34 - ROLE OF THE NURSE AUDITOR: OBJECTIVITY, LEGISLATION AND ETHICS

MACERLANE DE LIRA SILVA
ANDRÉ LUIZ DANTAS BEZERRA
PABLO DE ALMEIDA LEITÃO
KELLY PATRÍCIA MEDERIOS FALCÃO
SHEYLLA NADJANE BATISTA LACERDA
FACULDADE SANTA MARIA, CAJAZEIRAS, PARAÍBA, BRASIL
sheyllabatista@bol.com.br

doi: 10.16887/85.a2.34

INTRODUCTION

The concept of health in Brazil is linked to the social welfare and aims to support the healthy person affected by the disease; the promotion of physical, mental and social well-being; quality of life and of the environment; and the appreciation of individual, family and community health. In practice, this concept is distorted. Access to state health gets stuck in excessive paperwork, limitation and prioritization of resources, unprepared managers, workers' dissatisfaction, insufficient operational resources.

In 1990, supported in this situation, the services of private health care come up. At that time, according to Motta (2003b), operators proliferated without state control until, in 1995, inspections begin to appear which evolved until 1998, when the mandatory regulation of basic plans is imposed by the government.

For some operators, thanks to a model of ethics that examines, supervises and denounces, such regulations became uniform speech. And with that, the profits and the large supply turned quality into indispensable requisite in all business fields, with the requirement of the exercise of ethics. This requirement also paid to the field of health.

Meanwhile, the quality of care provided to the user is directly associated to auditing, defined as a systematic evaluation of health services provided to the population. The exposed incited the conduction of an analysis on the importance of acting Auditor and Auditing in Nursing, culminating in the construction of a multidisciplinary text, with an approach on concepts, work, profile and relevant legislation towards the role of a nurse auditor.

METHODOLOGY

It is a bibliographical research that discusses and reflects the performance of the nurse auditor from an ethical, legal, historical and interventionist point of view. It consists of four steps:

1. approach, awareness and affinity from the author with the theme, from her participation in a post-graduation course, specialization in Auditing of Health Services at the School of Applied Social Sciences / FACISA, and its role as a nurse at health service, Hospital of the National Confederation of Medical Cooperatives (Unimed), João Pessoa, maintained by health Plans; facts that led her to a search, offering guidance and direction to choose from the issues raised;

2. Problem formulation, preparation of work plan, conducting a bibliographic research raising literary sources consisting of printed and electronic textual manifestations, including books, periodicals, newspapers and others;

3. Reading of the material, book report, analysis of the ideas, main occurrences and logical organization of the division of the text into segments according to the nature and the importance of each part;

4. Writing and the end sought to outline the problem.

LITERATURE REVIEW

AUDITING OF NURSING: CONCEPT, HISTORY AND COVERAGE

Auditing, dating back according to records dating back to 2,600 BC, had its origin in the accounting area. However, only in the twelfth century AD, this technique came to be called auditing, but it was in England its greatest development. According to Caleman, Moreira and Sanches (1998), the audit concept was proposed in 1956 by Lambeck, and is premised upon the assessment of quality of care based on direct observation, registry and clinical history of the patient. It is a set of activities designed both for control (operational auditing), as well as for assessment of specific and systematic aspects (Analytical audit). These activities focus on the processes and outcomes of service provision and require the development of a model of proper attention to the standards of access, diagnosis, treatment and rehabilitation.

In short, one can say that Auditing in Nursing / AN is the systematic assessment of the quality of nursing care, verified through the data recorded by nurses in the patient's file and on their own terms.

About the role of a nurse auditor, Becaro (2007b) warns that, if on one hand, this professional attention must be directed to the analysis of hospital medical bills; the observation of the amount of material and medicines used and the values that they represent for the institution in which he works; on the other hand, he should never forget the human capital present in the workplace, it is from the recognition and qualification of this capital which comes the success of the institution and recognition of the work by the users, as well as the final goal which is the care or the attention of quality and resolution for users and families.

The care given to the user is the priority. An inadequate nursing care implies various situations, ranging from increased length of hospitalization to sequelae resulting from wrong nursing care and even death.

NURSE AUDITOR: LEGALIZATION, CREDENTIALING AND AUTHENTICITY

Currently auditing is a tool to measure the quality (auditing of care) and cost (auditing of costs) of health institutions. In fact, when the auditing of care is seen as a systematic evaluation of quality and nursing care, while observing the nursing notes in the patient's file and / or their own conditions, it (the auditing) will only bring benefits to them since it will allow the practice of improved quality of care from a service offered more safely and effectively, as well as contributing to education (RODRIGUES; Perroca; JERICÓ, 2004).

These arguments certainly can serve as an explanation for the necessity and the significance that represents No. 266/2001 Resolution, the Federal Council of Nursing, instrument of legal protection, which addresses the activities of the Nurse Auditor, whose relevance to legalization, licensing and authenticity are fully justifiable.

AUDITING OF NURSING: OBJECTIVES, TYPES, CLASSIFICATION AND HUMAN RESOURCES AND MATERIALS

There are other models for describing objectives, types and classification of AN, all recognized by the academy,

however, because of the didactic, clarity and objectivity, we have chosen what is as follows, adapted from Caleman, Moreira, Sanches (1998) and Motta (2003a).

OBJECTIVES

To identify the areas (units) handicapped of nursing services, assisting, so that decisions regarding the relocation and staff augmentation be made based of concrete evidence; to identify disability areas regarding the assistance of provided nursing, perceiving discrepancy in care of the psycho-spiritual area; to provide data in order to improve nursing programs and for quality improvement of nursing care; and to obtain data scheduling of retraining and updating of nursing staff.

AUDITOR: MEDIATIC VISIBILITY AND MEDIATION OF CONFLICTS

It is notorious the contribution of the press in the struggle for social achievements, for human rights, educational improvement, security, justice and quality of life. In health, the media, although not always observe the limits of the ethical demand, has served as a ruthless vigilante in reports of unfortunate and inconsequential facts, notably in medicine. For the other categories of health, unless it is a fact of great impact, subtlety is almost always the media's meddling (FRANÇA 1995; Nunes, 2006b).

To better understand this issue, let us observe the words of Becaro (2007a).

“What about the changed medications, errors of routes of administration, dosing, drug exchanged between patients, schedules unfulfilled, inadequate checking and other crimes committed on a day-to-day of the nursing professionals. What about the probing of patients? The lack of knowledge about contamination and manipulation sterile materials, the incorrect use of the technique of putting on a sterile glove and wash their hands [...] the increased length of hospital stay, hospital costs and expenses and other complications are errors committed in a single nursing procedure.”

And, in the conclusion of his arguments, Becaro himself (2007a) warns for using good sense, respectability and commitment that must always exist in the work of AN

“Thus, to evaluate and investigate the capacity and technical knowledge of the employee is very important. This measure is vital for the patient and for the proper conduct of daily activities and supervision of nursing. We should not forget that health professionals who are in charge of supervision, respond ethically and criminally about the actions of those professionals he elected to remain under his supervision. The EN also addresses these issues and works steadily, seeking to improve and enhance nursing activities in hospitals, clinics, outpatient clinics and emergency department, aiming at continuous improvement of nursing professionals who provide daily care of patients.”

THE INTERFACE OF INTERVENTIONIST BIOETHIC / IB WITH AN THEORETICAL APPROACH

Born in the United States in 1971, Bioethics represents a synthesis of knowledge and multidisciplinary action capable of responding to moral issues in the broad field of life and health, including the Nursing Science.

Among the most important currents of the national bioethics, it stands out the intervention, which we deem relevant as guardian and defender of the discussion of issues embedded in our environment with the involvement of public and private spheres; and interference in reality, through projects elaborated with ethics, objectivity and necessary legalization.

The IB is part of the movement of Brazilian critic and rebels against the importation of foreign theories. Initially Appeared on the national scene by the works of Volnei Bottle and Dora Harbor, IB is gaining ground through the preaching of the conflicts originated due to the biotechnological development and ethical issues, among them discrimination and social exclusion (OLIVEIRA; VILLAPOUCA; BARROSO, 2005).

In the public sector, the IB opts for solidarity consequentialism, in the private sector, contextualization of ethical conflicts and in the collective level, it advocates the participation of the state as the main protector of the vulnerable and excluded. This fact is notorious when one observes the way of conducting the orientations for procedures of auditing in primary care, advocated by the Ministry of Health, through the National Audit Department of SUS.

As it turns out, when defending an attempt to solve social inequalities and the ethical conflicts, IB contributes to valid the discussion for the public and private sector, since from both of them, it takes part the human figure in its relationships (NUNES, 2006a).

In the same direction fits perfectly the thought of France (2010) who, reporting to the independence and freedom of health workers, proclaim that the attitudes of justice should be initiated in professional acts. For him, every professional act must be transformed into a political act that should serve as an incentive and example of attitude towards the promotion of health, citizenship and human dignity. Construct and reconstruct concepts based on humanization, vocational awareness and the principles of justice are the pillars that must be pursued with insistence by the auditors of Nursing.

LETTING OUT STEAM CAN RELIEVE CONFLUCTUAL RELATIONS

It is known to be essential for human beings to create strategies for conflict: sometimes to attack, others to defend. About the conflicting relationship among the operators of health plans, population and auditing, we extracted from an article published by Collucci (2006), some expressions transcribed below which clearly prove this.

"The auditor aims to reduce the length of hospitalization of patients [...] interferes indirectly when introducing himself “Look, this patient is already here for too long. The agreement will not pay from now on.” "It can be used a cheaper antibiotic "or" This dosage is excessive, it must be less ".

"Financial logic reigns. There are allegations of auditing companies that are paid in accordance the cost reduction. Plans are giving more value to the economy spending the equipment than the quality of treatment offered to the patient. The state should intervene on the conflicting relationships between auditors acting on behalf of the health insurance companies. "

"The role of auditors should be much more analyzed on the field of ethics than in a possible regulation of the regulatory agency about it."

"Auditing is an essential activity to private and public health services to prevent fraud, waste and even the patient's exposure to treatments without scientific evidence."

All these statements seek to justify human actions. Correct for some, not for others. As economist Gianetti (1998) says, life takes strange turns. Wrong decisions can make us discover ways that we would hardly find without them.

In auditing nursing is no different, but we must emphasize that, on this field of activity, it cannot march into excellence without a reasoned practice in the desire to do it right, in an ethic than supervises with responsibilities, denounces; in the humility without servility; and in fact distanced from evasives.

FINAL CONSIDERATIONS

In today's world, the competitive market requires that institutions learn to associate low costs with quality of service for its customers. In the health area, auditing appears relevant for measuring the quality (auditing of care) and cost (auditing cost) of institutions in this sector, being nursing a science with great potential for the exercise of this practice

Brazilian nursing as a field of knowledge, although it has firmly consolidated and in some branches of study of auditing, should welcome in its summation of knowledge different ethical currents, among those Interventional Bioethics, which is able to build critical consciousness that will support the work of a nurse auditor full of conflicts, competitiveness and competitions.

But, as always learned in adversity, the challenge of each specialty is always feasible. In the case of AN, while noticing the notes from the medical records the user or the service and / or their own conditions, it will be owned the opportunity to deliver benefits for them, since it will enable the practice of better quality care from a service, offered in a safer, more efficient and contributory way for education. It's a chance, as defended by France (2010), of transforming a professional procedure into a political attitude endowed on competence and ability to promote science, ethics, citizenship, justice and human dignity.

Ultimately, it is useful to remember that AN is an ongoing process that must be also seen as an educational activity where it is not searched the responsible on the failure, but rather wonders why the adverse outcome (RODRIGUES; Perroca; JERICO , 2004).

REFERENCES

BECARO, A. C. Auditing of nursing and hospital visits. Available on:<www.auditenf.com.br/artigo1htm>. Access em: 02 ago. 2007a.

BECARO, A. C. The practice in auditing nursing. Available on:<; www.auditenf.com.br/artigo1htm>. Access in: 02 ago. 2007b.

CALEMAN, G; MOREIRA, M.L.; SANCHES, M.C. Auditing, control and programming of health services - for municipal managers of health services. Institute for the Development of Health. São Paulo: 1998.

COLLUCCI, C. Health plan changes doctor orders to lower cost. Folha de São Paulo, São Paulo, 17 set. 2006. Available on: <http://www.portaldoenvelhecimento.net/artigos/artigo1673.htm>. Acess in: 02 ago. 2007.

FRANÇA, G. V. Forensic flagrant IV. João Pessoa:Universitária, 1995. 257 p.

FRANÇA, G.V. Notes from the I COBRSACO which took place in Pernambuco, 22 – 26 set. 2010. Recife, PE.

GIANETTI, E. The art of choosing a profession. Folha de São Paulo, 19 mar. 1998.

MOTTA, A. L. C. Audition of Nursing in hospitals and health plan operators. 1 ed. São Paulo: Iátria, 2003a. 166 p.

MOTTA, A. L. C. Audition of Nursing in the accreditation process. 1 ed. São Paulo: Iátria, 2003b. 150 p.

NUNES, L. The humanization of health: marketing strategy's vision of nurses. Revista Brasileira de Bioética, Brasília, v. 2, n. 3, p.313-327, 2006a.

NUNES, L. A. Users of healthcare services and their rights. Revista Brasileira de Bioética, Brasília, v. 2, n. 2, p.187-200, 2006b.

OLIVEIRA, A. A. S.; VILLAPOUCA, C. K.; BARROSO, W. Epistemological perspectives of Brazilian bioethics from the theory of Thomas Kuhn. Revista Brasileira de Bioética, Brasília, v. 1, n. 4, p.363-385, 2005.

RODRIGUES, V. A.; PERROCA, M. G.; JERICÓ, M. Hospital glosses: importance of nursing notes. Arq. Ciência Saúde, v.11, n.4, p. 210-214, out./dez.2004.

Rua: Sousa Assis, 78, Centro
Cajazeiras/PB.

ROLE OF THE NURSE AUDITOR: OBJECTIVITY, LEGISLATION AND ETHICS

ABSTRACT

Aim: to build an analytical and multidisciplinary text, with approach on concepts, tools of work, profile and legislation relevant to the work of the auditor nurse. It was composed of a bibliographical research of arguments, where it was extracted which models of auditing in complementary services in private health care, and the relationship of these with nursing sectors, highlighting ethical, legal, economic and interventional aspects. It was discussed the rights of the users and operators of health plans and analyzed contributors who collaborate on building guidelines to these institutions and the workers involved in them, especially nurses. Having the interventionist bioethics as a basis, reports on the practice of nursing audits were presented, highlighting the articulation between the citizen and human rights and between patients' rights and duties of users and health workers. These reports aimed to assist these workers in their learning, and to promote changes in their practices. Some textual manifestations about the profile and performance of the auditor nurses were reflexively commented. It was verified that, despite the relevance of the theme and the creation of specialized courses in this area, there is still scarcity of the scientific production within and outside academia. It was concluded that there is need for greater scientific and socio-cultural encouragement with expansion of skills in this sector, since it is very promising for the maintenance and reproduction of skilled workforce in nursing auditing, as well as to improve the quality assistance and social control in health.

KEYWORDS: Auditing; Auditor Nurse; Health plan.

PRÁCTICA ENFERMERA AUDITOR: OBJETIVIDAD, DERECHO Y ÉTICA

RÉSUMÉ

Objetivo Para construir un texto analítico y multidisciplinario, con enfoque a los conceptos de trabajo, el perfil y relevante para el trabajo de las herramientas de la legislación auditor enfermera. Consistió en una búsqueda en la literatura de los argumentos sobre los cuales se extrajeron los modelos de servicios de auditoría en la asistencia sanitaria privada complementaria, y la relación de éstos con los sectores de enfermería, destacando los aspectos éticos, legales, económicos y de intervención. Hablaron de los derechos de los usuarios y operadores de planes de salud y se analizan las contribuciones de colaborar en la construcción de directrices a estas instituciones y personas que trabajan en ellos, en gran medida las enfermeras. Aún teniendo la bioética intervencionistas como base, se presentaron informes sobre la práctica de auditorías de enfermería, destacando la relación entre el ciudadano y los derechos humanos y entre los derechos y deberes de los usuarios y los trabajadores de la salud de los pacientes. Estos informes destinados a ayudar a estos trabajadores en su aprendizaje, y para promover cambios en sus prácticas. Algunas manifestaciones textuales sobre el perfil y el rendimiento de las enfermeras auditor se reflexivamente comentó. Se encontró que, a pesar de la relevancia del tema y la creación de cursos especializados en esta

área, todavía hay escasez de la literatura científica dentro y fuera de la academia. Se concluyó que existe la necesidad de un mayor estímulo en enfermería, las habilidades científicas y socio-culturales para expandir este sector, ya que es muy prometedor para el mantenimiento y reproducción de la fuerza de trabajo calificada en la auditoría de enfermería, así como mejora de la calidad de la atención y el control social en la salud

PRATIQUE INFIRMIÈRE AUDITEUR: OBJECTIVITÉ, DROIT ET ÉTHIQUE

RESUMEN

Objectif construire un texte analytique et pluridisciplinaire, à l'approche des concepts de travail, le profil et pertinents pour le travail de l'infirmière auditeur outils de la législation. Composée d'une recherche de la littérature d'arguments quant aux modèles de services d'audit en complémentaire soins de santé privés, et la relation de ces derniers avec les secteurs de soins infirmiers ont été extraits, en soulignant les aspects éthiques, juridiques, économiques et interventionnelles. Ils ont discuté des droits des utilisateurs et des opérateurs de plans de santé et analysés contributions de collaborer à la construction des lignes directrices à ces institutions et les travailleurs qui les infirmières, grandement. Toujours prendre les bioéthique interventionnistes comme base, des rapports sur la pratique des audits de soins infirmiers ont été présentés, mettant en évidence la relation entre le citoyen et les droits humains et entre les droits et les devoirs des usagers et des travailleurs de la santé des patients. Ces rapports visent à aider ces travailleurs dans leur apprentissage, et à promouvoir des changements dans leurs pratiques. Certaines manifestations textuelles sur le profil et la performance des infirmières de l'auditeur ont été commentés par réflexe. Il a été constaté que, malgré la pertinence du thème et la création de cours spécialisés dans ce domaine, il reste encore la rareté de la littérature scientifique dans et à l'extérieur du milieu universitaire. Il a été conclu qu'il est nécessaire pour encourager davantage dans les compétences infirmières, scientifiques et socio-culturel pour développer ce secteur, car il est très prometteur pour le maintien et la reproduction de main-d'œuvre qualifiée dans l'audit de soins infirmiers ainsi que l'amélioration de la qualité des soins et le contrôle social sur la santé.

ATUAÇÃO DO ENFERMEIRO AUDITOR: OBJETIVIDADE, LEGISLAÇÃO E ETICIDADE

RESUMO

Objetivo construir um texto analítico e multidisciplinar, com abordagem sobre conceitos, ferramentas de trabalho, perfil e legislação pertinentes à atuação do enfermeiro auditor. Constou de uma pesquisa bibliográfica da qual foram extraídos argumentos sobre modelos de auditoria em serviços complementares privados de assistência à saúde, e a relação desses setores com a Enfermagem, realçando aspectos éticos, legais, econômicos e intervencionistas. Discutiu-se os direitos dos usuários de operadoras e planos de saúde e analisou-se contributos que colaboram na construção de orientações a essas instituições e aos trabalhadores nelas envolvidos, sobremaneira os enfermeiros. Tomando-se ainda a bioética intervencionista como fundamento, foram apresentados relatos sobre a prática da auditoria de enfermagem, ressaltando a articulação entre o cidadão e os direitos humanos e entre os direitos dos pacientes e usuários e os deveres dos trabalhadores da saúde. Esses relatos visaram auxiliar esses trabalhadores em seu aprendizado, e a promover transformações em suas práticas. Algumas manifestações textuais acerca do perfil e da atuação do enfermeiro auditor foram reflexivamente comentadas. Verificou-se que, apesar da relevância da temática e da criação de cursos de especialização nessa área, ainda há escassez quanto à produção científica dentro e fora da academia. Concluiu-se que no âmbito da Enfermagem, há necessidade de maior incentivo científico-sócio-cultural com ampliação de competências nesse setor, visto ser o mesmo bastante promissor para a manutenção e reprodução da força de trabalho especializada em auditoria em enfermagem, bem como para a melhoria da qualidade de assistência e do controle social na saúde.

PALAVRAS-CHAVE: Auditoria; Enfermeiro auditor; Plano de saúde.