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THE CONTINUOUS HEALTH EDUCATION IN THE SUPPORT OF THE FAMILY HEALTH STRATEGY WORKER IN A SITUATION OF VIOLENCE

ABSTRACT
Objective: to investigate the Continuous Health Education in the support to the Family Health Strategy/ESF workers in situations of violence. Method: this is a qualitative, descriptive and exploratory study, to be carried out by interview and participant observation with the employees of a Family Clinic in Rio de Janeiro/RJ, Brazil. The research project was submitted for approval and approved by the Ethics and Research Committee of the Antônio Pedro University Hospital, Federal Fluminense University, supported by CNS Resolution 466, of December 12, 2012, nº 62134516.7.0000.5243. Expected results: to contribute to the better management of the unit and the ESF workers, favoring mechanisms for strengthening those who experience violence on a daily basis, minimizing the risks of this exposure to the psychological and emotional aspects of these professionals. Descriptors: Violence; Family Health Strategy; Catchment Area.

RESUMO

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Objetivo: investigar la Educación Permanente en Salud en el apoyo a los trabajadores de la Estrategia de la Salud de la Familia/ESF en situaciones de violencia. Método: estudio cualitativo, descriptivo y exploratorio, a ser realizado por medio de entrevista y observación participante con los funcionarios de una Clínica de la Familia en Rio de Janeiro/RJ, Brasil. El proyecto de investigación fue sometido a la apreciación y aprobado por el Comité de Ética e Investigación del Hospital Universitario Antônio Pedro, de la Universidad Federal Fluminense, respaldado por la Resolución CNS 466, de 12 de diciembre de 2012, nº 62134516.7.0000.5243. Resultados esperados: contribuir para el mejor manejo de la gestión de la unidad y de los trabajadores de la ESF, favoreciendo mecanismos de fortalecimiento para aquellos que viven en su cotidiano la violencia por parte de los usuarios, minimizando los riesgos de esta exposición a los aspectos psicológicos y emocionales de estos profesionales. Descriptores: Violencia; Estrategia de Salud Familiar; Áreas de Influencia.

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INTRODUCTION

Violence is one of the most important factors affecting society today. In the Family Health Strategy, professionals work directly with users of the Unified Health System (SUS) in a territory that may be hostile to the parallel power, police actions, domestic violence and even actions of the people against the working professionals, so they end up presenting stress when they move to their health unit.

There are reports in the research scenario fomenting this work, that all the professionals end up suffering in some way with the picture, for example, patients who want to be assisted in the hour of arrival to the unit, without prior scheduling, and do not want to wait for the attendance, then they punch the office door, they are upset, even if there is another service in progress, they threaten the professionals, they break the infrastructure of the unit, among others. With this, there were requests for dismissals, transfers, and sickness of professionals.

Violence is primarily a form of relationship and communication. When this interaction occurs with arrogance, intimidation, discrimination, anger, revenge, and envy, it usually produces moral, psychological and physical damages, including death.1

Thus, the local services should support reflection and understand the theme for sizing local problems. Violence is a problem that covers a socio-political issue, often affecting health units, involving their professionals as victims, having to find some defense mechanism so they can overcome such attitudes in their daily lives.

The primary guide to primary care is health promotion, so the purpose of this study is to provide mechanisms and practices for Family Health Strategy/ESF professionals to be equipped with tools that can be used in situations of violence.

OBJECTIVES

- To investigate the Continuous Education in Health in the support to the Family Health Strategy Workers/ FHS in situations of violence.
- To describe situations of violence experienced by ESF professionals in daily work.
- To identify workers’ feelings and attitudes in the face of situations of violence in the daily life of the ESF.

METHOD

This is a qualitative, descriptive and exploratory research. A number of research resources will be applied, such as participant observation, recording field observations, semi-structured interviews with staff of several professional categories (Community Health Agent, Doctors, Nurses, Technicians, Dentists, Managers, General Service Assistant, among others.) who work in a Family Clinic, in the city of Rio de Janeiro, RJ, Brazil.

With the acceptance of the invitations, an intentional sample will be collected. According to Pires (2008), delimiting the sample means defining the set that will aid in the analysis and interpretation of the data.2 In intentional samples, such definition is made from the researcher’s experience in the field of research, based on reasoning informed by theoretical knowledge relationship between the object of study and the corpus to be studied.

The information obtained during the data collection process will be submitted to thematic analysis. The choice of the thematic analysis technique, by categorizing the themes that emerge from the discursive content of the interviewees is justified because it is very pertinent to the analysis of the material produced through the semi-structured interviews. Thus, to make a thematic analysis consists in discovering the nuclei of meaning that make up a communication whose presence or frequency means something to the aimed analytic object.3

This research project was submitted to the evaluation and approved by the Ethics and Research Committee of the Antônio Pedro University Hospital, Federal Fluminense University, supported by Resolution CNS 466, December 12, 2012, nº 62134516.7.0000.5243, respecting the research participants, with security by anonymity and secrecy, voluntary participation and removal of participation at any stage of the research process, without damage or prejudice to the participant.

EXPECTED RESULTS

The research will contribute to the best management of the unit and the employees of the ESF, favoring mechanisms for strengthening those who experience the violence by the patients in their daily life, minimizing the risks of this exposure to the...
psychological and emotional aspects of these professionals.

FINANCING

There is no financial support. Based on the dissertation project linked to the Professional Master's Program in Health Education at the Fluminense Federal University, this study aims at Continuous Education in Health to support the Family Health Strategy workers in situations of violence.

REFERENCES


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