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Permanent education: Experiences of the Nursing Regional Board of the Ceará, Brazil

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Abstract

This article has the purpose of describing the experience of the Nursing Permanent Education by the Nursing Regional Board of the Ceará. It is a descriptive study, a kind of report of experience, developed by the Nursing Regional Board of the Ceará, in the district of Fortaleza, Ceará – Brazil, during the year of 2013. To achieve this aim it was performed the qualification of the human resources of the professionals of the Nursing Regional Board of the Ceará. By means of the Nursing Professional Apprenticeship Center (Núcleo de Aperfeiçoamento dos Profissionais de Enfermagem – Napen). It took place from February to December of 2013. There were 10 courses to Nurses, Technical and Auxiliary Nurses to assist the necessity of the health services.

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1. Introduction

The Nursing Permanent Education constitutes fundamental strategy of working in the sector to create a place of critic, reflexive, purposeful, committed, and technically competent (CECIM, 2005). It needs to be understood as

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practice of teaching-learning and as a health education policy. This purpose associates the teaching as your working repercussions, the health system and the social participation.

The Nursing Regional Board of the Ceará (Conselho Regional de Enfermagem do Ceará – Coren/CE) has the principal purpose of disciplining, legalizing and inspecting the nursing profession exercise, in your jurisdiction, pursuant juridical and directive rules. Currently this one is included in a Medium Size Board by having 52.000 enrollments.

So, due to the high number of registered professionals, it was created the Nursing Professional Apprenticeship Center (Núcleo de Aperfeiçoamento dos Profissionais de Enfermagem - Napen). It aims to offer, each time more a bigger number of courses and vacancies, to the registered Nursing Professionals with regular situation with the Nursing Regional Board of the Ceará (Conselho Regional de Enfermagem – Coren CE).

The pedagogical strategies used in each course and their content were of complete responsibility of the instructors (Professors), however, it was noticeable the importance of your suitability to the local context and necessity, targeting the experience exchanging through constructive methodologies.

The professional improvement and qualification enabled the multiple formation of the knowledge, producing standard actions and protocol procedures suitable to the new routines, strengthen in the ethical and professional commitment of the nursing exercise.

The availability of the certificates are in the headquarter of the Nursing Regional Board of the Ceará (Conselho Regional de Enfermagem of the Ceará – Coren/CE) in the end of each course. But only for those, student and professionals, who had obtained 75% of presence through the signature in the attendance list, taking in consideration each shift of the course performance.

The human resources qualification in the nursing area, majority component in the health service system of the Brazil (Sistema de Saúde – SUS), has represented an important resource to the consolidation of the Health Unique System and assistance free of damage to the population. In this scenery, the Nursing Professional Apprenticeship Center (Núcleo de Aperfeiçoamento dos Profissionais de Enfermagem – Napen), elaborated 11 courses including different subject matters, that it had the objective of supporting the improvement necessities of the professionals: Nurses; Technical and Auxiliary Nurses.

In virtue of the facts mentioned, it was objected to describe the experience of the Permanent Education by the Nursing Regional Board of the Ceará (Conselho Regional de Enfermagem – Coren/CE).

2. Methodology

This is a descriptive study, based on report of experience, developed by Nursing Regional Board of the Ceará, in the district of Fortaleza, Ceará – Brazil, during the year of 2013.

By means of Nursing Professional Apprenticeship Center, it was performed, from February to December 2013, 10 courses with different subject matters with the objective of supporting the improvement necessities of the professionals: Nurses and Technical and Auxiliary Nurses to the: Health service need, Nursing professional development and Social management about the health public policies.

The courses were offered free of charge to the interested professionals according to determined schedule. The registration could be done through the institutional site of the Nursing Regional Board of the Ceará (Conselho Regional de Enfermagem – Coren/CE) with specific date and limited vacancies. These availabilities were distributed according to the previous established criteria of enrollment, conform the rules of the Nursing Professionals Apprenticeship Center (Núcleo de Aperfeiçoamento dos Profissionais de Enfermagem – Napen) to participation in the courses.

From the Nursing Permanent Education, were elucidated the following subject matters in the courses: Pharmacology to nursing; Nursing Care to critical patients; Medicine administration; Nursing care in urgency and emergency; Hemotherapy; Elementary attention to health; Woman's health; Child's health, Man's health and Immunization.

In all the courses, the instructors used methodologies to the nursing professional updating, with focus on the prevention of working or mistake accidents, through the class presentation and dynamics. The activities occurred

inside the selected Auditoriums, with nursing professionals and students. As part of it was established an intense interaction between instructors and nursing professionals and students.

In the last moment, were delivered the certificates to the nursing professionals and students that acquired 75% of assiduousness, with the purpose of motivating these professionals about the seriousness and importance of performing these courses. And to better comprehension of the results, were conducted a survey among the nursing professionals to evaluate the courses and the developed actions by the Nursing Professional Apprenticeship Center (Núcleo de Aprendizagem Profissional de Enfermagem – Napen) with the objective of becoming them didactic and systematic. There were 04 criteria: Professor accomplishments; Event organization; Course subject matter and Location of the Course.

3. Results and Discussions

The achieved results enabled the satisfaction of the nursing professional means of the improvement of a humanized and contextualized assistance (Holistic) to the population of the Ceará, Brazil, based on the use of protocol procedures of assistance, with the purpose of consolidating of the reference system and against the one of the Health Assistance System, consolidating integrated educative actions to the organs and institutions of the health and education area, connected with all the Nursing Federal Board System (Conselho Federal de Enfermagem – Cofen) System/ Nursing Regional Board (Conselho Regional de Enfermagem -Coren).

In conclusion, among analyzer elements to think and take action to the Health Permanent Education are the components of the quadrilateral formation (CECCIM; FEUERWERKER, 2004): Analysis of the health professional education, searching to change traditional hegemonic, logical rationalist, elitist and dominant conception of the knowledge production; Analysis of health attention practices, aiming to integralize and the inclusion of the user participation in the therapeutic project as new health practice; Analysis of sectional management, objecting creative and original ways of organizing the service system, according to the user accessibility and satisfaction; Analysis of the social organization, targeting the effective contact and social system that become the health actions more human and of great benefit to the citizen.

COURSE: PHARMACOLOGY CLINIC APPLIED TO THE NURSING.

This course took place in February, 2013 in the district of Limoeiro do Norte, situated at 250 kilometers of Fortaleza, CE. It had 132 participants with an Auditorium with capability to 150 people. It was established a moment of updating of knowledge, searching the capacitation of nursing professionals, that in the future will go to put in practice this apprenticeship. This moment established a relation between the Nursing Professionals and the Regional Board, essential to break the barriers and myths about the purpose of the Board.

Regarding the evaluation of this course, it was obtained the following results: 1. Accomplishment of the professors: 66,94% of the registered participants considered them Excellent; 27,27% as Very good and only 5,78% as Good. 2 Event organization: 33,05% indicated it as Excellent; 50,43% as Very good, 15,7% as Good and only 0,82% as Regular; 3 Subject matter of the course: 61,15% assessed it as Excellent; 34,71% as Very good 3,30% as Good and 0,82% as Regular 4.Place of the course: 52,06% evaluated it as Excellent; 38,01% as Very good ; 9,09% as Good and 0,82% as Regular.

COURSE: UPDATING IN MEDICINE ADMINISTRATION

This course happened in March, 2013, in the General Hospital of Fortaleza (Hospital Geral de Fortaleza - HGF), in the city of Fortaleza CE. There was an average of 56 participants, with an Auditorium with capacity to 100 people. In it there was a updating of knowledges, aiming the Nursing Professional capability of those that work in the mentioned hospital, enabling them then to put this acquired learning in practice in their daily routines.

Considering the evaluation of this course, it was evidenced: 1.Accomplishment of the professors: 57,70% of the registered evaluate them as Excellent; 33,30% as Very good and only 8,88% as Good. 2.Event organization; 22,205% evaluate it as Excellent; 31,10% as Very good 37,7% as Good and only 8,88% Regular. 3. Subject matter

of the course: 44,40% evaluate as Excellent; 40% as Very good; 17,70% as Good and 0% as Regular or Bad. 4. Location of the course: 42,2% indicated it as Excellent, 40% as Very good and 17,7% as Good.

COURSE: CLINIC PHARMACOLOGY TO THE NURSING PRACTICE

This course was performed in April 2013, in the district of Quixadá, situated at 166km of Fortaleza CE. It had 32 participants with an Auditorium with capacity to 80 people. In it there was a moment of updating of knowledges, targeting the nursing professional capability, allowing them to put it in practice in their work routine.

Relating to the assessment of this course, it was obtained: 1. Accomplishment of the professors: 28% considered it as Excellent; 48% as Very good e 20% as Good. 2. Event organization: 36% of it as Excellent; 52% as Very good and 12% as Good. 3. Subject matter of the course: 36% considered as Excellent; 52% as Very good and 4% as Good 4. Location of the course: 16% evaluated it as Excellent; 80% as Very good and 4% as Good. In this course arised the curiosity of enquiring the participants about their opinion regarding this initiative, Nursing Regional Board (Conselho Regional de Enfermagem- Coren) and Nursing Apprenticeship Center (Núcleo de Aprendizado de Enfermagem – Nepen). The result of it ,was the satisfaction of the participants by the following replies: 72% of the registered evaluated this initiative as Excellent; 24% as Very good and 4% as Good.

COURSE: HEMOTHERAPY BASIC

This course happened in May, 2013, in the city of Fortaleza-CE. It had 80 participants with an Auditorium with capacity to 100 people. The course had a moment of updating of knowledges, aiming the nursing professional capability with the purpose of putting it in practice their apprenticeship in practice.

About the evaluation of this course, it was veified: 1. Accomplishment of the professors: 26,8% of the registered considered them as Excellent; 51,2% as Very good an 21,9% as Good. 2. Event organization: 17,7% indicated it as Excellent 44,4% as Very good, 34,1% as Good and only 7,31% as Regular. 3. Subject matter of the course 43,9% evaluated it as Excellent, 48,7% as Very good, 7,31% as Good and 2,22% as Regular. 4. Location of the course: 53,6% considered it as Excellent 39,02% as Very good and 7,31% as Good.

COURSE: UPDATING IN PRIMARY ATTENTION

Course was performed in June, 2013 in the city of Fortaleza- CE. It had 56 participants with the Board Auditorium with capacity to 80 people. It indicated a moment of updating of knowledge, searching the nursing professional capability. Then they will go to put it in practice.

Retarding the assessment of this course, it was verified the following results: 1.Accomplishment of the professors:42,1% of the registered considered them Excellent 36,41% as Very good and 21,5% as Good. 2. Event organization: 36,8% considered it as excellent; 39,4% as Very god and 23,6% as Good; 3. Subject matter course: 36,8% indicated as Excellent; 34,4% as Very good and 23,6% as Good. 4. Place of the course: 42,1% indicated as Excellent; 39,4% as Very good and 10,5% as Good.

COURSE: NURSING ASSISTANCE TO THE CRITICAL PATIENT.

It happened in June, 2013 in the city of Fortaleza-CE. It had 61 participants with the Board Auditorium with capacity to 80 people. It was a moment of updating of knowledges, aiming the Nursing Professional capability. Then they will put their apprenticeship in practice.

About the evaluation it was verified the following results: 1 Accomplishment of the professors: 41% considered it as Excellent; 37% as Very good and 22% as Good. 2. Event organization: 22% indicated it as Excellent; 52% as Very good and 26% as Good. 3. Subject matter of the course: 45% indicated it as Excellent; 44% as Very good and 11% as Good. 4. Location of the course: 52% considered it as Excellent; 33% as Very good and 15% as Good.

INSTITUTIONAL SEMINARY OF THE REGIONAL BOARD – CEARÁ SECTION

Course took place in July, 2013, in the district of Beberibe, situated at 90 kilometers of Fortaleza - CE. It had 50 participants. This one was developed to connect the collaborators, employees, associatates and board advisors, in

the Coliseum Hotel Auditorium. It was a moment of integration and updating, of the client with effectiveness, searching the employee capability and updating to the employees effectivity of their services that it will made to the registered of the Nursing Regional Board (Conselho Regional de Enfermagem: Coren-CE).

About the evaluation of this course it was observed: 1. Accomplishment of the speaker: 95% of the employees, collaborators, associators and boards considered it as Excellent and 5% as Very good. 2. Event organization: 73% indicated it as Excellent; 20% as Very good and 5% as Good. 3. Subject matter course: 98% evaluated the subject matter as Excellent and 3% as Very good. 4. Location of the course: 70% indicated it as Excellent, 28% as Very good and 3% as Regular.

COURSE: URGENCY AND EMERGENCY

It was performed in September, 2013 in the district of Sobral, situated at 238 kilometers of Fortaleza-CE. It had 188 participants with a Auditorium with capacity to 200 people. The Course enabled a moment of updating of knowledges, targeting the nursing professional capability. After it they were motivated to put it in practice their work procedures.

About the assessment of this course it was identified: 1. Accomplishment of the professors: 47% of the registered evaluate them as Excellent, 33% as Very good, 18% as Good and only 2% as Regular. 2. Event organization: 26% evaluate it as Excellent 43% as Very good, 27% as Good and 4% as Regular. 3 Subject matter course: 45% considered it as Excellent; 38% as Very good and 17% as Good. 4. Location of the course: 68% evaluate the course as Excellent ; 27% as Very good and 5% as Good.

COURSE: CUSTOMER SERVICE WITH EFFECTIVITY

Course happened in October, 2013, in the city of Fortaleza, CE It had 16 participants . It was for collaborators and employees of the Board. It occurred in the Board Auditorium. It was a moment of updating about the customer service with effectivity, aiming the employee capability and updating of the Nursing Regional Board (Conselho Regional de Enfermagem: Coren/CE).

About the evaluation it was observed: 1. Accomplishment of the professors: 67% considered it as Excellent; 25% as Very good and 8% as Good. 2. Event organization: 42% indicated it as Excellent; 42% as Very good; 12% as Good and 4% as Regular. 3. Subject matter of the course: 63% indicated as Excellent, 29% as Very Good and 8% as Good. 4. Location of the course: 79% considered as Excellent, 17% as Very good and 4% as Good.

In this course it was enquired the opinion of the employees of this initiative of the Nursing Regional Board (Conselho Regional de Enfermagem-Cofen) and Nursing Apprenticeship Center (Núcleo de Aprendizado de Enfermagem – Napen). The obtained results overcome the expectations: 84% considered it as Excellent; 12% as Very Good and 4% as Good.

COURSE: THIRD MEETING OF THE TECHNICAL RESPONSABLE OF THE CEARÁ

This course happened in November, 2013 in the district of Fortaleza-CE. It had 81 participants, Institution Technical Responsible (Responsável Técnico -RT) of the Ceará, with the Board Auditorium with capacity to 80 people. It enabled a moment of knowledge updating, of knowledges, targeting the capability of these nstitution Technical Responsible (Responsável Técnico -RT's) RT'S that then they will go to actuate in safe way in the work environment .

Considering the evaluation of this course it was verified: 1) Accomplishment of the professors: 5% of the resgistered Technical Responsible institution (Responsável Técnico -RT's) evaluated them as Execcellent; 22% as Very good; 43% as Good, 25% as Regular and 5% as Bad. 2. Event organization: 28% assessed it as Excellent: 38% as Very good, 31% as Good and 3% as Regular. 3. Subject matter of the course :30% considered it as Execcellent, 44% as Very good, 23% as Good and 3% as Regular. 4. Place of the course: 18% evaluate the place as Execcellent; 29% as Very good 39% as Good and 3% as Regular.

In this updating to the Technical Responsible(Responsável Técnico -RT) there was the curiosity of researching the participants about what they thought of the initiative of the Nursing Regional Board (Conselho Regional de Enfermagem- Coren) and Nursing Apprenticeship Center (Núcleo de Aprendizado de Enfermagem – Nepen) to the performance of this type of updating with 8 hours. As result of this, to the satisfaction it was acquired the following

results: 59% of the participants evaluated the initiative of the Nursing Regional Board (Conselho Regional de Enfermagem- Coren) as Excellent; 35% as Very good and 6% as Good.

In a research to analyze the effects of the actions of Permanent Education in the nursing service quality, in a private hospital, of big size, in the city of Belo Horizonte – MG, it was revealed that the educative actions are not articulating the work process and that there's the necessity of management improvement of the nurses, allowing the performance of the problematic pedagogy. It must be revised and inserted of the nursing professionals in the work process context articulated with the capability based on the permanent education strategies (RICALDONI; SENA, 2006).

To sum up it is noticeable that the permanent education in nursing is adopted as a continuous work learning actions that occurs in a work production education space in health, based in a situation (Generally a problem situation), and direct to overcome, change, become a wished and different situation (HADDAD; ROSCHKE; DAVINI, 1994).

According to what was stated it is important to say that this work performed by the Nursing Regional Board (Conselho Regional de Enfermagem – Coren) and the Nurse Apprenticeship Center resulted in a Nursing professional capability and updating as a way of prevention of mistakes in the work environment. This happens because of the adopted methodology by the napen and instructors allow them to observe the initiative of the Nursing Regional Board (Conselho Regional de Enfermagem- Coren) and Coren-Napen to the improvement of the service quality. Nursing Apprenticeship Center (Núcleo de Aprendizado de Enfermagem – Napen).

4. Conclusions

According to what it was stated it is possible to conclude that Nursing Permanent Education strengthens and increases the health service quality offered to the populations. It is worth to mention the importance of it in the search of educative proposals that stimulate the self knowledge, apprenticeship and updating.

Thus, it enable to declare that the proposed Permanent Education and adopted by the Nursing Regional Board of Ceará (Conselho Regional de Enfermagem do Ceará – Coren/CE) and Nursing Apprenticeship Center (Núcleo de Aprendizado de Enfermagem – Nepen) constitute in nursing professional qualification and improvement that allow the multiple formation of the knowledge, resulting in standard actions and protocol procedures suitable to the new routines, strengthen the ethical and professional compromise of the Nursing exercise.

It is worth to remind that the achievement of the aim of the Permanent Education Project depends of the interest of the professional in performing a work with quality and authenticity. This requirement of the professional character is what is necessary to confirm the Health Public Policies, when dealing with health quality service. As the humanized and individualized belong to any nursing professional that can help the user with service quality service. The main reason is that the user is the main actor, directly favored in your well being, about the health disease process.

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