ABSTRACT
Objective: to meet the information needs of community health agents (CHA) in relation to knowledge in the area of health. Method: a descriptive, exploratory study, type reporting experience conducting six workshops on health education with 18 community health workers in the Family Health Unit San Martin in People of God, Pernambuco, from July to October 2011. The study was the research project approved by the Ethics Committee on Human Research of the Federal University of Pernambuco, CAAE n. 0068.0.172.000-11. Results: There was the formulation of critical thinking evident the need for constant updating of professionals about the various health issues faced by ACS in their daily lives, to strengthen a position both personally and professionally. Conclusion: there was expansion of knowledge and strengthening the bond between the ACS, encouraging teamwork. Descriptors: community health workers; health education; Family Health Program; health promotion.

RESUMO

RESUMEN
Objetivo: conocer las necesidades de información de los agentes comunitarios de salud (ACS) con relación a los saberes en el área de salud. Método: estudio descriptivo, exploratorio, del tipo relato de experiencia de la realización de 6 talleres de educación en salud con 18 agentes comunitarios de salud en la Unidad de Salud de la Familia San Martín – Povo de Deus, Pernambuco, Brasil, en el período de julio hasta octubre de 2011. El estudio tuvo el proyecto de investigación aprobado por el Comité de Ética en Investigación con Seres Humanos de la Universidad Federal de Pernambuco con el CAAE 0068.0.172.000-11 y el Protocolo 093/11. Resultados: hubo la formulación de pensamiento crítico evidenciando la necesidad de actualización constante de los profesionales acerca de los diversos temas de salud que enfrentan los ACS, para fortalecer una posición tanto personal como profesional. Conclusión: se observó la ampliación del conocimiento y fortalecimiento del vínculo entre los ACS, favoreciendo el trabajo en equipo. Descriptores: agentes comunitarios de salud; educación en salud; Programa Salud de la Familia; promoción de la salud.
INTRODUCTION

In Brazil, in 1994, was created the Family Health Program (PSF), considered the main strategy implementation and organization of Primary Health PSF was initially presented as a program, passing then to consider strategy reorientation of care model, with potential substitutive nature of conventional practices (medical model, curative and individual).

According to the precepts of the SUS, the Family Health Strategy (FHS), is considered a priority for reorganization of primary care being operationalized through the implementation of multidisciplinary teams in primary health care. Such teams must be prepared to work with the community, meet the socio-sanitary territory attached with actions aimed to promote health, prevent diseases and injuries, as well as possible recovery and rehabilitation in order to provide comprehensive care to users.

This model of care is composed of a minimum of medical professionals, nurses, nursing assistants and community health workers (ACS). Since 2000 the team was inserted oral health. As early as January 24, 2008, by Ordinance 154 of the Ministry of Health created the Support Center for Family Health (NASF), since the Family Health Strategy led to a reorientation of health care, and thus longed to expand the scope and purpose of the actions of Primary as well as their process of problem solving. This core aims to act together with the Family Health Team and should be composed of professionals from various fields of knowledge.

For the ESF, health care has been more complete, since the approach to the health of the individual exited the specialized context, which aims only to cure the diseases themselves, to a broader view, which takes into account the context in which the disease is present, always correlate with the social, psychological and genetic involved in their genesis.

In the current context of primary health care in Brazil, the FHS emerges as a strategy for decentralization and municipalization of primary care. In this scenario, the ACS is a worker who plays an important role in multidisciplinary proposal.

The ACS is part of the Family Health Team is seen as a link between health services and the community, because it has the primary mission to facilitate the work of surveillance and health promotion of other team members contributing to the reorganization of these services, besides expressing solidarity with the community, by the fact of living and lead the same.

Thus, in the sphere of health promotion and disease prevention, the ACS should perform actions, which crave improving the quality of life of the population, these being held in conjunction with the team. Among these actions can cite the home visit, which is one of the main activities recommended by the Ministry of Health (MOH), an important tool supporting FHS; beyond the orientation of individuals in relation to self-care and community mobilization for largest membership meetings of the local board of health and other local councils, trying to identify a close link between health problems and living conditions of individuals.

In previous research by the authors, under the Education Program for Health Work (PET HEALTH, 2010), it was observed that the ACS is mentioned by the population of San Martin-People of God as a professional first and indispensable to access the service basic care. Due to this function so important, have sought to increase the role and value of using professional action research strategies aimed at change (action) and understanding (research).

Action research (PA) is an important strategy that allows the interaction between researcher and subject involved in the situation investigated, and direct intervention in the problem. The starting point of the PA should be an urgent need in the study group.

This means research presents some methodological procedures more flexible, as it fits the course of events, requiring continuous self-assessment of participants, including researchers. Moreover denotes an educational intervention that emphasizes the return of results to the study subjects, concomitant with the conduct of research.

Freirean perspective based on the classic Pedagogy of the Oppressed, the educational intervention attempts to propose an increase in the level of knowledge and awareness among participants. In this approach, popular culture and the context of a people must be considered. The PA can also be understood as an educational approach that addresses the socio-political-cultural presupposes participation, and fosters discussions, with a view to solving the problem, conscious and cooperative production of knowledge about the lived reality. It has therefore emancipatory character being a proposal to
assist a transformation in both personal and professional individuals.

The preparation of this research came after the need for intervention with the group ACS valuing and empowering them, since they are multipliers and appear as a link between the community and health services.

Given the above, this study was based on health education actions with the ACS Unit Family Health (USF) San Martin - People of God. Health education seeks to articulate an understanding of reality in health experienced by them and their resolution through actions that sought to transform it from the working set of professional services and health. Such actions had multidisciplinary allying the interests of PET HEALTH.

This study is relevant in the context PET-SAÚDE/UFPE, since it provides an approximation of students from diverse areas of expertise, with the reality of SUS at USF, influencing the work process of family health teams and strengthening primary care Recife.

**OBJECTIVES**

- Know the information needs of ACS in relation to knowledge in the area of health
- Identify the demands of knowledge that arouse interest in ACS
- Conduct educational workshops to address issues of health chosen by ACS
- Encourage critical thinking and greater autonomy in these individuals studied
- Evaluate the process and the results of theoretical learning

**METHOD**

A descriptive exploratory type experience report, which was based on questioning of everyday life of the ACS, by which it became possible enlargement of critical awareness of study participants, aiming to change (action) and understanding (research) knowledge of thereof. The methodology, action research, allowed greater interaction among those involved in the study, it aims at continuous assessment of the participants as the course of the research.

Furthermore, in the first moment of the survey were sought alternatives to investigate / observe the reality of ACS and transform it. As such, it has become possible to know the circumstances under which they were inserted ACS and identification of problems and needs of these professionals and the community it served.

The study setting was the USF San Martin - People of God, located in urban Health District V of the municipality of Recife-PE, which has been operating for over 6 years and is composed of 3 Family Health Teams - Teams I, II and III - and 2 Oral Health Teams (ESB).

The study subjects were 18 ACS unit mentioned above, consisting of: 6 Team I, 7 and 5 Team II Team III, all of them agreed to participate in the study by signing the consent form (ICF) . There were six (6) meetings from July to October 2011 with the researchers and study participants during the hours of opening of the unit (8:00 to 17:00).

For the second time the survey was conducted meetings to promote knowledge, which were formed by a multidisciplinary team composed of students of the Federal University of Pernambuco of the following courses: Nursing, Speech Therapy, Medical, Dental and Occupational Therapy. They consisted of the formation of groups of reflection-action, in which were made in health educational workshops with different themes according to the demands raised by the ACS.

The workshops were based on discussion of topics from different strategies: lectures, reading texts, distribution of brochures, video presentations, group dynamics and practical demonstration. Were used as resources: data, notebook, sound system, microphone, DVD, TV, camera and materials as cardboard, marker, pen, A4.

To ensure the recording of meetings during the development of the study was developed by the researchers a diary, which was used as a guide for building the experience report.

The work was submitted to the Ethics Committee on Human Research of the Federal University of Pernambuco (UFPE) by the CAAE n. 0068.0.172.000-11, receiving assent to its realization in accordance with the protocol n ° 093/11.

**RESULTS**

In the first meeting was presented to the ACS the research project: “Building an education program with community health workers through action research”, with subsequent signing by the parties of IC. Moreover, this very moment, there was the definition of topics, chosen by respondents, according to their knowledge needs.

In the second meeting began the educational workshops, in which the topics
were discussed: Childhood, Sexuality and Pregnancy in adolescence. The didactic addressed at this time was the explanation of the issues through advocacy strategies on the topics in which the researchers used videos as teaching resources and distribution of primer on early childhood sexuality, aiming to complete foreknowledge of ACS on the subjects covered. Participants identified themselves with some themes, correlating them to the reality experienced in the community.

The meeting addressed the following specific topics: HPV, breast cancer, family planning, obesity, menopause and climacteric. At this time the approach was different with the ACS; occurred the division of participants into sub-groups, which were composed of 2-3 ACS and 1 researcher who led the discussions about one of the topics mentioned above. Then, each sub-group produced an expository material to present and discuss with the large group.

At the meeting later, there was a great debate about the experience of ACS with the community in addressing the use of alcohol and drugs, as well as a discussion of oral cancer. During this time some ACS exposed the difficulties and fear of dealing with addicts, sharing experiences. Soon after, there was a practical demonstration of how to perform oral self-examination in order to diagnose cancer early this region. After the meeting were asked to ACS, who reported writing their impressions of the study, from the beginning until now. All positive recorded on a chart, as shown in the following figure:

![Figure 1 - Poster produced by ACS](image)

At the meeting were adopted subsequent lectures associated with the presentation of videos and discussions on the following topics: problems gastroesophageal (reflux e.h.pylori), personal protective equipment (PPE), depression and violence. All these themes are present in sufficient practical reality these professionals.

For the last meeting were several group dynamics to promote leisure and interaction of ACS, and exploit knowledge acquired by them in previous meetings. Moreover, were recorded in the field diary reports about their opinion regarding the work done. For one of the topics, ACS M. reported:

(...) I do not know what it was menopause, both time health agent … you passed me, I approached a case of … from what I noticed was climacteric talked to her, explained everything what you spent for me and encouraged my work, enrichment same with you. (field journal, 31/10/2011)

During the activities were not only answer questions, but also the sharing of information between the ACS about their micro-areas, providing a broader view of the territory attached to Unity Health

From the analysis of field diaries noted the need for constant updating of ACS about various health topics covered by them in everyday life, strengthening their critical stance both personal and professional.

During the meetings, there was feedback from the knowledge of all participants: researchers and research subjects, and as a result end up strengthening the critical thinking of ACS. Furthermore, during the course of the meetings was worked on with different strategies, interaction between all participants: ACS together, ACS and researchers, and researchers together.
The purpose of this study was to provide knowledge to professionals and interaction through better understanding of the relationships established in their experiences, especially in social practices.

As an object of study, were chosen the Community Health Agents, since they have as one of its roles as liaison between the public and health services, as a communication facilitator in the process of knowledge on the local community. It is through them that the problems in the region are more visible to the state so they can be solved. The fact reside in the same location in which they work makes them more vulnerable socially, since they refer to the USF community ‘personal information’. So the big challenge is the integration of ACS on your side community, shared with the group their ascribed social USF, his professional side.

To develop activities with the ACS adopted the strategy of health education; since that aims to empower individuals to act consciously face the reality of their daily life, playing a key role in the reconstruction of society. This strategy requires the development of a critical and reflective thinking, enabling integration and democratization of knowledge, beyond the self empowerment of participants to deal with the health decisions, such as taking care of yourself, your family and coletividade.21-2 ACS can also awaken in interest in social movements in search of better living conditions, as examples: education, sanitation, leisure, work, income, among others.

During the meetings, we sought not only the transmission of theoretical concepts, but also to correlate them with the reality of the health context of ACS in order to influence attitudes generate changes from the experiences with the community. Since, the concept of health education, often used only as information transmission which features a prescriptive and normative activity, was used with its true etiology. Thus, the results were based on discussions respecting the knowledge, experience, knowledge and perceptions of health prior to each individual.

The need for constant updating of professional through continuing education, seeks not only the acquisition of technical skills, but also developing capabilities for the world of work and the social environment. Thus, the strategy of health education was positive since sought to meet the emergency demand on the themes that came from the ACS.

The meetings of promoting knowledge were formed by a multidisciplinary team composed of students of the Federal University of Pernambuco of the following courses: Nursing, Speech Therapy, Medical, Dental and Occupational Therapy.

The group interaction yielded advances in multidisciplinary collective understanding of the needs of health professionals and expanded the practice and learning in health, since each one of the researchers contributed their mastery of academic skills. Experience has shown that it was possible to overcome the specific courses and achieve a common goal that promotes improved quality of life, work and health in the population. This teamwork has provided a condition to meet the entirety of health care of individuals and social groups most vulnerable perspective of public health, through the educational approach.

For construction of different didactic workshops were used, which provided a more dynamic approach to the topics discussed. This methodological diversity favored a continued interest of ACS and contributed to the course of the work.

The process of qualifying ACS, in most cases, it is still insufficient to develop new skills needed for the execution of its role, since this qualification is unstructured and fragmented. That's because the lack of information leads to some difficulties with the community by the ACS, as these professionals often have no prior theoretical knowledge to assist in addressing the needs encountered in the community.

Thus it was noted that the discussion of the various issues raised by the ACS provided an enrichment of theoretical knowledge of the subject of health, but also in addressing the professional attitude with the community. In addition, the ACS contributed to the strengthening of critical thinking of the researchers as they brought their opinions and experiences which differentiate the experience from academia, but which are important to complement the training of future professionals and perception about health services.

By identifying the demands of knowledge suggested by the ACS noted that extrapolate these specific health issues are much broader.
which highlighted the need for inter sectoral attention. Thus, through actions (workshops), it was possible to feed back the need for knowledge and learning in the daily practices of ACS.

From meetings with ACS was observed mainly stimulation of critical thinking regarding the issues discussed. In developing the survey noted that the working group proved to be very interested, always present at meetings, interacting with the researchers and with the whole group. Soon, this space served as a learning tool, revaluation, and exchange of experiences and knowledge between the ACS researchers.

One of the positive aspects of the research can be seen through the reports of ACS participants who have placed themselves well satisfied realizing the importance of continuing this project to acquire new knowledge about basic issues in health and social sciences.

REFERENCES


22. Machado MFAS, Monteiro EMLM, Queiroz DT, Vieira NFC, Barroso MGT. Integralidade, formação de saúde, educação em saúde e as propostas do SUS: uma revisão conceitual.
Information needs of the community...

Sources of funding: No
Conflict of interest: No
Date of first submission: 2012/05/19
Last received: 2012/11/11
Accepted: 2012/11/12
Publishing: 2012/12/01

Corresponding Address
Adriana dos Santos Diniz
Rua Santa Leopoldina, 84 — Timbi
CEP: 54765-390 — Camaragibe (PE), Brazil