SYSTEMATIZATION OF NURSING CARE: PERCEPTIONS OF NURSES OF A TEACHING SCHOOL

ABSTRACT

Objective: to understand how nurses managers articulate their work process with the systematization of nursing care; to meet the nurses' opinion about the management process, the systematization of the assistance and the importance of its applicability. Method: descriptive and exploratory study with a qualitative approach. The sample consisted of seven nurses-managers. The interpretation of the data occurred through the analysis of the Collective Subject Discourse. The project was approved by the Committee of Ethics in Research, CAAE: 0172.0.126.000-11. Results: the managerial nurses comprise the SAE, however have problems in the deployment moreover, distort managerial activities, with regard to materials and environmental resources, not focusing on the provision of resources, influencing directly to assistance. Conclusion: the attendants understood that it was essential the implementation of systematization of nursing care for the optimization of management, which should be transformed into full care, scientifically based and with quality.

Descriptors: Nursing Care; Nursing; Management

RESUMEN

Objetivo: comprender como los enfermeros gerentes articulan su proceso de trabajo con la sistematización de la asistencia de enfermería; conocer la opinión de los enfermeros sobre el proceso gerencial, la sistematización de la asistencia y la importancia de su aplicabilidad. Método: estudio descriptivo y exploratorio con abordaje cualitativo. La muestra fue constituida por siete enfermeros-gerentes. La interpretación de los datos se dio por medio del análisis del Discurso del Sujeto Colectivo. El proyecto fue aprobado por el Comité de Ética en Investigación, CAAE: 0172.0.126.000-11. Resultados: los enfermeros gerenciales comprenden la SAE, sin embargo senten dificultades en su implantación, además diso, distorcen las actividades gerenciales, no que tange aos recursos materiais e ambientais, não focando o provimento dos recursos, que influenciam directamente à assistência. Conclusión: los enfermeros comprendieran que era fundamental a implementación de la sistematización de la asistencia de enfermería para optimización del gerenciamiento, que deve ser transformado em cuidado integral, com base científica e com qualidade.

Descritores: Assistência de Enfermagem; Enfermagem; Gerenciamento.
INTRODUCTION

Nursing has like essence of its work, caregiving. While social practice and part of a work done collectively in the health area, the work of nurse is present in several public and private health institutions, which have characteristic biopsychosocial assistance to the patient, and its working process, is divided into four areas: to care, to educate, to manage and to search, which may or may not be held at any given time or health service.¹

It is known that nursing is a field of knowledge, which bases on science, but still sees the consolidation of its values as a profession. For the nursing professional can, in fact, constitute its identity in the field of assistance and undo concepts and ideas, for example, of obedience to the medical staff, it is appropriate, in particular, to put into disuse the practice of random interventions that do not have a previous planning, scientific rigor and reflective nature.² Soon, it is expected of the nurse manager who performs functions, that go beyond to coordinate, conduct and evaluate the activities of nursing, as well as implement and utilize the nursing process. For that, we need to have a professional with competence to deal with the most varied functions of planning, organizing and evaluating the work of nursing staff, so that the work has scientific value and social slant, which is required for the profession.³

The nurse manager in his labor activities has the task of leading the activities inherent to the nursing staff. His tasks include activities of direct and indirect way care. Therefore, addresses to the care management, allowing the composition of a labor activity. It should be noted that it is increasingly required of these professionals the ability to work together, noting its shortcomings and also from their clients, family and the institution.⁴

In this way, the nursing process (NP) is considered the dynamics of systematized actions and interrelated, which enables the management of nursing care. The nurse should carry out assistance practice in ethical and humanized way, directed to resolution of the identified problems and meeting the needs of the patient's health care. Therefore, the nurse should be engaged in the field of technical, scientific, administrative and ethics skills.⁵

It is extremely important to recognize that the Systematization of Nursing Care (SAE) is the hallmark of the nursing profession, for the institutionalization of health services, making it an essential tool for managing care, through the planning, execution, control and evaluation of the actions carried out in direct and indirect patient care.⁶

It is noted that the nurse manager needs to have commitment to the development of individuals and take responsibility for the team, in the search for a satisfactory service. Thus, challenges with the implementation of the nursing care must be included in the planning of activities to be performed and arranged by the nurses’ managers.⁷

Thus, the role of the nurse leader in nursing care is essential for posture based on careful, breaking old paradigms, which featured the leadership as a skill characterized by centralized power, through a relationship of power and subservience. In the new paradigm, the leader is the one who, by dialogue, motivates people to work with enthusiasm, in the pursuit of common goals for the team. Another important aspect is the interpersonal relationship, which should be valued through the careful, which transcends the assistance area and reaches the universe of leadership.⁸

In this way, the ability to lead by SAE makes more efficient the organizational system for the process of nurse's work, in which the methodological, professional and interpersonal relationship do the operationalization of the nursing process, which is the framework that guides the care in nursing. Thus, the objective of introducing the SAE in hospital organizations is to plan carefully, from the adoption of a systematic model, allowing the nurse reinvent their acting locus, of their resourcefulness in the area of managing in health and health care in nursing scenario.⁹

Understanding that care is the identity and the centre of the process of work of nurses, as well as managerial actions will contribute to the quality of nursing care offered, it is imperative that the merger between the strands and managerial assistance at work of nurses. ¹⁰

In this context, the following question arises << How nurses managers articulate the process of work in the assistance, which includes the steps of systematization of nursing care? >> To answer such questions, the research aims to:
- To understand how nurses managers articulate their work process with the Systematization of Nursing Care.
- To meet the nurses’ opinion about the managerial process of systematization of the
assistance and the importance of its applicability.

METHOD

Descriptive study, exploratory with a qualitative approach, carried out in a teaching hospital in the city of João Pessoa/PB/northeastern Brazil. The institution was chosen for having several inpatient units and specialties of nursing care, which performs both within management the assistance.

Seven nurses participated in the interviews, managers who work in departments of different inpatient units. The inclusion criteria to participate in the study were the following: being a nurse manager of an inpatient unit of that hospital and accept to participate in the study by signature of Free and Informed Consent – FICS.

The instrument used for construction of data was a semi-structured interview script; the interviews were held in rooms reserved in the workplace. The professionals responded to the following questions: 1) what are the assignments in the function of managerial nurse?; 2) Dwell on the difficulties in the execution of the worker process; 3) what do you know about the Systematization of nursing Assistance?; 4) Describe the phases of this process of Systematization in your practice.

The interviews were recorded on MP4 Player, throughout the month of October 2011, and later transcribed. The material obtained was directed to review procedures for the Collective Subject Discourse (DSC) – written summary of the speeches made by the key Expressions that have the same Central Idea or Anchoring. It aims, basically, proper analysis of verbal matter obtained by removing each of the speeches articles etc., central ideas and/or anchors and its related key expressions; with the key expressions of central ideas or similar anchors manage one or several speeches-summary in first person singular. 9

The DSC is a way or a way designated to the practice, so that the collective talk directly. This tactic of search product display is simple to observe figure plenty of spontaneity and vitality to the thought of the collectivity, which opposes intensely classical arrangements of exposure results. Soon, the content of the replies was grouped into categories, ending in the listing of relevant information present in questionnaires. 9

The present research was approved by the Committee of Ethics and Research of the University Hospital Lauro Wanderley and is registered on the CAAE Protocol: 0172.0.126.000-1. The involvement of study subjects obeyed the criteria established by the resolution nº 196/96 of the National Health Council, which deals with the ethical aspects of research involving humans. 10

RESULTS AND DISCUSSION

For better understanding, on the thematic analysis was identified four categories, according to the central ideas originated from discourses of nurses: Category 1 (C1) – Managing the nursing staff and material resources; Category 2 (C2) – Realizing the difficulties in running the worker process; Category 3 (C3) – Comprising the SAE as a model of organization of the work process of nursing; Category 4 (C4) – Feeling the SAE ineffectiveness in the work process of nursing; The interaction of categories is presented in Figure 1.
C1 - Managing the nursing staff and material resources

With respect to the management of the nursing staff and material resources, among its many tasks, the most scored and reported was the responsibility in being ahead of the nursing staff, influencing directly in planning and in actions. Therefore, it is necessary a vigilant character of the nurse manager, with the purpose of acting in assistance, overseeing his team in the implementation of its activities. This is shown in the speeches of the subject, as can be observed in Figure 2:

The reports about the responsibility of the nurse manager, related to the materials, equipment and physical structure, aimed to improve working conditions, so that these professionals provide a qualified and integral care to customers. The nurses still talk about the constancy in having to troubleshoot and demonstrate that they are willing to help with problems encountered along with other teammates.

Health services, regarding the management of the assistance provided by the nursing, should prioritize quality, from direct contact with its customers, seeking to know them, understand them, define them and appreciate them. The nurses as leaders should provide customer service, including guidance on standards and rights, as well as providing complete, accurate and true information on the procedures carried out by nursing staff and other professionals. 11-12

It is necessary that the nurse has competence to act on the problems, acting in a manner that integrates, on the other hand, the people, their knowledge and skills and, on the other hand, organizations and their...
demands, in the field of critical work processes and relational processes (relations with customers, suppliers and the workers themselves). From these competencies, nursing must have ability to listen to the opinions expressed by all involved in the Process of Nursing and working modalities of communication for the efficaciousness and overcoming obstacles. 13

The nurse manager should articulate the roles of nursing care with the whole management team, in addition to the management of material resources; for this it is important that the process be organized, using the Nursing Process tool together with the nursing staff to the good performance of labor activity.

C2 - Realizing the difficulties in running the worker process

Private function of nurses is managing the work process of the nursing staff, as well as other duties inherent to this function, which also generated a lot of bad weather, consolidating itself as a hard work, full of problems and frustrations.14

The main difficulties reported by the nurses in the course of their work were: deficit in the number of nursing professionals, barriers in interpersonal relationships, demotivation, lack of material resources and problems of physical structure, all of this was the establishment of SAE. These facts can be observed in Figure 3:

Before the exposed, the constancy in enumerate problems and difficulties. However, the nurse didn't bother to use strategies, to strengthen the links of the team, to harmonize the working environment, so that, in lack of resources, not diminish the quality of care offered. The SAE implementation can leverage the work process, providing organization and providing science and safety in the care provided to the patient.

In General, the vertical and centralized structure followed by nursing services has contributed with impersonality in relations, according to the hierarchy, which is preventing, in the course of time, the consolidation of the process of teamwork, revealing a discontinuous service, broken and without forming bonds with patients. 15

Thus, participatory management and quality programs are management approaches that emphasize, among others, the decentralization of decisions and aggregation of all components of the team, providing them with chances to cooperate, effectively, for the constant improvement of systematic dialogue and work. 8

Before the report, the nurse needs to know to manage the conflict situations and, as a leader, expected to cause union, plan and outline goals along with teammates. In addition to lead to commitment, is being built a nice ball through motivation, enhancement, improvement in interpersonal relations and strengthening of communication. The manager needs to know, understand and live situations and divergent, which requires maturity, experience and competence to assess individuals and situations.16

C3 - Comprising the SAE as a model of organization of the work process of nursing

The speeches presented for this category revealed the nurses' understanding about the concept of SAE and the importance to adopt her as guide, to guide assistance and support the work of nursing since the assistance to managerial area, as can be observed in Figure 4:
The SAE is comprised by the nurses as an organizational process management process of nursing care, able to generate autonomy while orderly. However, they encounter difficulties of application, due to the high working hours and lack of recognition of their importance on the part of other professionals.

In a comparative study, the nurses show the benefits of the applicability of the nursing process (PE), among which stand out: quality in patient care, the organization of nursing care and the definition and enhancement of the role of nurses.15 That shows how the implementation of systematization of nursing care organizes and values the work of nurses and consequently, the quality in patient care.

Systematization of nursing care (SAE) organizes and facilitates the work of professional nursing, because allows the use of a method and instruments that will operationalize the Nursing Process, which should be carried out systematically in all environments, in which occurs the nursing professional care.16 So, it is evidenced that the PE provides better organization of health services now that guides decision-making through the stages, which facilitate the identification of the problem, diagnosis and possible interventions with positive results for the care of the patient.

Thus, it is possible to notice that, to implement the SAE, it is necessary to prepare all nursing professionals, through the relationship between its participants, to use the tools, the nursing process provides as a resource for the planning and organization of the work process, which will enhance the managerial activity of the nurse.

C4- Feeling the SAE ineffectiveness in the work process of nursing

The application of SAE is a preponderant factor for achieving success in the work process in nursing. However, their ineffectiveness is perceived in many institutions, whether public or private, interfering directly in the quality of assistance provided to its clientele. Is a chronic problem, which has been dragging over the years, contrary to the determinations of the Federal Council of Nursing Care (COFEN), which instituted their use in all institutions, which provide care for nursing professionals, as reported in the speeches of Figure 5:

The speeches show the absence of SAE in nurses’ working process managers, who are directly responsible for the quality of care that is provided. Being team leaders, should have as a priority the deployment of it and didn’t measure efforts to its fullest.

The SAE has revealed potential setbacks in health services, because it is inserted in the rearrangement and systematization of health practices. Advances were achieved significantly in the filing. On the other hand, the changes found by commitment of the subject situated in varied services scenarios,
academia and the general public, so that its consolidation happens.  

Despite the problems that the nurse is to apply the Nursing Process, once adopted, will make the practice more complete assistance and with scientific basis needed to take care of. In addition, it is possible to articulate with the managerial role, making evident the activities of nurses in both aspects: assistance and management.

Given the importance of SAE for the enhancement of nursing, are indispensable reflections and discussions on the difficulties raised, and the factors that drive and foster this problematic, making exercise an activity a facilitator and, above all, guarantee the customer a more consistent assistance and qualified.  

**FINAL REMARKS**

The attendants understood how important it is to managing the SAE for the provision of qualified service and Resolutive for all nursing staff. However, to comply with the standards established by the institution, it must ensure that the professionals develop their actions supported by favorable conditions of work, the healthy environment and the development of SAE, to add visibility and direction to your worker process group.

It was possible to realize also the responsibility and the difficulty that nurses at the University hospital of UFPB are subject, when managing the nursing staff, having to answer satisfactorily the requirements imposed by the law and leading, harmonically, organizational failings, so that your team can succeed at work in conjunction

The deficit in the number of nursing professionals, barriers in interpersonal relationships, demotivation of some professionals, the lack of material resources and problems in the physical structure of the hospital environment to consolidate as the main conditions and determinants for the progress of the work process. Therefore, the nurse-manager experience, situations that require the intervention, especially in the appeasement of conflicts, competing ideas, demotivation and disengagement with the clients assisted, and this compromises the development of SAE.

**REFERENCES**


9. Lefrêve F, Lefrêve AMC. Discurso do Sujeito Coletivo: um novo enfoque em pesquisa qualitativa. 2nd ed. Rio Grande do...
Systematization of nursing care: perceptions...
e and the implementation of the Process of Enfermagem in environments, public or private, where it occurs the professional care of Enfermagem, and other providences, Brasilia, 2009.


