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Assistência de enfermagem voltada à segurança do paciente em uma maternidade de alto risco de um hospital estadual no Município da Serra, Espírito Santo, Brasil

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Abstract

The aim was to report the experience of applying nursing care focused on patient safety in a maternity hospital. For this, we carried out the application of the project in two segments, the first segment being destined to a presentation about the project and punctuating the objective. The second segment of the project aims to offer training participants, patients and their companions a booklet that contains the correct techniques and procedures based on recent literature and articulated with the institution's recommendations. After applying the study, it was possible to notice that all participants correctly answered question A regarding nursing notes, however, 27% of professionals incorrectly answered question B regarding the MEWS scale, which denotes a deficiency in classifying, Accurately score and measure a patient's MEWS scale. The booklet was received with good salvos by the professionals. This project contributed to ensure that the patient and companion are aware of the risks of care and their care, in addition to meeting the institution's demand.

Descriptors: Reception; Health Education; Pregnancy; Risk Management; Patient Safety.

Resumen

El objetivo fue relatar la experiencia de aplicar cuidados de enfermería enfocados a la seguridad del paciente en una maternidad. Para ello, realizamos la aplicación del proyecto en dos segmentos, siendo el primer segmento destinado a una presentación sobre el proyecto y puntuando el objetivo. El segundo segmento del proyecto tiene como objetivo ofrecer a los participantes de la capacitación, pacientes y sus acompañantes un folleto que contiene las técnicas y procedimientos correctos basados en literatura reciente y articulados con las recomendaciones de la institución. Después de la aplicación del estudio, fue posible notar que todos los participantes respondieron correctamente la pregunta A sobre las notas de enfermería, sin embargo, el 27% de los profesionales respondió incorrectamente la pregunta B sobre la escala MEWS, lo que denota una deficiencia en clasificar, puntuar y medir con precisión la escala MEWS de un paciente. El librito fue recibido con buenas salvos por los profesionales. Este proyecto contribuyó a que el paciente y acompañante sean conscientes de los riesgos del cuidado y su cuidado, además de atender la demanda de la institución.

Descriptores: Recepción; Educación para la Salud; Embarazo; Gestión de Riesgos; Seguridad del Paciente.

Resumo

Objetivou-se relatar a experiência da aplicação da assistência de enfermagem voltada à segurança do paciente em uma maternidade. Para isso, realizamos a aplicação do projeto em dois segmentos, sendo o primeiro segmento destinado a uma apresentação sobre o projeto e pontuando o objetivo. O segundo segmento do projeto visa ofertar aos participantes do treinamento, e aos pacientes e seus acompanhantes uma cartilha que contenha as técnicas e procedimentos corretos pela literatura recente e articulada com as recomendações da própria instituição. Após a aplicação do estudo, foi possível perceber que todos os participantes responderam corretamente à questão A referente anotação de enfermagem, no entanto, 27% profissionais responderam de forma incorreta a questão B referente a escala de MEWS, o que denota uma deficiência em classificar, pontuar e aferir com precisão a escala de MEWS de um paciente. A cartilha foi recebida com boas salvos pelos profissionais. Este projeto contribuiu para garantir que paciente e acompanhante conheçam os riscos assistências e seus cuidado, além de sanar a demanda da instituição.

Descritores: Acolhimento; Educação em Saúde; Gravidez; Gerenciamento de Risco; Segurança do Paciente.

Introduction

Patient safety is one of the biggest health problems in hospital environments. Aspects involving patient safety are a worldwide concern. According to the World Health Organization, the chances of death on an airplane are one in 1 million when compared to the chances of death by an avoidable medical accident, which represent about one in 300. In this scenario, the daily need to establish methods for implement patient safety in health services aimed at risk management and reduction of avoidable harm¹.

In this perspective, the National Patient Safety Program (PNSP) highlights in its axes: the encouragement of health professionals to a safe care practice, the citizen's involvement in their safety, the inclusion of the theme in teaching and the increase of research on the subject².

The occurrence of adverse events associated with risks that cause harm to the patient is one of the biggest concerns of institutions and has become one of the biggest challenges for managers of health institutions, who seek a better quality of care. Therefore, the following question is noted: How is patient safety characterized by nursing technicians in the maternity sector, and what challenges are faced by this team in the performance of their work activities in search of a standard of effectiveness in care in health? Just like the health professional, for the success of the treatment it is necessary to engage the patient in his own care.

Patient engagement is considered a driver of other safety promotion actions, being understood as ideas of partnership, communication, exchange of information and respect. For this, it indicates the need for organizations to work on actions aimed at professionals, including training on communication, efficient listening, concepts of shared decision-making, cultural sensitivity and respect in personal interactions. Thus, the relationship between patient and family with professionals and the interprofessional relationship are key points for establishing cooperation and mutual effort, allowing the implementation of means that ensure the integrity of the patient³.

For this, it is important that health professionals encourage the patient in this process, sharing information and also encouraging family members to participate in the treatment. In the maternity ward, the presence of a companion (family member/friends) aims to help the woman in her maternal moment, this assistance includes from the moment of pregnancy until the moment of the postpartum period. Thus, both the nursing team and the patient can benefit from better surveillance within the perspective that care aimed at patient safety is also a shared task between the nursing team, the patient and the companion.

In this way, improving the provision of services to the patient and the prevention of risks (fall, infection, hemorrhage, ineffective breastfeeding, psychic). Aiming to promote the process of health education about patient safety, through active methodologies aimed at working professionals, addressing the importance of the MEWS scale contained in the nursing notes, providing guidance and explaining the proper completion of the notes of nursing and the risk management framework, in addition to promoting

educational material, involving the patient and companion in care and risk prevention, promoting patient empowerment in their high care.

The Mews Score (Modified Early Warning Score) is a scale used to measure alertness and decline in health status, preventing emergent, high-risk conditions such as cardiorespiratory arrest and other serious hemodynamic changes. This instrument aims to monitor basic physiological functions such as respiratory rate, systolic blood pressure, heart rate, temperature, oxygen saturation and level of consciousness⁴.

Methodology

The present project was carried out, in 2022, in the high-risk maternity, of a state reference hospital, destined 100% to the Unified Health System (SUS), which is located in the municipality of Serra, Espírito Santo. As a result of the field study, among the institution's professionals, an educational booklet was prepared.

The booklet was presented to the team of nursing technicians on the odd and even morning shift. The approached subjects were professionals of technical level, 24 nursing technicians, in the morning shift. 92% of the team were approached due to the sector's demand, however, 2 professionals were unable to participate on the day.

Experience Report

The application of the project was carried out in two segments, the first segment being intended for a presentation about the project itself and punctuating its objective. After the speeches, a case study was presented to the listeners through the projector and then the study was made available in equal copies, where they should respond individually and in equal time.

The study was collected as soon as everyone had finished it, without any type of correction, opinion or feedback on the answers at that time. Afterwards, treats were given to the participants to reward them for the activity carried out and thanks were given and this stage ended.

The second segment of the project aims to offer training participants, patients and their companions a booklet (Figure 1) that contains the correct techniques and procedures based on recent literature and articulated with the recommendations of the institution where the project was applied.

The construction of this booklet was carried out in three stages: bibliographic survey, preparation of educational material and validation of appearance and content. The booklet contains QRCode that forwards the user to a page on the Internet where he has access to more detailed information on the subject, in addition to a self-explanatory video, using the program Corel Draw Essentials Version X and Powtoon.

This project included an audience of 22 health professionals, all of whom (100%) were nursing technicians and corresponding to 92% of the contingent of the morning technical team, who showed good acceptance of relevant and updated information about the respective maternity sector. After applying the study, it was possible to notice that



all participants correctly answered question A regarding nursing notes, however, five (27%) professionals incorrectly answered question B, referring to the MEWS scale, which

denotes a failure to accurately classify, score, and gauge a patient's MEWS scale.

Figure 1. Educational booklet. Vitória, ES, Brazil, 2022



The booklet prepared by the producers of this project was welcomed by the professionals, who showed interest in the effective application of the document. Knowing that expertise and technique are competencies that make up the Nursing professional, maintaining continuing education in a large institution is to enable safe patient care and minimization of risks^{5,6}.

Therefore, maintaining a percentage of ¼ of the population that provides services to the sector of the aforementioned project institution is putting patient safety at risk. Even so, this sample of professionals showed interest in their theoretical improvement on patient safety, risk

classification and the proper procedures to be taken in certain situations.

Conclusion

Continuing education and constant updating of Nursing professionals are characteristics that support any category as a professional and guarantee qualified assistance to the patient. This work contributes to this function, and offered the institution a way to ensure that both, patient and companion, have an effective way of knowing about patient safety and their care risks.

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