



Journal of Nursing

Revista de Enfermagem

UFPE On Line

ISSN: 1981-8963

NOTE PREVIEW ARTICLE

MANAGEMENT OF SERVICES, QUALITY AND AIDS

GERÊNCIA DOS SERVIÇOS, QUALIDADE E AIDS

GESTIÓN DE LOS SERVICIOS, CALIDAD Y SIDA

Claudia de Carvalho Dantas¹, Fernanda de Carvalho Dantas², Josete Luzia Leite³

ABSTRACT

Objective: to understand the management of services performed by nurses in the Program against STD/AIDS, from the viewpoint of people who suffer from the Human Immunodeficiency Virus (HIV), which generate impact on the quality of life of the users enrolled in the aforesaid program, and develop a substantive theory that can represent this reality. **Method:** this is an exploratory- descriptive and analytical study, with a qualitative nature. The research subjects will be people who suffer from HIV and that are enrolled in the Program against STD/AIDS from a health center in the city of Rio das Ostras/RJ, Brazil. The data will be produced in 2014, through interviews, and analyzed according to the methodological benchmark of the Grounded Theory. The research project was approved by the Research Ethics Committee, under the CAAE nº 12760313.4.0000.5243. **Expected results:** it is believed that the HIV patients partially recognize the management of services performed by nurses with the aim at ensuring their quality of life, but there is a lack of a greater visibility of the work of this professional. **Descriptors:** Acquired Immunodeficiency Syndrome; Quality of Life; Nurses.

RESUMO

Objetivo: compreender a gerência dos serviços realizada pelo enfermeiro no Programa de DST/AIDS, sob a ótica do portador do Vírus da Imunodeficiência Adquirida (HIV), que geram impacto na qualidade de vida dos usuários cadastrados no referido programa e desenvolver uma teoria substantiva representativa dessa realidade. **Método:** estudo exploratório-descritivo e analítico, de natureza qualitativa. Os sujeitos serão pessoas com o HIV cadastrados no Programa de DST/AIDS de um centro de saúde em Rio das Ostras/RJ, Brasil. Os dados serão produzidos em 2014, por meio de entrevistas, e analisados conforme referencial metodológico da Teoria Fundamentada nos Dados. O projeto de pesquisa foi aprovado pelo Comitê de Ética em Pesquisa, sob o CAAE nº 12760313.4.0000.5243. **Resultados esperados:** acredita-se que os portadores do HIV reconhecem parcialmente a gerência dos serviços realizada pelo enfermeiro que visa a sua qualidade de vida, carecendo de maior visibilidade do trabalho desse profissional. **Descritores:** Síndrome da Imunodeficiência Adquirida; Qualidade de Vida; Enfermeiros.

RESUMEN

Objetivo: comprender la gestión de los servicios realizada por los enfermeros en el Programa de ETS/SIDA, bajo la óptica de las personas con el Virus de la Inmunodeficiencia Adquirida (VIH), que generan impacto en la calidad de vida de los usuarios inscriptos en el mencionado programa y desarrollar una teoría sustantiva capaz de representar esta realidad. **Método:** estudio exploratorio- descriptivo y analítico, de naturaleza cualitativa. Los participantes del estudio serán las personas registradas en el Programa de ETS/SIDA de un centro de salud situado en la ciudad de Rio das Ostras/RJ, Brasil. Los datos serán producidos en el año 2014, a través de entrevistas, y analizados de acuerdo con el marco metodológico de la Teoría Fundamentada en Datos. El proyecto de investigación fue aprobado por el Comité de Ética en Investigación, bajo el CAAE nº 12760313.4.0000.5243. **Resultados esperados:** se cree que los pacientes con VIH reconocen parcialmente la gestión de los servicios desarrollada por enfermeros con vistas a garantizar su calidad de vida, sin embargo, el trabajo de estos profesionales carece de una mayor visibilidad. **Descriptor:** Síndrome de Inmunodeficiencia Adquirida; Calidad de Vida; Enfermeros.

¹Nurse, Professor and PHD in Nursing, Fluminense Federal University/UFF. Rio de Janeiro (RJ), Brazil. Post-doctorate Student, Federal University of Rio de Janeiro. Rio de Janeiro (RJ), Brazil. E-mail: dantasclaudia@hotmail.com; ²Nurse, Professor and Specialist in Intensive Care, Fluminense Federal University/UFF. Rio de Janeiro (RJ), Brazil. E-mail: ffernandadantas@yahoo.com.br; ³Nurse, Professor and PHD in Nursing, Emeritus Professor from the UNIRIO. Researcher 1A from the National Council for Scientific and Technological Development/CNPq. Rio de Janeiro (RJ), Brazil. E-mail: joluzia@gmail.com.

INTRODUCTION

The first case of the epidemic of the Acquired Immunodeficiency Syndrome (AIDS) was registered in 1980 and, since then, Brazil has registered until the year 2012, a total of 709.447 cases of AIDS. Moreover, it is worth emphasizing that, in 2012, the incidence rate of this disease reached 20,2 for every 100 thousand inhabitants.¹ On the international level, in 2012, an average of 1,6 million people have died from the Human Immunodeficiency Virus (HIV).²

Advances in public health policies have allowed an increased survival for people with HIV/AIDS. Thus, authors³ argue that AIDS started to be addressed as a chronic disease, with control possibilities, which brings new challenges to understand and cope with it.

It is worth emphasizing that quality of life is one aspect to be considered throughout the therapeutic process of AIDS and that its measurement is used to assess the impact of diseases with chronic character, and it might be considered as a parameter for taking decisions regarding the treatments and approval of new therapy regimens.⁴⁻⁵ In relation to Brazil, it is worth noting that there are few works about the quality of life of HIV patients, especially when it comes to specific groups, such as: children, teenagers and elderly.

It should be highlighted that the health care to people with HIV/AIDS are not limited to the prescription of antiretroviral medications, to health education for adoption of safer sexual behaviors and discipline and to the therapeutic imposed by the emergence of the illness. Health actions go beyond and are based on studies and researches that are aimed at knowing the daily lives of people with HIV/AIDS so that one can provide quality care for health promotion and also for quality of life.⁶

This research is justified by the still existing high index of bearers and by the opportunity to contribute to the construction of a theoretical model about the management of nursing services with emphasis on the quality of life of HIV patients, with a view to collaborating with reflections on concepts concerning the quality of life, which, according to some authors, is a matter that lacks consensus.

The present research is inserted in the above mentioned context, which comprises a research project of post-doctoral studies with the following objectives: to understand the management of services performed by nurses in the Program against STD/AIDS, from the

viewpoint of people who suffer from the Human Immunodeficiency Virus, which generate impact on the quality of life of the users enrolled in the aforesaid program, and develop a substantive theory that can represent this reality.

METHOD

This is a qualitative research, of exploratory-descriptive and analytical type, anchored in the Grounded Theory. The option to use the qualitative research refers to the fact that it answers to particular questions and due to it works with the universe of meanings, motives, aspirations, beliefs, values and attitudes that constitute the core of discussion of the above mentioned benchmarks.⁷ Regarding the choice of the Grounded Theory, or *Teoria Fundamentada nos Dados* (TFD), as it has been translated into Portuguese, refers to the fact that this referential understands the reality from the perception or the meaning that a given context or object has to the person, by generating knowledge, increasing understanding and providing a meaningful guide to actions.⁸

The scenario chosen for this research is a health institution of the Coastal Region II, city of Rio das Ostras, Rio de Janeiro State, which offers the Program against STD/AIDS.

The research subjects will be people who suffer from HIV and that are enrolled in the Program against STD/AIDS. In reference to the limit of the sample, the theoretical saturation point will be used, from which the researcher cancels the inclusion of new participants in the research when the collected data shows repetition and add no new data to the collection.⁹

Regarding the criteria for selecting the subjects of this study, the following ones will be considered in relation to HIV patients: acceptance to participate in the study; being older than 18 years; having been diagnosed with HIV and being enrolled in the Program against STD/AIDS.

The data will be produced by means of interviews, with the prediction for the year 2014, as soon as the approval process on the part of the Research Ethics Committee is finished.

It should be elucidated that, after collection, the interviews will be promptly transcribed. Upon completion of this transcription, the text will be submitted to the copydesk process, through which mistakes in Portuguese, punctuations and repetitions will be corrected, without changing the meaning of the text.

After transcribing the interviews, they will be submitted to successive readings with the aim at analyzing them by means of the encoding process, according to precepts of the adopted theoretical and methodological benchmark.

It should be emphasized that, given the ethical and legal questions advocated by the National Health Council, this project was submitted to the Ethics Committee of the University Hospital Antônio Pedro, under the CAAE nº 12760313.4.0000.5243.

All subjects will receive information about the investigated object and sign the Free and Informed Consent Form (FICF), thereby formalizing their agreement to participate in this research, as required by the Resolution nº 466/1210, before starting the interviews. The anonymity of the subjects will be preserved by means of the adoption of codes to identify their testimonies, by using the word "patient" followed by a number in Arabic numeral, according to the order of the interview.

EXPECTED RESULTS

This research will provide reflections on the quality of life of people who suffer from HIV. It is believed that they partially recognize the management of services performed by nurses with the aim at ensuring their quality of life, but there is a lack of a greater visibility of the work of this professional.

REFERENCES

1. Brasil. Ministério da Saúde. Secretária de Vigilância Saúde. Programa Nacional de DST e AIDS. Boletim Epidemiológico - AIDS e DST - Ano II. nº 1 até 26ª semana epidemiológica - dezembro de 2013. Brasília (DF): Ministério da Saúde; 2013.
2. UNAIDS. Estratégia do UNAIDS/ONUSIDA 2011-2015: chegando a zero [Internet]. 2010 [cited 2014 Jan 12]. Available from: http://www.unaids.org/en/media/unaids/contentassets/documents/unaidspublication/2010/JC204_UNAIDS_Strategy_pt.pdf
3. Polejack L, Seidl EMF. Monitoramento e avaliação da adesão ao tratamento antirretroviral para HIV/Aids: desafios e possibilidades. Ciênc saúde coletiva [Internet]. 2010 cited 2014 Jan 12];15(1):1201-8. Available from: http://www.scielo.br/scielo.php?script=sci_arttext&pid=S1413-1232010000700029&lng=en.
4. Oliveira GD, Almeida AS, Nogueira MF, Barreto AJR, Nogueira JA, Trigueiro DRSG et al. Health, Life, and Death for Seropositives: Subjective Meanings of Quality of Life. J Nurs

UFPE on line [Internet]. 2012 [cited 2014 Jan 12];6(3):530-9. Available from: http://www.ufpe.br/revistaenfermagem/index.php/revista/article/view/2234/pdf_1008.

5. Geocz L, Mucci S, De Marco MA, Nogueira MLA, Citero VA. Quality of life and adherence to HAART in HIV-infected patients. Rev. Saúde Pública [Internet]. 2010 [cited 2014 Mar 08];44(4):743-9. Available from: http://www.scielo.br/scielo.php?script=sci_arttext&pid=S0034-9102010000400019&lng=en.

6. Dantas FC, Dantas CC. Valores intervenientes no cuidado do enfermeiro ao cliente com HIV/AIDS. Aquichan [Internet]. 2014 [cited 2014 Mar 11];14(1):32-40. Available from: <http://aquichan.unisabana.edu.co/index.php/aquichan/article/view/3525/pdf>

7. Minayo MCS. O desafio do conhecimento: pesquisa qualitativa em saúde. São Paulo: Hucitec; 2010.

8. Dantas CC, Leite JL, Lima SBS, Stipp MAC. Grounded theory - conceptual and operational aspects: a method possible to be applied in nursing research. Rev. Latino-Am. Enfermagem [Internet]. 2009 [cited 2014 Mar 08];17(4):573-79. Available from: http://www.scielo.br/scielo.php?script=sci_arttext&pid=S0104-1692009000400021&lng=en.

9. Fontanella BJB, Luchesi BM, Saidel MGB, Ricas J, Turato ER, Melo DG. Sampling in qualitative research: a proposal for procedures to detect theoretical saturation. Cad. Saúde Pública [Internet]. 2011 [cited 2013 June 12];27(2):388-94. Available from:

http://www.scielo.org/scielo.php?script=sci_arttext&pid=S010211X20110020020&lng=en.

10. Brasil. Ministério da Saúde. Conselho Nacional de Saúde. Resolução Nº 466, de 12 de dezembro de 2012: diretrizes e normas reguladoras de pesquisas envolvendo seres humanos. Brasília: Ministério da Saúde; 2013.

Submission: 2014/03/11

Accepted: 2014/03/17

Publishing: 2014/05/01

Corresponding Address

Claudia de Carvalho Dantas
Universidade Federal Fluminense
Departamento Interdisciplinar de Rio das Ostras - RJ
Rua Recife, S/N - Jardim Mariléia - Rio das Ostras
CEP: 28890-000 – Rio das Ostras (RJ), Brazil