rio Grande do Norte se mostró a favor del estudio (Protocolo n.169/06). Con este estudio, que evaluó la asistencia prestada al cliente para portadores de la UVS era insuficiente en varios aspectos relativos a la participación de interdiscilplinar equipo, la realización de pruebas de laboratorio específicas y en el último año, la disponibilidad de los productos utilizados en los apósitos en la clínica y una indicación de los productos utilizados en los apósitos realizados fuera de la clínica, y adecuado para la indicación de los productos utilizados en los apósitos en la clínica. A los servicios de salud para realizar intervenciones eficientes deben presentar la estructura y el proceso organizado. La estructura de los servicios de salud deben ser accesibles, disponer de profesionales capacitados en número suficiente a la demanda, con un funcionamiento de la infraestructura física. El proceso debe ser sistematizada.

Palabras Clave: Evaluación, Calidad; asistencia

AVALIAÇÃO DA QUALIDADE DA ASSISTÊNCIA PRESTADA A PACIENTES COM ÚLCERAS VENOSAS

RESUMO

Avaliar é um passo necessário quando se estabelece a meta de buscar a qualidade na atenção à saúde. Em nossa prática profissional, temos observado que a assistência aos portadores de úlceras venosas (UVs) não vem contribuindo para o tratamento efetivo e prevenção de novas úlceras. Assim, sentimos a necessidade de avaliar a qualidade da assistência prestada aos portadores de UVs atendidos no Hospital Universitário Onofre Lopes (HUOL), no município de Natal/RN. Trata-se de um estudo descritivo, onde a população alvo foi composta por 40 portadores de UV, atendidos por angiologistas, no ambulatório de clínica cirúrgica deste hospital. A coleta de dados foi realizada através de entrevista estruturada, observação não-participante durante as trocas de curativos e consulta aos prontuários dos pacientes. O Comitê de Ética da Universidade Federal do Rio Grande do Norte foi favorável à realização do estudo (Protocolo n.169/06). Com este estudo, avaliamos que a assistência oferecida à clientela de portadores de UVs foi inadequada em seus aspectos referentes à participação da equipe interdiscilplinar, realização de exames laboratoriais e específicos no último ano, disponibilidade de produtos usados nos curativos realizados no ambulatório e indicação de produtos usados nos curativos realizados fora do ambulatório; e adequada em relação à indicação de produtos usados nos curativos realizados no ambulatório. Um serviço de saúde para obter resultados eficientes tem que apresentar estrutura e processo organizados. A estrutura dos serviços de saúde deve ser acessível, contar com profissionais capacitados, em número adequado à demanda, com uma infra-estrutura física operativa. O processo deve estar sistematizado.

PALAVRAS CHAVES: Avaliação; Qualidade; Assistência.