136 - HIV BEARERS' SATISFACTION OF AMBULATORY ASSISTANCE: A USERS AVALIATION

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INTRODUCTION

In Brazil, since a long time ago, the healthcare assistance has gone in a forward crisis, and about quality level, there are too many things to be improved. To Kitahata et al (2002) the care quality is a major determinant of the success of programs targeted at chronic diseases such as AIDS. Besides the impact on mortality and on the life quality of patients, the well-conduced assistance may contribute to the epidemic control (MARINS et al, 2003).

The user satisfaction is a clear proof of quality. According to Nunes (1997) it is possible to evaluate the quality of the health services provided through the user, because their satisfaction is a valuable quality indicator of healthcare services. Users should be heard on the assistance they receive in hospital and the information is essential to get their needs and desires properly served.

Given the foregoing, it is proposed to evaluate the HIV bearers' satisfaction during ambulatory care, about the assistance that was provided to them.

METHODOLOGY

This study is an evaluation research, with a quantitative approach, developed in the ambulatory of Giselda Trigueiro Hospital (HGT), reference in AIDS treatment, located in the city of Natal-RN/Brazil.

The sample was composed by 58 individuals with HIV, assisted in that reference center during the field research, and who had accepted to voluntarily participate from interviews, with the signing of a free and informed consent terms. It was set the following criteria for inclusion: a) accept participate in the research as voluntary; B) signing of a free and informed consent term by the participants; C) had the HIV clinical diagnosis confirmed; D) are older than 18 years old; e) users who have, at least, a 6 months time being monitored in the service; f) being in the ambulatory consultation in the hospital during the interview. Were factors for exclusion: the not signing of the free and informed consent term; and, those who, voluntarily, wanted to depart during the data-collection period.

After authorization by the Direction of HGT and obtained the project approval from the Ethics in Research with human beings Committee from Rio Grande do Norte Federal University, under the registration 148/2007, it started the data-collection period, which occurred between July and September, 2007. As the data-collection instrument was used an interview with structured questions, validated through a pilot study. For the data-analysis, was used the EPI INFO software, version 6.04.

RESULTS AND DISCUSSION

Profile of HIV / AIDS patients assisted at HGT

Regarding the HIV bearers' profile, they were identified as 37 (63.8%) men and 21 (36.2%) women; aged between 20 and 48 years, being the predominant age group of 31 at 40 years (61.1%).

It was observed that 37 (63.8%) were from the city of Natal, and 21 (36.2%) from the interior of the state of RN. Among those from Natal, 18 (48.6%) resided in north zone, 10 (27.1%) in west zone, 6 (16.2%) in the east zone and 3 (8.1%) in south zone. The capital, Natal, is the most affected, with more than 50% of AIDS cases in adults in Rio Grande do Norte (SESAP, 2006).

Table 1 Social-demographics characteristics of HIV/AIDS patients assisted in the ambulatory of Giselda Trigueiro Hospital, Natal/RN - 2007.

SOCIAL-DEMOGRAPHICS CHARACTERISTICS	F	%
Gender		
- Male	37	63,8
- Female	21	36,2
Age Group		
- 20 - 30 years	15	25,7
- 31 - 40 years	36	61,1
- 41 - 48 years	7	12,0
Residence		
-Natal	37	63,8
-Interior	21	36,2
Race		
- White	12	20,7
- Black	18	31,1
- Brown	28	48,2
Month Familiar Income		
- up to 2 minimum wages	47	81,1
- > 2 to 4 minimum wages	11	18,9
Occupation		
- Housewife	11	18,9
- Student	4	6,9
- Salesperson	16	27,7
- Industrial worker	22	37,9
- Unemployed	5	8,6
Schooling		
- Basic education	44	75,9
- High school	14	24,1
Marital status		
- Single	26	44,8
- Divorced	6	10,3
- Married	16	27,6
- Consensual union	10	17,3
Exposition form		
-Heterosexual	29	50,0
-Homosexual	18	31,1
-Bisexual	7	12,1
-Injectable-drugs use	4	6,8
Total	58	100,0

Font: Data collected by the researcher.

About race, it was observed that 28 (48.2%) of users were brown, 18 (31.1%) black and 12 (20.7%) were white, confirming the current profile of the epidemic in Brazil, which moves between people of color brown. The AIDS epidemic continues its growth process among the most social-economic vulnerable population, expressed by the persistent increase in the proportion of cases with race / color "black" and reduction of the "white" in both sexes (Brasil, 2005).

For the family monthly income, it was observed that 47 (81.1%) had income of up to 2 minimum wages and 11 (18.9%) of more than 2 to 4 minimum wages. The data of family income corroborate the thesis of the epidemic impoverishment, according to Parker & Camargo Jr (2000). These authors have thought the issue of social vulnerability and the consequent impoverishment of the AIDS epidemic in economic and political terms. It is common that in the poorest areas are combining several adverse factors regarding the lack of infrastructure, low supply of service and employment opportunities. Concerning the occupation, the vast majority worked in industrial production, counting 37.9% of interviewers.

The schooling has been used as a marker of socioeconomic status, and the increase in the proportion of cases of AIDS in those individuals with less education has been called impoverishment. Between 1988 and 1999, the proportion of cases among individuals with up to the basic education increased from 28.6 to 60.7% (BRASIL, 1997). In our study, the proportion of individuals that had coursed until the basic education was 75.9% (44). Among those surveyed, it highlighted the smallest contingent with high school, 4 (6.9%), confirming that there is progressive impoverishment of the epidemic, with a tendency to reach people with schooling levels ever lower.

Another aspect examined on users' profile is related to marital status. It was observed that 16 (27.6%) were married, 6 (10.3%) were divorced, with the largest contingent, 26 (44.8%), were single. There were, among the participants, 10 (17.3%) in consensual union.

The prevalent contamination form on the participants, according to them, was through heterosexual transmission, 29 (50%), corroborating with the current profile of the epidemic in Brazil and in the world, which points to the increasing heterosexual transmission. The data are best displayed in table 1.

HIV bearers' opinions and satisfaction evaluation about the Reference Center

For most users, the physical facilities of the hospital were not as good, where 65% of them considerer the installations uncomfortable or just comfortable and only 35% considered them comfortable.

The main explanations for the services being considered uncomfortable or comfortable somewhat related itself to: inexistence of forms of entertainment or distraction, lack of benches; existence of uncomfortable and defective seats; precarious ventilation; no places for drinking water; too small accommodation for the waiting time and the attendance; and, in some cases, lack of environmental hygiene, especially in bathrooms. These findings were also highlighted in the study by Gomes et al. (1999), which assessed the ambulatory assistance to HIV bearers in Rio de Janeiro. It identified that the physical facilities of services for HIV / AIDS was considered one of the negative aspects of care, posted by users.

Access and embracement are essential elements of a good service. They refer to the discussion of assistance models to be adopted in healthcare services. They may encourage the reorganization of services and the assistance qualification, so that we can act effectively on the health of the individual and the community. They are also important to evaluate the health services quality, since the combination of factors that facilitate the access and / or reception provides user's satisfaction with the service, determining the service choice and setting, often, an important bond, expressed for a long time of contact with the families (RAMOS; LIMA, 2003).

In our study, access and embracement were evaluated, and most users of the service considered them as favorable.

It was found that despite the reference service is located in the capital of Rio Grande do Norte state, it serves a large contingent of users living outside the city of Natal. The users' access to the service can not always be evaluated by the fact that their residences are located or not in another city. Thus, there were cases of people who, even not living next to the place where were assisted, they told about the easiness to get to the service. Reinforcing this reasoning, we can mention that 70% responded to this question, considering that it was easy, very easy 5% and 25% hard to get to the healthcare service. That was easily explained by many, because there is a good availability of transportation (buses lines, train and, in some cases, ambulances and cars of the municipalities).

As for embracement, 75% evaluated it as good, because they believe that are heard by the healthcare team with attention and that their health problems are resolved in consultations.

About the availability of anti-retroviral drugs, it appears that the difficulty of acquiring them is changing, since 90% found it easy to het the medicines, although some reported problems in any type of medicine or in some time of the treatment. The remaining 10% who considered it difficult, claimed the lack of one or more drugs in addition to the delay of the drugs arrival. In relation to drugs used to treat opportunistic diseases, it was cited that lacking is usual, so 50% reported difficulties in receiving them.

MELCHIOR et al. (2006), in their study on the evaluation of the organizational structure of ambulatory care in HIV / AIDS in Brazil, found that the availability of anti-retroviral drugs is high and homogeneous. The same emphasizes that the non-use of anti-retroviral drugs in some small proportion of services occurs predominantly in those with small number of patients, where probably does not are users bearers of worse immunodeficiency. In relation to drugs used for opportunistic infections, it generally occurs its absence, always much higher in researched services.

Regarding the availability of laboratory tests in the hospital's ambulatory, users pointed how easy the implementation is (85%). According to Melchior et al. (2006) the availability of laboratory tests in ambulatory services for HIV / AIDS in Brazil follows the same pattern of drugs: considering the easier exams, in which services are more independent, the availability is greater; other, more dependent on SUS reference network, have less availability. It also identified that examinations with CD4/CD8 and virulence are available in almost all of these services.

On the waiting time between the sample-collection and the exams results delivery, it is understood that there has been a concentration in the response unsatisfactory, representing 70% of opinions.

However, about the users assistance, when dispatched to other health services, according to 58%, to get healthcare assistance is difficult, very difficult to 16% and only 26% felt it as easy. The explanations for these attributed concepts reflects mainly, in fact there is no vacancy and in the delay on assistance, corroborating with Melchior et al. (2006), which notes that the access to medical specialties means, sometimes, in unpredictable waiting time.

According to the users, it seems there are no problems in scheduling the consultations, as 70% pointed it to be easy, 10% very easy, and only 20% indicated it as being difficult. Silva (2006), knowing the perception of mothers / users and professionals on the health attention to the children and HIV adolescents in the city of Natal / RN, identified as being easy to schedule consultations on reference services for the treatment of AIDS in RN . As the main reason, it was observed that in every consultation was scheduled the next and, generally, the doctor himself wrote the scheduling.

The waiting time between the assistance and the return to service was also evaluated, where 60% replied be very satisfactory and 12% satisfactory. However, it is important to note that 28% considered regular or unsatisfactory this item. This variable was also pointed out as positive in the study of Silva (2006).

It appeared that the service as a whole, was evaluated by its users, as good (48%), excellent (27%), regular (18%) and poor (7%), showing a wide acceptance of the kind of care offered. According to Guedes and Garcia (2001), the users' answers about

their satisfaction level on the SUS healthcare services show this positive trend (getting around 40 to 50%), due to the fear of the interviewer that the answers may unfavorable stress in any kind of sanction in attendance. Furthermore, the fact that the interviewer is not an employee of the hospital, nor being part of the team that assists these users, contributed to some negative answers of them.

CONCLUSION

The results, said, in general, a positive evaluation of the activities developed by professionals who serve in this reference center. Meanwhile, users seem to have low expectations regarding the kind of public service that centers can provide. Though the positive evaluation, the most criticized aspects were the long waiting time to receive the tests results, the lack of physical comfort of the facilities, and the difficulty in getting healthcare assistance in other referenced services. The percentage of dissatisfaction may, in future, constitute tracking indicators, as the acceptable parameters have been not yet defined by the researched service.

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HIV BEARERS' SATISFACTION OF AMBULATORY ASSISTANCE: A USERS AVALIATION

ABSTRACT

In Brazil, since a long time ago, the healthcare assistance has gone in a forward crisis, and about quality level, there are too many things to be improved. In this context, emerges the quality in healthcare services, since the user, although little informed, can't help evaluating the provided assistance when the focuses is the healthcare service. This study aimed to evaluate the HIV bearers' satisfaction during ambulatory care, about the assistance that was provided to them. This is an evaluation research with quantitative approach. The sample was composed by 58 individuals with HIV, volunteers, registered in the ambulatory of a public reference hospital for infectious diseases, in the city of Natal-RN/Brazil. As the main results, it was observed that the service, as a whole, was evaluated by its users, as well, showing great acceptance about the kind of service offered. Access and embracement were deemed as favorable. Regarding the availability of anti-retroviral drugs, 90% found it easy to get the medicines. Regarding the availability of laboratory tests, users pointed how easy the realization is (85%). According to the users, it seems to don't have problems in scheduling the consultations, once 70% pointed it as easy to do. We conclude that the most criticized aspects in service were the long waiting time to receive the tests results, the lack of physical comfort of the facilities, and the difficulty in getting healthcare assistance in other referenced services. The percentage of dissatisfaction may, in future, constitute tracking indicators, as the acceptable parameters have been not yet defined by the researched service.

KEYWORDS: AIDS / HIV, quality in health, satisfaction, user.

PORTEURS DU VIH SATISFACTION DE L'ASSISTANCE AMBULATOIRE: UNE UTILISATEURS AVALIATION

RÉSUMÉ

Au Brésil, depuis bien longtemps, les soins de santé l'assistance est allée vers l'avant crise, et sur le niveau de qualité, il ya trop de choses à améliorer. Dans ce contexte, émerge de la qualité dans les services de santé, depuis l'utilisateur, bien que peu informés, ne peut s'empêcher de l'évaluation de l'aide fournie est centré lorsque le service de la santé. Cette étude visait à évaluer les porteurs du VIH satisfaction au cours de soins ambulatoires, au sujet de l'aide qui a été fournie à eux. Il s'agit d'une évaluation de la recherche quantitative. L'échantillon était composé de 58 personnes avec le VIH, des bénévoles, inscrits dans la ambulatoire de l'hôpital public de référence pour les maladies infectieuses, dans la ville de Natal-RN/Brazil. Comme les principaux résultats, on a fait observer que le service, dans son ensemble, a été évalué par les utilisateurs, ainsi, montrant une grande acceptation sur le type de service offert. Accès et embracement ont été considérés comme favorables. En ce qui concerne la disponibilité de médicaments antirétroviraux, 90% le trouvent facile d'obtenir les médicaments. En ce qui concerne la disponibilité des tests de laboratoire, les utilisateurs ont souligné avec quelle facilité la réalisation est (85%). Selon les usagers, il semble ne pas avoir de problèmes dans le calendrier des consultations, une fois que 70% ont fait qu'il soit le plus facile à faire. Nous en avons conclu que les aspects les plus critiqués sont en service le long temps d'attente pour recevoir les résultats des tests, le manque de confort physique des installations, et de la difficulté à obtenir des soins de santé une assistance dans d'autres cités de services. Le pourcentage de mécontents peuvent, dans l'avenir, constituent des indicateurs de suivi, en tant que paramètres acceptables n'ont pas encore été définis par le service de recherches.

MOTS CLES: VIH / sida, la qualité de la santé, de la satisfaction des utilisateurs.

SATISFACCIÓN DE LA AYUDA AMBULATORIAL A LOS PORTADORES DEL HIV: EVALUACIÓN DE LOS USUARIOS

RESUMEN

En el Brasil, desde los primordios, la salud ha caminado en crisis y, en nivel de la calidad, carece muy para ser ideal. En esta perspectiva, es importante separar que la calidad en los servicios médicos, una época que el usuario, aunque poca información, no se va para evaluar los servicios dados, cuando cuál está en la pregunta es los cuidados de la salud. Este estudio tenía como objetivo evaluar la satisfacción de usuarios que tenían HIV durante la atención ambulatorial, referente a la ayuda que les fue dada. Es un estudio de evaluación con subir cuantitativo. La muestra fue compuesta de 58 portadores de HIV, voluntarios, alistados en la clínica del hospital público que es referencia para las enfermedades infecciosas, en la ciudad de Natal/RN. Como resultados principales, fue evidenciado que el servicio, en su totalidad, fue evaluado por sus usuarios, como bueno, evidenciando una gran aceptación del tipo de atención ofrecida. El acceso y el abrigo habían sido considerados como favorables. En lo referente a la disponibilidad de la medicina de los anti-retrovirais, 90% habían considerado ser fácil obtener medicinas. En cuanto a la disponibilidad de las examinaciones de los laboratoriais, los usuarios habían señalado como fácil la realización (el 85%). Según los usuarios se parece no tener problemas cuánto a la marca de consultas, puesto que, 70% habían señalado ser fácil. Concluimos que los aspectos criticados en el servicio habían sido principalmente la gran espera para recibir los resultados de examinaciones, la carencia de la comodidad de las instalaciones físicas, y la dificultad en la obtención de la atención en otros servicios de los referenciados. Los porcentajes de la insatisfacción pueden, en el futuro, constituir indicadores del evaluación, ya que los parámetros aceptables todavía no habían sido definidos por el servicio buscado.

PALABRA-LLAVE: AIDS/HIV, calidad en la salud, satisfacción, usuario.

SATISFAÇÃO DA ASSISTÊNCIA AMBULATORIAL A PORTADORES DE HIV: AVALIAÇÃO DE USUÁRIOS

RESUMO

No Brasil, desde os primórdios, a saúde tem caminhado em crise e, em nível de qualidade, deixa muito a desejar. Nesta perspectiva, ressalta-se a qualidade nos serviços de saúde, uma vez que o usuário, apesar de pouca informação, não deixa de avaliar os serviços prestados, quando o que está em questão são os cuidados de saúde. Este estudo teve como objetivo avaliar a satisfação de usuários portadores de HIV durante o atendimento ambulatorial, acerca da assistência que lhes era prestada. Trata-se de um estudo avaliativo com abordagem quantitativa. A amostra foi composta de 58 portadores de HIV, voluntários, inscritos no ambulatório do hospital público de referência para doenças infecciosas, no município de Natal/RN. Como principais resultados, constatou-se que o serviço, como um todo, foi avaliado pelos seus usuários, como bom, evidenciando uma grande aceitação do tipo de atendimento oferecido. O acesso e o acolhimento foram considerados como favoráveis. Em relação à disponibilidade de medicamentos anti-retrovirais, 90% consideraram ser fácil conseguir medicamentos. No que se refere à disponibilidade de exames laboratoriais, os usuários apontaram como fácil à realização (85%). Segundo os usuários parece não haver problemas quanto à marcação de consultas, já que, 70% apontaram ser fácil. Concluímos que os aspectos mais criticados no serviço foram a grande espera para receber os resultados de exames, a falta de conforto das instalações físicas, e a dificuldade em conseguir atendimento em outros serviços referenciados. Os percentuais de insatisfação podem, futuramente, constituir indicadores de monitoramento, dado que os parâmetros aceitáveis ainda não foram definidos pelo serviço pesquisado.

PALAVRAS-CHAVES: AIDS/HIV, qualidade na saúde, satisfação, usuário.