HOSPITAL MANAGEMENT AND PERMANENT EDUCATION: A DESCRIPTIVE AND EXPLORATORY STUDY

GESTÃO HOSPITALAR E EDUCAÇÃO PERMANENTE: UM ESTUDO DESCRITIVO E EXPLORATÓRIO

GESTIÓN HOSPITALARIA Y EDUCACIÓN PERMANENTE: UN ESTUDIO DESCRIPTIVO Y EXPLORATORIO

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ABSTRACT

Objectives: to investigate Permanent Education in Health, as a management tool, in a surgical center of a large public university hospital located in the city of Rio de Janeiro (RJ), Brazil; contribute to the reflection on educative actions directed to the workers, focusing on the hospital management. **Method:** it is a qualitative, descriptive and exploratory study, with managers, teachers and care workers who have at least one year of full professional practice in the surgical center. The data will be collected from interviews guided by a semi-structured script, transcribed and submitted to the Content Analysis technique, in the Thematic Analysis modality. **Expected results:** to contribute to a new management approach, in a surgical center, from the perspective of Permanent Education in Health. **Descriptors:** Health Management; Human Resources; Education Nursing Continuing; Surgicenters; Hospitals, University; Hospitals, Public.

RESUMO

Objetivos: investigar a Educação Permanente em Saúde, como ferramenta de gestão, em um centro cirúrgico de um hospital público universitário de grande porte situado no município do Rio de Janeiro (RJ), Brasil; contribuir para a reflexão sobre ações educativas dirigidas aos trabalhadores, com enfoque na gestão hospitalar. **Método:** trata-se de um estudo qualitativo, descritivo e exploratório, com participantes gestores, docentes e trabalhadores da assistência que tiverem, pelo menos, um ano de pleno exercício profissional no centro cirúrgico. Os dados serão coletados a partir de entrevistas norteadas por um roteiro semiestruturado, transcritas e submetidas à técnica de Análise de Conteúdo, na modalidade Análise Temática. **Resultados esperados:** contribuir para uma nova abordagem de gestão, em centro cirúrgico, na perspectiva da Educação Permanente em Saúde. **Descritores:** Gestão em Saúde; Recursos Humanos; Educação Continuada em Enfermagem; Centros Cirúrgicos; Hospitais Universitários; Hospitais Públicos.

RESUMEN

Objetivos: investigar la Educación Permanente en Salud, como herramienta de gestión, en un centro quirúrgico de un hospital público universitario de gran porte, situado en el municipio de Río de Janeiro (RJ), Brasil; contribuir a la reflexión sobre acciones educativas dirigidas a los trabajadores, con enfoque en la gestión hospitalaria. **Método:** se trata de un estudio cualitativo, descriptivo y exploratorio, con participantes gestores, docentes y trabajadores de la asistencia que tengan, al menos, un año de pleno ejercicio profesional en el centro quirúrgico. Los datos serán recolectados a partir de entrevistas guiadas por un guión semiestructurado, transcritas y sometidas a la técnica de Análisis de Contenido, en la modalidad Análisis Temático. **Resultados esperados:** contribuir a un nuevo enfoque de gestión, en centro quirúrgico, en la perspectiva de la Educación Permanente en Salud. **Descritores:** Gestión en Salud; Recursos Humanos; Educación Continua en Enfermería; Centros Quirúrgicos; Hospitales Universitarios; Hospitales Públicos.

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INTRODUCTION

The Surgical Center (SC) is one of the most complex units in the hospital environment because it involves complicated logistics to support its operation and, mainly, the permanent risk of death. Several processes are directly or indirectly related to the production of the work in this environment and its planning, organization and management involve the monitoring of adequate facilities, technology and equipment operated by qualified professionals. The general training of workers requires those who are involved in working in the Surgical Center to prepare themselves for the challenge of working in a specialized and closed sector where different professionals interact. In this context, the current shortage of nurses is an important issue in the face of increasing numbers of elderly people and patients with chronic diseases. In the US, all 16 states report a shortage of 260,000 registered nurses by 2025. A report by the National Health Service (NHS) in England in 2014 indicated that 83% of the organizations interviewed reported a shortage of nurses and an overall vacancy of 10%. The International Council of Nurses (ICN) reports that, in the future, this situation may worsen,¹ which leads to thinking about management mechanisms capable of dealing with workers with such a trend that directly interferes with work processes.

Authors problematize alternatives to hospital management capable of involving workers in processes of reflection and self-analysis, approaching the discussion of the concept of Permanent Education in Health². There is an understanding in the literature that leadership styles have a direct impact on people's behavior and that they are more likely to follow the performance of those with power within an organization³.

On the other hand, the theory of human capital in the field of Educational Economy suggests that the knowledge, skills and abilities of individuals make up the "human capital" of an organization. According to this theory, the qualification of human labor is fundamental for the expansion of economic productivity.⁴

In this work, we intend to adopt the concept of Permanent Education in Health (PEH) in the work-learning actions that take place in a work/production education space. PEH processes start from the problematization and analysis, by the workers themselves, of a given reality, with a view to transforming it into a different situation.⁵ In health, the

accumulation of knowledge, translated into technologies and indicators of the quality of the processes of work, has influenced the organization of work, requiring the participation of workers who acquire new skills. Thus, the incorporation of PEH processes in the development of care can contribute to the development of people in a concrete reality of life and work.⁶

Thinking about the management of a public university hospital unit referred to in PEH implies the challenge of managing learning experiences that are interesting to the people involved, that allow the understanding and construction of knowledge, promote intelligent and creative ways of thinking to favor personal and social and the reflective capacity of the workers in service. These processes should enable workers to learn in the context of a supportive and democratic learning that tends to strengthen processes of personal and collective growth and transformation in the professional scope. Autonomy in learning develops the capacity to learn to learn and the awareness of the need for ongoing formation. Thus, this research becomes important in that it contributes to the reflection on educational actions developed with workers of a public university hospital, focusing on the purpose, instruments and subjects responsible for the management.

OBJECTIVES

- To investigate the Permanent Education in Health as a management tool in a surgical center of a large public university hospital located in the city of Rio de Janeiro.
- Contribute to the reflection on educative actions directed to the workers, focusing on hospital management.

METHOD

A qualitative, descriptive and exploratory study will be carried out in 2017. The investigation will be carried out with workers who work in the surgical center of a large public university hospital, located in the city of Rio de Janeiro, Brazil. Managers, teachers and care workers (n = 35) will be invited to participate in the study, being included in the study those who have at least one year of full professional practice in this surgical center and excluding those who are on medical leave and during the data collection period.

After approval by the Research Ethics Committee (REC), workers interested in participating will sign the Free and Informed Consent Form, according to the guidelines of Resolutions 466/12 and 510/15 of the National

Health Council, which define the research with the participation of human beings. The data will be collected from interviews guided by a semi-structured script. The recorded data will be transcribed and submitted to the Content Analysis technique, in the Thematic Analysis modality.

EXPECTED RESULTS

The intention is to contribute to a new management approach in a surgical center from the perspective of Permanent Education in Health.

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