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## NOTE PREVIEW ARTICLE

### PATIENT SAFETY AND QUALITY IN PRE-OPERATIVE: PROPOSAL FOR RISK EVALUATION TOOL FOR PEDIATRIC CUSTOMERS

### QUALIDADE E SEGURANÇA DO PACIENTE EM PRÉ-OPERATÓRIO: PROPOSTA DE INSTRUMENTO DE AVALIAÇÃO DE RISCO PARA CLIENTELA PEDIÁTRICA

### CALIDAD Y SEGURIDAD DEL PACIENTE EN PRE-OPERATORIA: PROPUESTA DE HERRAMIENTA DE EVALUACIÓN DE RIESGOS PARA CLIENTES PEDIATRÍA

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#### ABSTRACT

**Objective:** to validate a printed instrument after the development process for pre-operative risk evaluation in pediatric hospitalization sector. **Method:** an exploratory and descriptive study of a qualitative nature, with use of Case Studies technique. The research data will be collected through individual interviews, from a semi-structured script, relevant to product development: Educational Technology Printed - TE, with professional nurses working in assistance roles in a public hospital scenario located in the Baixada Fluminense, Rio de Janeiro - RJ. The research project was approved by the Research Ethics Committee, CAAE 37652714.8.00000.5243. **Expected results:** equip the institution and its professionals to improve the quality and safety of nursing processes for hospitalized children in the hospital unit with surgical prognosis. **Descriptors:** Patient Safety; Risk Management; Care Quality; Pre-Operative; Pediatrics.

#### RESUMO

**Objetivo:** validar um instrumento impresso, após processo de desenvolvimento, para avaliação de risco, pré-operatório, no setor de internação pediátrica. **Método:** estudo exploratório e descritivo, de natureza qualitativa, com emprego da técnica de Estudo de Casos. Os dados da pesquisa serão coletados por meio de entrevistas individuais, a partir de um roteiro semiestruturado, relevante para o desenvolvimento do produto: Tecnologia Educativa Impressa - TE, com os profissionais enfermeiros que exerçam funções assistenciais, no cenário de um Hospital Público situado na Baixada Fluminense, Rio de Janeiro/RJ. O projeto de pesquisa obteve aprovação do Comitê de Ética em Pesquisa, CAAE 37652714.8.00000.5243. **Resultados esperados:** instrumentalizar a instituição e seus profissionais, aprimorando a qualidade e a segurança dos processos de enfermagem para criança hospitalizada, na unidade de internação com prognóstico cirúrgico. **Descritores:** Segurança Do Paciente; Gerenciamento De Risco; Qualidade Da Assistência; Pré-Operatório; Pediatria.

#### RESUMEN

**Objetivo:** validar una herramienta impresa después de que el proceso de desarrollo de la evaluación del riesgo, antes de la operación, el sector de pacientes hospitalizados pediátrica. **Método:** un estudio exploratorio y descriptivo de naturaleza cualitativa, con el uso de la técnica de estudio de casos. Los datos de la encuesta se recogerán a través de entrevistas individuales, a partir de un semi-estructurada, relevante para el desarrollo de productos: Tecnología Educativa Imprimir - TE, con enfermeras profesionales que desempeñan funciones de caridad, la escena de un hospital público ubicado en la Baixada Fluminense, Río de Janeiro / RJ. El proyecto de investigación fue aprobado por el Comité Ético de Investigación, CAAE 37652714.8.00000.5243. **Resultados esperados:** instrumentalizan la institución y de sus empleados, mejorar la calidad y seguridad de los procesos de enfermería para los niños hospitalizados en la unidad de hospital con pronóstico quirúrgico. **Descriptor:** La Seguridad del Paciente; Gestión de Riesgos; Calidad de la Atención; Preoperatoria; Pediatría.

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## INTRODUCTION

Currently, the improvement of patient safety and quality of health has received special attention globally. Studies report that the operating blocks when compared to the other units of a health organization, have a high prevalence of errors and accidents related to the provision of assistance to the population.<sup>1</sup>

Quality, *qualitate* from Latin, means: a) property, attribute, or condition of things or people able to distinguish them from others and determine their nature; (B) on a scale of values, the quality that allows us to evaluate and, consequently, approve, accept or deny anything. In the field related to health care, Donabedian, an early researcher of evaluation in health services, defined quality as "the achievement of greater benefits with fewer risks to patient and lowest cost," and developed a fundamental triad for evaluation of quality in health, from the concepts of the structure, processes and results<sup>2</sup>. He also defined structure as the set that involves physical and human resources, material and financial resources essential for medical and hospital care; Processes such as health care activities with pre-established standards, between professionals and patients and a final product of the care provided to patients, this product is the result of interaction between the process and the structure.<sup>3</sup>

To prevent and to reduce risks and damages to health is not an easy task. Although Hippocrates have stated more than two thousand years ago "First, do no harm", the incidence as well the prevalence of adverse events, errors and incidents related to health care has been of concern globally. Such damage can be crippling, with permanent consequences, and lead to increased cost and hospital stay and even result in a premature death as a direct result of unsafe health practices and therefore considered epidemiologically as an important current problem, of the public health system.<sup>4</sup>

Improve security processes in health care entered in the Brazilian institutions as management models with institutional methodology. The leadership strategies, excellence in the pattern of communication and information, the execution of new processes for the formation of a good work team, accessibility, and efficiency of products have become fundamental in the culture of organizations. Identifying in the scope of these processes, potential risks as a starting point for creating tools capable not only to monitor, but also to ensure properly the

institutional improvement in the pursuits of efficiency than has been offered to society such that clinical safety in health must be grounded in the outcome of potential and quality of the resulting performance of this care model: practice/result.<sup>5</sup>

The scientific knowledge produced about the systematization of care have favored the theoretical and practical relationship and the instrumentalization of nurses to prepare a care process scientifically grounded. The social recognition arising from this work developed by nurses in health institutions ensures him visibility and autonomy as well the identity of the profession. The phenomenon of caring is characterized as an interactive process, which covers the period from the beginning of life until death of people. Therefore, care professionals need scientific knowledge, technical skills, attitudes and ethical stances, intuition, interaction, sensitivity, among other things, for proper operation.<sup>6</sup>

With this study, the author aims to contribute to the academic community and society, within the context of assistance for the improvement of patient safety, developing a printed tool for risk evaluation, able to guide health professionals to perform the best possible care and more reliable to pre-operative care area in pediatrics. The research is to study the care management, with adherence to the research line of health care context, main theme of the Professional Master's Program in Assistencial Nursing - MPEA/UFF-RJ.

The author's interest in the study came from questions of technical and assistance order regarding patient safety with emphasis on the promotion strategies of a facilitator printed educational technology for effective patient safety in pediatric hospitalization sector of a Public Hospital, located in Baixada Fluminense, state of Rio de Janeiro. Considering that within the current perspective, the activities in a hospitalization unit are presented as an interdisciplinary complex practice, with heavy reliance on individual performance, exercised within complex organizations, where factors such as the organizational and staff ones play a fundamental role in a constant interaction between humans, machines and equipment, involving full tasks of variation and uncertainty, carried out in environmental conditions often influenced by stress.<sup>7-8</sup>

## OBJECTIVES

- To validate a printed instrument, after the development process, to evaluate pre-

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operative risk in the pediatric hospitalization sector.

- To perform a situational diagnosis in the management of pediatric patient safety in the pre-operative period.
- To search for evidences in the scientific production of surgical risks related to the safety of pediatric patients.

METHODOLOGY

It is a qualitative research approach, which allows us to understand the problem from the perspective of those who experience it, I.E. part of daily life, satisfaction, disappointments, surprises and other emotions, feelings and desires. The characterization of the research according to the objectives is descriptive, exploratory. The technique used to clarify the phenomenon that is accessed, will be the Case Studies, held in association with an action or resolution of a collective problem in which the researcher and representative participants of the problem situation are involved in a cooperative and/or participatory manner identified by reformist ideologies presented at different times, as an interconnected whole, targeting the professional progress and the provision of health services with quality in pediatric area.<sup>9</sup>

◆ Location, population and sample of the study:

The scenario of the research will be the hospitalization sector of a small public pediatric hospital, located in the Baixada Fluminense, State of Rio de Janeiro. It will run from January to February of 2015. The subject will be determined by the following criteria: Nurses that work at hospitalization sector. The directly responsible for the care. Exclusion: Nurses who despite working in the sector are on vacation, with medical leaves or removed for any other reasons, within the data collection period.

◆ Data collection instrument:

Scripts of semi-structured interviews will be applied, with nurses that work at the institution exercising assistance functions in order to determine the knowledge and practice about the widespread and applied safety culture in the institution. The information collected will be analyzed in light of themes whose meaning will be extracted from the scientific material used for the theoretical basis of the study, obtained by the method of integrative review of health databases - National Program for Patient Safety. To support the development, implementation and validation of a quality

instrument for evaluation of pre-operative risks of pediatric patients.

◆ Ethical aspects:

The project was submitted to ethical appraisal by the Research Ethics Committee (CEP) of the Federal Fluminense University/UFF, with approval in December 2014 - CAAE: 37652714.8.00000.5243, due to the lack of it in the institution scenario. As recommended by Resolution 466/12 of the National Council of Health of the Ministry of Health, some commitments will be formulated by the researcher with attendees, study collaborators. They will sign a Term of Consent (TCLE), after being properly guided by the study researcher based on the ethical aspects related to the objectives and directions of the research, as well as the forms of production data and inclusion in the study, that is also a part of the term in writing. To assure them, secrecy, anonymity, voluntary participation and the absence of damages.

◆ Viability:

The research has high possibility to be executed due to the interviews that will be performed by the researcher who will transit in the field of the research. There will be no risk of exposing the integrity of the health of the participants. The research does not provide costs to the institution and does not depend on third-party financing. The responsibility of the researcher is to cover the expenses generated by the study.

EXPECTED RESULTS

Equip the institution and its professionals by improving the quality and safety of nursing processes for hospitalized children in the hospital unit with surgical prognosis.

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