CONTINUOUS EDUCATION - EXPERIENCE IN THE PREVENTION OF VIOLENCE IN HOSPITAL OF CLINICAL UFPE

EDUCACIÓN CONTINUA - EXPERIENCIA EN LA PREVENCIÓN DE LA VIOLENCIA EN EL HOSPITAL CLÍNICO DE UFPE

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ABSTRACT

The following study analyzes the socio-educational actions guided by the permanent education for the Single Health System, developed by the Center of Public Health and the sector of social work of the HC/UFPE, concerning the practices on violence prevention and health promotion. It aims to make a critical appraisal of the implementation of the notification actions and violence prevention in HC / UFPE and analyze the difficulties, challenges and advances that process. The methodological option was a descriptive kind of research – qualitative and explanatory. The collection procedures were the documentary analysis of the notification form, reports on projects of extension and data from the Health Ministry. The established period was from 2010 to 2011, it corresponds to the periods as a scholar of extension and of curricular internship. The analysis of the data presented as a result: increase of notification on cases of violence; 300 health professionals, including residents and students, trained and aware on the theme of violence; 17 teachers of the dentistry department; participation of 44 health professionals, assistance and education in a training course of 136 hours. The troubles which were found were: fear; lack of qualification; time for the completion of the forms; difficulties in diagnosing the cases; ignorance of the socio-assistance network, others. We conclude that the growth of 36.17% of reports demonstrates the importance of investing in continuing education for health promotion, contundendo
identified barriers need to be overcome for us to carry users' rights, prevent violence and consolidate the reporting system.

KEYWORDS: Violence; Permanent Education; Health Promotion

1. INTRODUCTION

In the 1988 Federal Constitution, health is defined as a fundamental social right of the human being, the state must provide the conditions essential to its full exercise, which involves the redesign and implementation of economic and social policies aimed at reducing risk of disease and other situations in establishing conditions that ensure universal and equal access to actions and services.

Also understands that health is as determinants and constraints to supply, transport, leisure and access to essential goods and services. These, among others, are situations that interfere on the levels of health of the population expressing their social and economic organization of the country in a given context. So, understand that the biomedical field can not change the broader constraints, as it is always limited to the care and attention to symptoms, restricting the body to their morphological features.

The comprehensiveness, social mobilization and participation, intersectoral and fairness are principles of Health Promotion Since its construction and implementation process takes place in various spheres of NHS management and coordination with the health sector and other public policies and with society, aiming to change the way we organize, plan, conduct, analyze and evaluate health work (BRAZIL, 2006).

Thus, in order to contribute to the consolidation of the Health System Federal University of Pernambuco, from the implementation of the National Policy on Reduction of Morbidity and Mortality from Accidents and Violence by the Center for Public Health and Social Development (NUSP / UFPE) in partnership with Hospital of the Federal University of Pernambuco (HC / UFPE), has been conducting continuing education activities for the Unified Health System (SUS) for health professionals. These actions aim to reduce qualifying health problems with the implementation of the notification form / individual investigation of domestic violence, sexual and / or other violence in health facilities.
We believe that the reporting of suspected or confirmed cases of violent events experienced by users of health services is essential, therefore, is hereby violence invisible to managers and the company gains visibility. This visibility allows the development of epidemiological profile that, to some extent, will legitimize the creation of public policies and provide funding for prevention programs and health promotion.

The Center for Public Health and Social Development (NUSP), Federal University of Pernambuco was created on May 29, 1995, in order to support the implementation of the National Health System in the State of Pernambuco.

The NUSP acts aiming at the consolidation of SUS, from health promotion based on World Conferences as well as in the National Health Promotion Thus, since its inception acts aimed at improving quality of life, from the research, production knowledge and training in health promotion seeking to promote interdisciplinary learning, critical and reflective.

A viable means of health promotion occurs through social participation, equity and establishing a network of commitments and responsibilities with co-organized civil society, tracing a path towards visibility of the factors that put people's health at risk, aimed at creating mechanisms to reduce the situations experienced by the community that produce disease, taking into account regional and cultural differences.

Among the main actions and research projects and extension of NUSP, part: Participatory Evaluation of Healthy initiatives, Healthy Cities Project in Northeast Brazil, Pernambuco Network of Healthy Cities Unit and Violence Prevention and Health Promotion

For this study we will focus on Unit Violence Prevention and Health Promotion, this unit aims to bring together leading researchers, health professionals and social segments of different areas that can contribute to theoretical and practical issues confronting the objective and subjective that pervade the causes of violence.

The Center for Academic seeks to sensitize and train health professionals in the area of UFPE, which involves the continuing education of health professionals and the training of students in the health field for SUS. The qualification activities and training aimed at improving the quality of professional services provided to users, from the host, listening, reporting and routing as well as protecting the victims and their families.

The Center develops actions justified in thinking Paulo Freire (2009), which includes education as essential for interventional activities. In this sense, a strategy has been the recurrent presentation of Notification Form / Individual Violence Research, an
instrument for use by health professionals, non-exclusive Social Service. We emphasize that the actions of continuing education aimed at training professionals through courses, lectures, seminars, scientific meetings and workshops on topics related to violence.

Among the goals is the creation of mechanisms to enable implementation of the National Violence Prevention and Health Promotion and the elaboration and realization of technical and scientific events focused on qualification of managers and professionals on the theme of violence, accidents and health promotion.

Our study is the result of the author’s experience in the period in curricular aforementioned institution in 2011.

Following are the results of our research.

2. THE ROLE OF SOCIAL SERVICES IN FACING THE EXPRESSIONS OF VIOLENCE

Social work within institutional and socio-occupational health is asked to leave for work in defending the rights of users, using mediation and guiding documents, such as the code of ethics, ethical-political project, Law Organic Social Assistance (LOAS), the guidelines of the Unified Health System (SUS) and Parameters for Performance of Social Workers in Health

In the mediation process uses the theoretical-methodological and technical-operative social service and other areas of knowledge such as health education and public health, to coordinate, mobilize, guide its intervention in socio-political and cultural aspects related to prevention and promoting the health of users, in particular, victims of violence.

The health education is an exchange process, generates and modifies knowledge. In this sense, the knowledge generated should be made available and used as an instrument of culture against barbarism, ie reduce domestic violence, here understood as an expression of the social question.
In NUSP, the Social Service conducts social and educational activities that encourage learning, knowledge production, strengthening citizenship from creative processes to improve the quality of life of SUS.

The activities of the social worker are guided by understanding the concept of expanded health established in the 1988 Federal Constitution, the principles of health promotion and the prevention of violence anchored in the National Health Promotion and the National Policy for Reduction of Morbidity and Mortality Accidents and Violence respectively.

Thus, the actions of Social Work included the production and management of institutional programs and projects to promote health and local development, supervision of trainees curricular, extracurricular and fellows as well as carrying out research work to know the reality of users and social and educational activities for joint discussions, groups, meetings and workshops with the aim of promoting popular participation and mobilization for social control.

Regarding the role of Social Service Hospital of the mediation process in care for suspected or confirmed cases of violence is through listening, welcoming the victim and family and / or person who is watching a news Service Social, participates in technical meetings and planning NAPVPS; acts in the training of the student body, residents and health professionals HC-UFPE; participates in seminars, conferences, events, lectures, others.

The Notification Form in HC / UFPE was established in 2009 with support from the superintendent and the Department of Health Several difficulties may be mentioned for their deployment, eg, ignorance of the importance of the act of notifying and plug, lack of qualification, mastery of the subject, fear of retaliation by the abuser, time for completing a form, breach of professional secrecy, others. These difficulties reported by professionals along with Social Services HC, move them to seek support for the Academic Center to develop awareness-raising, training and qualification on the subject of violence and the notification form.

### 2.1 RESULTS

The Center for Academic and Social Services HC / UFPE since 2006 performing theoretical discussions and awareness of professionals and students UFPE and jointly operates in the counties that make up the Network of Healthy Cities Pernambucana to
spread the importance of filling the Form Compulsory Notification of Violence. These actions have financing Dean of Extension UFPE and the Ministry of Health.

During the course of the Internship I and II used the National Policy for Reduction of Morbidity and Mortality from Accidents and Violence and the ethical-political project of Social Work to support the training and awareness conducted by staff of social workers and NAPVPS HC / UFPE.

The actions were motivated by parameters developed for practicing social workers in health and guided the direction of political skills in the services of Pediatrics, Obstetric Center, Maternity, child and adult DIP, Social Services, Spa Services (Emergency Department), Psychology and Dermatology, Hospital das Clinicas.

The Department of Dentistry was selected because they realize the need to include this discussion in the course, because the dentist is one of the professionals serving victims of violence, ie, about 50% of cases of domestic violence cause physical trauma in the mouth / face (SANTI, 2005). Moreover, it is a new field of research in which there is limited information on the relationship violence and dentistry. Accordingly, the Center for Academic produced a series of sensitization with graduate students and faculty of dentistry first half year of 2010.

The educational activities of the Center, between the years 2008 and 2011 were different and relevant importance to the role of professionals in the health services and students of undergraduate healthcare, the promoted core workshops, courses, seminars, lectures, a discipline in graduation UFPE on the theme of violence on health. And participated in numerous events such as seminars, conferences, courses from the Ministry of Health, encounters extension UFPE, always seeking knowledge of the importance of the discussion of violence and the actions taken by the institution.

Thus, in addition to the above actions, the Academic Center also conducted monitoring of actions and activities already implemented by sectors of Pediatrics and Maternity as well as awareness of new players that were incorporated into the team, due to staff turnover in the organizational structure of a teaching hospital, monitoring and support of violence, by linking sectors of Psychology and Social Work; monitoring of cases recorded in Epidemiology Center (NEPI) HC.

Activities sponsored by the Center, in which we participate as an intern, the results were as follows:
1) Seminars promoted:

• Seminar held at the Convention Center UFPE on the theme of Violence Prevention and Health Promotion;

• Seminar entitled "Agenda Olinda in Violence Prevention and Health Promotion," in May 2009, in the auditorium of the Municipal Education Olinda / PE;

• Seminar on domestic violence cases recorded and monitored at HC in 2009;

• Conference on Violence and Public Safety in Paulista / PE.

2) Capabilities in the Department of Dentistry UFPE:

• 02 workshops with the participation of 80 students from 5th to 10th period and 17 teachers of the department.

3) Course Violence Prevention and Health Promotion:

• 01 course with a workload of 136 hours duration from January to July 2009. Participated by the end of the course 23 professionals and 21 health professionals from other sectors such as health, education and the judiciary.

4) Training and Professional Qualification for Notification of Violence

• 40 awareness workshops and training of 300 health professionals in the area, including social workers, nurses, physicians of various specialties, physiotherapists, dieticians, occupational therapists, psychologists, residents, students, nursing staff, other.

5) Violence cases reported:

• Increase of 36.17% in the fill plug.

6) Department of Health and violence at graduation:
• Inserted discipline in graduate school in social work, and then at graduation to deepen the issue of violence as an expression of social issues and public health.

The above data show that there is no doubt that the relationship with the Center for Academic Hospital of the UFPE ruled in intersectoral actions contributed greatly to the continuing education for SUS, through training and professional qualifications, reflecting the increase in notifications and records of cases. The workshops, courses and meetings allowed reflection on the role of policies of Public Security, Welfare, Justice, and Public Health and the responsibility of health workers in the discussion and perpetuation of violent practices.

At meetings of awareness and training in the reflections on the obligation of completing a form, many professionals reported difficulties in carrying out the notification units, among which:

• Distinguish accidents and violence as well as the training and expertise to identify and report cases;
• Identify the types of violence;
• Lack of subject and pedagogical projects in undergraduate curricula;
• Lack of basic information allowing previously diagnose signs of violent events;
• Breach of secrecy in the act of notification.

Thus, we understand that the unpreparedness of healthcare professionals to welcome, serve and refer victims, with few reservations, is common in different sectors of the HC / UFPE often not for lack of training and / or qualifications to the lack of social assistance network and legislation that makes it mandatory and therefore the penalties for professionals in the event of default. We also highlight the culture of fear, and lack of theoretical expertise on the subject as obstacles to be overcome in the process of reducing violence.

3. CONCLUSION
In the experience of continuing education for the SUS is not uncommon to note the barriers imposed by the heads of sectors, which initially arise unfavorable entry team for violence prevention training. However, we note that shortly after the health professionals embrace and motivate with the actions promoted by the core, managers close to their jobs not to occupy the spaces and lose its political strength in the sector.

Challenges are also posed by health professionals, residents and students. In the case of the Hospital das Clinicas find that sometimes professionals build barriers to attend trainings and complete the compulsory notification forms, becoming clear resistance in turn act professional. However, one can not blame professionals due to the conditions and process of work, workload, alienating culture based on a conception of mystifying world of reality.

We also emphasize that the way you set up the world of work in contemporary -flexible and precarious - of neoliberal hegemony, reflected in the practice of social work and sectoral policies in education and health. Thus, we understand that reducing the role of the state, casualization of labor relations, outsourcing, targeting and fragmentation affect the daily work generates alienation, lack of motivation and lack of interest in new knowledge.

The capitalist system of production, where productivity is placed in evidence, seems inhumane even for a professional category in which their work is not directly linked to the production of surplus value. We agree when Iamamoto (2000) states that the socio-historical current, neoliberal, not a backdrop for the discussion of work, quite the contrary he crosses the daily professional practice of social workers, affecting working conditions, relationships work and also the living conditions of the population using the service.

With regard to continuing education for the prevention of violence in HC / UFPE, we believe that many obstacles were overcome during the period of the traineeship. However, it must be reiterated that the issue of violence and its relationship to public health are embedded in the pedagogical and curricula of the courses in the area of health, ie, it is necessary to invest in new research groups and extension to stimulate knowledge production and generate new approaches and practices for coping and reducing violence. We understand that one of the main challenges of contemporary training and qualification is to reflect on the phenomenon of violence, from the reality, demystifying the indicators, profiles of offenders, spending on health care services, other.
Thus we emphasize that violence as an expression of the social question requires understanding and analysis of the material relations of production and reproduction of social life, about changes in the way of acting and thinking in contemporary societies.

4. REFERENCES

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