



NOTE PREVIEW ARTICLE

MANAGEMENT TECHNOLOGY FOR THE CARE OF PATIENTS WITH VENOUS ULCERS
TECNOLOGIA GERENCIAL PARA O CUIDADO DE PACIENTES COM ÚLCERAS VENOSAS
TECNOLOGÍA GERENCIAL PARA EL CUIDADO DE PACIENTES CON ÚLCERAS VENOSAS

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ABSTRACT

Objective: to develop a management technology for the care of people with chronic venous ulcers. **Method:** this is a qualitative, methodological study with Snowball sample, where 60 participants in the virtual environment were selected according to the following inclusion criteria: specialist and relevant professionals in the nursing area, who presented research and publications on the theme chronic venous ulcers, and with experience in scientific methodology and evidence-based research. The data collection instruments used were: identification data of the participants of the research and identification of care measures for people with chronic venous ulcers. Descriptive statistics and the Kappa index were used for data analysis. **Expected results:** it is expected that the development of a management technology for the care of people with chronic venous ulcers contributes to improvements in the care practice, as we are supported by the conception that care innovations lead to the qualification of care. **Descriptors:** Varicose Ulcer; Protocols; Quality of Health Care; Clinical Management; Health Care Team; Nursing.

RESUMO

Objetivo: desenvolver uma tecnologia gerencial para o cuidado a pessoas com úlceras venosas crônicas. **Método:** trata-se de estudo qualitativo, tipo metodológico, com amostragem *Snowball sample*, sendo selecionados 60 participantes no ambiente virtual, tendo como critérios de inclusão profissionais especialistas e relevantes na área de enfermagem, que apresentem pesquisas e publicações com a temática das úlceras venosas crônicas, bem como com experiência em metodologia científica e pesquisa baseada em evidência. Adotaram-se como instrumentos da coleta de dados: dados de identificação dos participantes da pesquisa e roteiro de identificação de cuidados a pessoas com úlceras venosas crônicas. Consideraram-se para a análise dos dados a estatística descritiva e o índice Kappa. **Resultados esperados:** espera-se que com o desenvolvimento de tecnologia gerencial para o cuidado às pessoas com úlceras venosas crônicas sejam construídas melhorias para a prática assistencial, ao pautarmos-nos na concepção de que as inovações do cuidado possibilitam a qualificação da assistência. **Descritores:** Úlcera Varicosa; Protocolos; Qualidade da Assistência à Saúde; Gerenciamento Clínico; Equipe de Cuidados de Saúde; Enfermagem.

RESUMEN

Objetivo: desarrollar una tecnología gerencial para el cuidado a las personas con úlceras venosas crónicas. **Método:** se trata de un estudio cualitativo, tipo metodológico, con muestra *Snowball sample*, donde fueron seleccionados 60 participantes en el ambiente virtual, teniendo como criterios de inclusión a los profesionales especialistas y relevantes en el área de enfermería, que presenten investigaciones y publicaciones con la temática de las úlceras venosas crónicas, así como con experiencia en metodología científica e investigación basada en evidencia. Se adoptaron como instrumentos de la recolección de datos: datos de identificación de los participantes de la investigación y guía de identificación de cuidados a las personas con úlceras venosas crónicas. Se consieraron para el análisis de los datos, la estadística descriptiva y el índice Kappa. **Resultados esperados:** se espera que con el desarrollo de tecnología gerencial para el cuidado a las personas con úlceras venosas crónicas sean construidas mejorías para la práctica asistencial, a pautar en la concepción de que las innovaciones del cuidado posibilitan la cualificación de la asistencia. **Descriptor:** Úlcera Varicosa; Protocolos; Calidad de la Atención de Salud; Manejo de la Enfermedad; Grupo de Atención al Paciente; Enfermería.

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INTRODUCTION

It is observed that chronic venous ulcers are lesions associated with chronic venous insufficiency that affect a large part of the Brazilian population, compromising the lower limbs and requiring an expensive treatment.¹

Patient care by a trained multiprofessional team is necessary², as well as systematized assistance through protocols¹. However, the truth is that there is no recognition of the real needs of the assisted subjects, with a view to promoting a set of care measures not strictly aimed at healing the lesion, but that rather values the holistic approach.³

It is evidenced that when protocols are present in the health units, they are prepared focusing on clinical signs and symptoms more specifically related to the cicatricial process, but ignoring other spheres that constitute the human being. There is an evident care model based on the Cartesian thought. It is, thus, necessary to develop a management technology for this public to contribute to the clinical care with respect to the management of care, in its instrumental and expressive actions.

It is worth noting that care based on the instrumental aspects is related to the practice of nurses, which is focused on the provision of assistance for biological needs, including physical care through planning, organization of the therapeutic environment and the equipment/materials needed to perform technical nursing procedures, while expressive care is related to the nurses' experiences in care, to the sensitive and understanding character of the patients' wishes and needs before their pathological condition.⁴

The delimitation of the research problem is anchored on the premise that technological innovations constitute processes of designing/aggregating new functionalities or characteristics of a product/method of production⁵, contributing to the quality, efficiency, effectiveness and safety of care, and that nurses must have theoretical and practical training in order to learn, research, know and identify the concepts and policies that permeate the technological advances related to the health care process.⁶

It should be emphasized that when thinking about technological innovation in health, we must bear in mind that such innovation provides several ways of caring, through the process of knowledge and interconnected instruments that underlie and delimit the way care is provided to individuals.⁷

The objective of this research was to use the management technology, specifically the light-hard technology, to improve care, reviewing the Cartesian approach established in the care of this

public. Multiprofessional care for patients with chronic venous ulcer is considered as the object of the study, anchored on the **guiding question**: Which care measures for people with chronic venous ulcers who present physical and metaphysical impairments are relevant for decision-making in care management?

OBJECTIVES

- To develop a management technology for the care of people with chronic venous ulcers.
- To validate the management technology for the care of people with chronic venous ulcers.

METHOD

This is a qualitative, methodological study. The study was developed in the virtual environment and the recruitment of the first participant occurred through the Lattes Platform, selecting the item subject in the search field, and including in this space the descriptor "varicose ulcer", and in the databases "doctors" and "other researchers" of the Brazilian nationality.

It is worth noting that the study sample was carried out using a non-probabilistic method called Snowball sample. It is noteworthy that this type of sampling requires that the selected participants indicate other people that meet the eligibility criteria of the study. The researcher indicates which characteristics the members of the sample must have in order to identify a person or group of people to introduce the study proposal and, after obtaining acceptance of the participants and recording their data, they are requested to indicate other person(s) that meet the criteria for inclusion in the study.⁸

It should be noted that, in the development of this research, after accepting the invitation the participant initially selected through the Lattes Platform was asked to indicate two experts to integrate the study sample.

Sixty experts with experience in the care of patients with chronic venous ulcers participated in the study. They were randomly divided into two groups of equal size, being one group responsible for the construction of the protocol and the other responsible for its validation. The following inclusion criteria were adopted: specialist and relevant professionals in the nursing area who presented research and publications on the theme chronic venous ulcers, and with experience in scientific methodology and evidence-based research, which was verified through consultation to the Lattes curriculum.

Data collection was done using the following instruments: identification data of the participants of the research and identification of care measures for people with chronic venous ulcers, which was elaborated based on the following research question: "Which care measures inherent to the

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clinical procedures and biopsychosocial spheres do you consider relevant to people with chronic venous ulcers?" It should be noted that both tools were designed and adapted for Google Docs®.

It is worth noting that in the **first stage** of the research, the selected judges were asked to indicate what care measures they consider relevant to be provided to people with chronic venous ulcers, with a view to the development of a management technology. The indication of care measures that prioritize clinical behaviors and biopsychosocial spheres was necessary, evidenced by them as important to the patients with ulcers, as well as the justification of the indication of the pointed needs.

It is reported that the **second stage** of the research consists of the content validation by experienced judges who did not participate in the first stage of the study and will take place through the Delphi technique, since this method allows a group of people to work anonymously to reach a decision, so as to develop ideas and/or gather knowledge about a given topic.

Data on the management technology were organized in tables, in a Word® file (for comparison purposes) and later in the Excel® software to be submitted to statistical analysis in the Statistical Package for Social Science (SPSS) 15.0, and calculation of arithmetic means to validate the content of the guidelines.

The agreement rate (AR) and the content validity index (CVI) were adopted to treat the data treatment on the management technology built in relation to the content validity.

The analysis of the data regarding the participants' identification was carried out through descriptive statistical analysis, and will be disclosed in the form of tables. It is proposed that the categorical data observed be expressed by frequency (n) and percentage (%) values, and the numerical data by means and standard deviations. The Kappa (K) index ≥ 0.81 (optimal) was adopted for analysis of the aspects (guidelines) for the composition of the management technology.

The research protocol was submitted to the Brazilian Platform, with CAAE: 93548618.0.0000.5243, and approval was granted by the Research Ethics Committee of the Antônio Pedro University Hospital (UFF), under the number 2,820,289. It is noteworthy that the study meets the requirements established by Resolution nº 466 of December 12, 2012, of the National Health Council/Ministry of Health.

EXPECTED RESULTS

It is hoped that the development of a management technology for the care of people with chronic venous ulcers contribute to improvements in the care practice, as we are guided by the conception that care innovations

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enable the qualification of care, systematization of information about care with regard to assertive decisions and diagnostic judgment, providing greater safety to patients and professionals, and favoring the administration of the time spent in nursing care.

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