THE IMPACT OF THE USE OF MANAGEMENT TOOLS ON ASSISTED THERAPY SERVICES IN BRAZIL

Luiz Claudio Ramos de Albuquerque^{1,*}, Luciano Allan Agra dos Santos¹, Samille Maria Bandeira Freitas Pacheco¹, Vanessa Karine Bispo Macedo¹

1.Acredite – Gestão, Estratégia e Qualidade, Maceió (AL), Brazil.

*Corresponding author: claudio@acreditequalidade.com

BACKGROUND

The Brazilian Society of Rheumatology has produced standard of assessment of quality for centers of therapy immunobiological assisted in Brazil, making it possible to evaluate results of outcomes for diseases, conditions and service. Based on the methodology of accreditation, which is one tool management in health, it has care and administrative criteria considered ideal and achievable to ensure the quality of care provided to patients. Four services with characteristics different, located in the states of SP, RJ, MT and MG, respectively, were selected to receive guidelines with focus on the adoption of practices that subsequently enable the achievement of certificate of excellence. This process of deploying the service reproduced the same dynamic of accreditation for distinction composed of three visits of assessment in each institution, in the project carried out by a specialized consultancy.

METHODS

The ratings occurred such that one audit process verifying the conformity of practices in the areas of governance, human resources, management by processes and care structure. In steps sequenced, the professionals who audited documents and practices also promoted actions of assistance to the services of therapy assisted to fit the structure of management to the requirements of the standard of accreditation, as the implementation of plan strategic, mapping of processes, protocols of safety patient, good practices for the realization of care and measurement of outcome clinical.

RESULTS

By means of implementation tools, were highlighted positive developments in the degree of conformity of the services of therapy assisted participants of the project, opposite to the requirements of the standard of quality set by SBR, in comparison with the scenario shown in the first and last audit, between each one of the services:

CONCLUSION

In total were 896 h dedicated to the project of implementation of these practices in the four services of therapy assisted, which to be fit in the requirements established in the manual reference had to receive visit official of accreditation and, as conquest, reached the maximum level of certification, above 70% of conformity.

KEYWORDS

Accreditation, Management tools, Governance, Assisted therapy service, Infusion center.

Table 1.

Service	Initial conformity degree (%)	Final conformity degree (%)
A	10	70
B	41	81
C	22	79
D	30	92