



PERMANENT EDUCATION FROM THE PERSPECTIVE OF PROFESSIONALS OF THE MOBILE EMERGENCY CARE SERVICE

EDUCAÇÃO PERMANENTE SOB A ÓTICA DE PROFISSIONAIS DO SERVIÇO DE ATENDIMENTO MÓVEL DE URGÊNCIA

EDUCACIÓN PERMANENTE SOBRE LA ÓPTICA DE PROFESIONALES DEL SERVICIO DE ATENDIMIENTO MÓVIL DE URGENCIA

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ABSTRACT

Objective: to analyze the perception of health professionals about permanent education. **Method:** this is a descriptive exploratory study, of qualitative approach. The research subjects will be doctors, nurses and nursing technicians of the emergency mobile care service (SAMU) of the city of Natal/RN/Brazil. Data will be collected through recorded interviews and analyzed through Bardin Content Analysis Technique. The study was approved by the Research Ethics Committee, with CAAE No. 41290414.0.0000.5292 and opinion 970,727 of 27/02/2015. **Expected results:** it is expected that the results of the study raise reflections on the permanent education theme, bringing subsidies for the training of emergency professionals and for the Center for Permanent Education in Health of SAMU. **Descriptors:** Permanent Education; Emergencies; Pre-hospital care; Health Public Policy.

RESUMO

Objetivo: analisar a percepção de profissionais de saúde sobre educação permanente. **Método:** estudo descritivo exploratório, de abordagem qualitativa. Os sujeitos investigados serão médicos, enfermeiros e técnicos de enfermagem do serviço de atendimento móvel de urgência (SAMU) da cidade do Natal/RN/Brasil. Os dados serão coletados por meio de entrevistas gravadas e analisados por meio da Técnica de Análise de Conteúdo de Bardin. A pesquisa foi aprovada pelo Comitê de Ética em Pesquisa, com CAAE nº 41290414.0.0000.5292 e parecer 970.727 de 27/02/2015. **Resultados esperados:** espera-se que os resultados do estudo suscitem reflexões sobre a temática da educação permanente, trazendo subsídios para a capacitação dos profissionais da área de urgência e emergência e para o Núcleo de Educação Permanente em Saúde do SAMU. **Descritores:** Educação Continuada; Emergências; Atendimento Pré-Hospitalar; Política Pública de Saúde.

RESUMEN

Objetivo: analizar la percepción de profesionales de salud sobre educación permanente. **Método:** estudio descriptivo exploratorio, de enfoque cualitativo. Los sujetos investigados serán médicos, enfermeros y técnicos de enfermería del servicio de atención móvil de urgencia (SAMU) de la ciudad de Natal/RN/Brasil. Los datos serán recogidos por medio de entrevistas grabadas y analizadas por medio de la Técnica de Análisis de Contenido de Bardin. La investigación fue aprobada por el Comité de Ética en Investigación, con CAAE nº 41290414.0.0000.5292 y parecer 970.727 de 27/02/2015. **Resultados esperados:** se espera que los resultados del estudio susciten reflexiones sobre la temática de la educación permanente, trayendo subsidios para la capacitación de los profesionales del área de urgencia y emergencia y para el Núcleo de Educación Permanente en Salud del SAMU. **Descriptor:** Educación Continuada; Emergencias; Atención Pre-Hospitalario; Política Pública de Salud.

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INTRODUCTION

The article 200 of the 1988 Brazilian Constitution, in section III, attributes to the Brazilian Health System (SUS) the authority to order the training in health care.¹ As a strategy for the recovery of practices in the health sector, the *Política de Educação e Desenvolvimento para o SUS* (Policy for Education and Development of SUS (PNEPS) arises, whose permanent education proposal requires the meeting between the world of education and the world of work, where learning and the teaching are internalized in the everyday of organizations and work, thus having as references the health needs of populations, which are actualized through the local management of services and social control.²

Health workers, actors in work processes in the SUS context, constantly need to reflect on their practices, evaluating them in individual and collective perspectives, advancing in knowledge and pointing toward a higher qualification of health activities and services designed to service users/citizens. In this sense, the health sector has its own and unique arrangement, with results that mostly depend on the actors that work there on a daily basis.³

Permanent education is an achievement of workers in Brazil and must be constantly improved, as it is a tool that contributes to improving the quality of health services offered to the population and for SUS consolidation.⁴

The Brazilian Mobile Emergency Care Service (SAMU) consists of Basic Life Support Units (BLS) and Advanced Life Support Units (ALS) that differ in the composition of the team manning the unit and consequently in the occurrences that they are able to meet.⁵

Mobile pre-hospital care services, called Mobile Emergency Care Service, known as SAMU 192, were standardized in Brazil since 2003. These services are a component of the *Política Nacional de Atenção às Urgências* (National Policy of Attention to Emergencies - PNAU), whose effectiveness is an important step forward for the organization of the Brazilian health system, as it allows the structuring of a regionalized and hierarchical network of services for attention to emergencies, as well as the implementation of a procedure that provides efficiency to the system.⁶

In order to enhance the skills of workers in emergencies, in March 2006, at the National Congress of SAMU 192 NETWORK, promoted by

the general coordination of Emergency of the Ministry of Health, it was told that each SAMU should have its specific core, called NEP (Permanent Education Center), which associated with the NEU (Center for Education in Emergencies), would promote the education of professionals in the mobile pre-hospital service, that lacks specific training and permanent updates.⁷

One of the goals of the Permanent Education Center (NEP), according to the GM Ordinance 2048 2002 of PNAU, is to promote a profound process of training and permanent education of health workers to adequately meet the emergencies in all system care levels.⁸ Thus, in order to provide the necessary assistance to the population, it is essential the qualification of staff working in basic and advanced life support vehicles.⁹

Given the work routine of mobile pre-hospital care professionals, that is, the diversity of calls and situations that they are faced in different geographical areas of the country, it is of paramount importance to Permanent Education directed to these professionals. This statement is justified as it is considered as a precondition to meaningful education, i.e., where individuals, from the problems that arise in the workplace, can reflect and debate with the team, the educational needs in order to improve the work processes. That is because the permanent education has as one of its foundations filling gaps left during the professional training. That said, this study is justified by the importance of this theme in public health services.

OBJECTIVES

- To identify facilities and difficulties to participate in educational processes offered by NEP;
- To verify how the Permanent Education can contribute to the work process of professionals;
- To meet the educational needs of SAMU professionals in the light of Permanent Health Education.

METHOD

This is a descriptive exploratory study with a qualitative approach justified by the interest in unveiling the perception of professionals on this topic.

The qualitative method is what applies to the study of history, relationships, representations, beliefs, perceptions and opinions, which are products of the interpretations that humans make about how

they live, build their artifacts and themselves, feel and think.¹⁰

Exploratory research is carried out especially when the theme chosen is little explored and it is difficult to formulate accurate and actionable hypotheses about it, whereas descriptive research has as main objective the description of the characteristics of a given population or phenomenon.¹¹

The inclusion criteria are: acting directly in emergency care; being present and available during the period of data collection; having available time to participate in the interview; having been working at the institution for at least one year. Those professionals who are playing only administrative activities that do not involve direct assistance to the emergencies will be excluded.

The study scenario is the Mobile Emergency Care Service of the city of Natal, Rio Grande do Norte, Brazil.

Nursing technicians, nurses and doctors will be invited to participate in the study, of both basic life support teams (BLS) and of the advanced life support teams (ALS). The sample closure will be established by theoretical saturation, which is defined as the suspension of adding new participants when the obtained data start to present, in the researcher's opinion, some redundancy or repetition.¹²

◆ Data Production

First Stage

An integrative review on Permanent Health Education will be held on SAMU (Mobile Emergency Care Service) in Brazil. Then we will carry out a synthesis of knowledge specifically correlating the Permanent Education in Mobile Emergency Care Services, bringing subsidies for researchers in the following steps of data collection and analysis.

Second Stage

To collect data, recorded interviews will be conducted through a script with guiding questions. In addition, professionals will be invited to participate in the study by signing the Informed Consent Form. It will be guaranteed anonymity and privacy, secrecy and confidentiality of informants. Data collection will take place from April to June 2015.

The analytical procedure of the data of the open questions collected through the questionnaires will be made through content analysis.¹³

Content analysis is organized in three complementary phases: pre-analysis, material

exploration and treatment of results, that includes inference and interpretations.¹³

The research will follow the standards established by Resolution 466/12, that deals with research with human beings, of the National Health Council/Ministry of Health. The project was approved by the Ethics Research Committee, with CAAE: 41290414.0.0000.5292 and opinion No. 970.727 of 02/27/2015.

EXPECTED RESULTS

It is expected that this study provides important contributions in view of the possibility of raising reflections on meaningful learning at work, considering the public policies of national health, such as PNEPS and PNAU; this work may be highly relevant to health management, since there is an investment in the training of professionals of this services network.

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