Bibliometric Analysis on "Quality in Health Care"

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Abstract— This study has the purpose of performing a systematic review of literature on quality in health care as a premise in quality management, oriented to patient satisfaction, favoring the service of the surgical room. The methodology adopted by this project relies on the model of text search on the web, proposed by Costa (2010), known as webibliomining. To this end, a search was made in the database of abstracts and citations of scientific literature, Scielo. The keywords applied were "peri-surgical care", "quality in nursing care", "pre-surgical visit", and "quality in surgical nursing care". The study period was from November 2018 to March 2019. Results indicated that the largest number of publications occurred in 2012, 2014, and 2016. A number of contributions and methods were found from the starting point, for example, important attributes regarding caring and the care referenced by the authors (quality in care, safety, and guarantee), biopsychosocial aspects with respect to the theoretical framework contributing as important management strategies for changes in patient care with quality. A significant aspect in the analyses collected was that scientific productions oriented to aspects of personal satisfaction of surgical patients, with regard to inherent aspects, are poorly referenced, which motivates the study so as to contribute to future researches by the scientific community.

Keywords— Quality in Care, Health Services, Satisfaction, Bibliometrics.

I. INTRODUCTION

Quality has been mentioned in all aspects of service provision as a very important and critical issue in organizations. Having an effective role in the articulation of hospital structures, which aim at assisting their clients in a holistic way, this attribute demands effective processes with management tools in a systematized way so as to improve their performance.

As such, Paranaguá and Moura (2016) state that service provision in the healthcare sphere faces adversities to meet the demands of patients and family members in the provision of quality care. To accomplish this quality, health professionals must present systems and work processes with a focus on continuous health care enhancement, identifying the factors involved and implementing mechanisms to evaluate and quantify the quality levels provided.

Hospitals play a major role in the social sector, where, in the view of society, they prove to be decisive. Among these relationships, care services aimed at managing processes and relationships. In this manner, a nursing diagnosis is a valuable tool to guide the selection of care, implementation, as well as planning, thereby favoring teaching, scientific research and, lastly, care plan (NOVAES; TORRES; OLIVA, 2015).

The need to have satisfied patients in a hospital environment means that quality is an important condition for care. Hence, in the hospital field of service provision, regulatory bodies recognize satisfaction as an indicator of utmost importance (PENA 2012).

As stated by Sena, Nascimento, and Maia (2013), in pre-surgical patient care, the nursing staff is responsible for providing care to their emotional and physical needs, orientation to surgical procedures, and evaluation. Such conditions favor later phases, like post-surgery, reducing surgical risks, thereby preventing complications. Dissatisfaction is commonly related to the inadequate pre-surgical stage.

Molina (2016) points out that understanding patient profiles in hospitals in order to establish and set priorities and plan for quality management is of great relevance. In turn, Amorim et al. (2014) stress that, as regards the surgical patient, when the procedure is to be performed, the patient has feelings of uncertainty about the prognosis and fear about the procedure.

From this perspective, the goal of this study focuses on identifying the main attributes of health care from the perspective of scientific bases that deal with the theme "quality in health care", described in a number of articles that this work discusses with importance in the health-disease process.

For this reason, it was used the webibliomining method suggested by Costa (2010) for identifying the main attributes. The priority, within the hospital units, was to use the surgical room to compose this study, as it is a service of great amplitude and repercussion in the hospital field.

This method comprises a set of rules that allow composing the initial reference, adopting a way of analyzing different works and "different thinkers" related to the subject, in which, among others, the most relevant productions are refined. Jesus and Costa (2015) also report this type of search is generally linked to search engines, such as keywords, category, author, or title.

The adoption of the theme quality in health care determines a critical-reflexive and comprehensive instrument that considers some important variables, aspects, and factors to achieve a lasting path toward maintaining the health and well-being of a population in a practical and efficient manner.

Hence, the following questions arise for analysis along with the theme: is there an author who stands out with a larger number of publications? What is the most cited article? What are the peak production years? Is there a magazine in evidence on the subject? What is the origin of publication with the greatest impact factor? What is the language that emerges in a publication in searching for keywords? These questions are answered in the results of this article by means of the graphs and tables generated.

II. THEORETICAL FRAMEWORK

Considering health and privileging hospital services as being of great use in care, it is of utmost need that effective systems are linked to the care process so that more and more assistance provided can be seen as a management tool, with humanized and lasting enhancement. In this way, a care model called Systematization of Peri-Surgical Nursing Care (SPNC) contextualizes the participatory, comprehensive, individualized, documented, evaluated, and ongoing care (CASTELLANOS; JOUCLAS, 1990).

In the work of Pena (2012), it can be seen that, in the same line of the quality perspective, patient satisfaction is very important for this indicator to be effective in hospital care. Therefore, the reliability dimension is an important criterion in nursing care to represent satisfaction.

In an integrative way, the study by Rodrigues (2012) shows that the veracity regarding the understanding of how the patient feels and how he/she reports his/her satisfaction is important. In this connection, the premise function of the nursing staff is revealed as the most represented in the hospital staff.

In this way, Guerreiro (2014) states that the Surgical Room is often considered a hostile and cold environment, which represents the separation and risk of imminent death. As the surgery approaches, it is common for patients to feel threatened not only by the unknown environment but also by all fears inherent to the surgery.

Santos (2016) points out that the United Nations, by means of the "Safe Surgery Saves Lives" program, aims, by this global mission, at increasing the standards of quality and safety of patients in the surgical room, as the number of deaths in surgical practices is significant.

This appraisal is significant for quality in health care, considering health is essential for survival and maintenance of life. The relevance of patient evaluation in health services should be valued since this enables to obtain a set of perceptions related to the assistance he/she receives. In this way, it is possible to acquire information that favors the organization of these services (PENA 2012).

Fonseca (2009) considers that, in hospital practices, the surgical block is perceived as being of great significance in the budget of organizations. In addition, the author mentions that, since the very beginning, nursing in the surgical center (SC) has had the premise of maintaining a safe, comfortable, and clean environment to perform surgeries.

III. METHODOLOGY

It was used the methodology recommended by Costa (2010), which describes a proposal for the definition of an initial starting group of bibliographic documents, which supports the performance of any scientific research based on the most expressive articles on a given theme, with the identification of authors who write on the subject, and the identification of the most relevant attributes found in such a study.

As such, it was adopted the webibliomining model proposed by Costa (2010) because of the type of search, exclusively online, which fits the proposal for the study. The method is called like that for representing a "refining" of texts on the Internet. This type of research is performed using a direct procedure of textual search by keyword, title or author.

Costa (2010) assumes the adoption of a set of rules to select the initial reference, in other words, older articles written by different authors, identifying the "different lines of thought" in the initial discussions; more recent articles by different authors, identifying the "different lines of thought" in the most recent discussions; articles with a higher degree of relevance in the database and articles with greater relevance for each of the more stressed production

cycles, identifying which articles had greater significance during the peak moments of the theme under study.

Based on the results of this search, the 16 articles with relevance and pertinence to the theme were selected for the literature review. As there was a duplication of four articles in the refinement of interest, these were considered as a single finding; it was therefore considered a total of 16 articles because they were close to the theme of the study.

The research was conducted in the search system of articles indexed in the Scielo Database, accessed by means of the Capes Journal Portal, in order to identify and analyze what has been consolidated in the literature on the subject, from November 2018 to March 2019, with a view to selecting the initial reference of the bibliometric analysis.

The use of Scopus Elsevier database was not reported in the analysis because it resulted in some references very specific to surgical pathologies distant from the theme and the degree of satisfaction related to the results of surgical procedures, involving the final result of the intervention. *Scielo* research database showed more significant studies with strategic and relevant proximity to the theme.

In this study, the following keywords were selected: "peri-surgical care", "quality in nursing care", "pre-surgical visit", and "quality in surgical nursing care". These words were searched in the *Scielo* and *Scielo Elsevier* databases by means of the *Portal de Periódicos da Capes* (Capes Journal Portal).

Therefore, bibliometrics was structured in the following way:

- Distribution of records by a basis of research;
- Survey of the production chronology from 2009 to 2019 (first trimester);
- Initial reference, with identification of journals (articles) with greater similarity, impact, significance with the theme;
- Surveys of the main attributes of quality of health care focused on nursing care in the surgical clinic.

All results of this analysis are presented in the next section.

IV. RESULTS AND DISCUSSION

At this stage, results of the search in the *Scielo* database are displayed, once the *Scielo* Elsevier database mentioned above did not help the search since it was not related to the theme of this study, which favored research focused on other diagnoses.

4.1 Distribution of Registers per Article

A total of 167 registers from the initial search were returned to the *Scielo* database, with the search restricted to the following filters: nursing, searching only for articles and the period between 2009 and 2019. From these 167, it was used 16 articles. The excluding criterion was the approach to the theme. Table 1 shows the quantification of the distribution of these articles by search terms, expressed in keywords.

Table 1: Distribution of registers per keywords

THEME	FOUND	APPLIED
Quality in nursing care	115	3
Pre-surgical visit	5	4
Quality in surgical nursing care	12	6
Peri-surgical care	35	3
TOTAL	**167**	**16**

Source: elaborated by the author (2019)

Given this quantification, the following can be seen in the keywords found: "Quality in nursing care", despite resulting in a large number of articles, only three were applied; on the other hand, in the search for "Pre-surgical visit", from five findings, three resulted; whereas "Quality in surgical nursing care" had a considerable use of half of 12 articles; lastly, "peri-surgical care" refined four articles from 35 found.

4.2 Survey of the Chronology of Production in a Time Frame between 2009 and 2019

In this section, as shown in Figure 1, it is approached the time frame with the number of articles equivalent to each year assigned in this research.
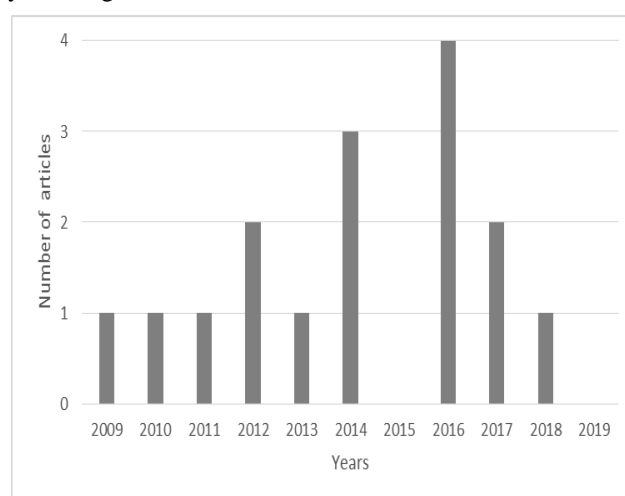

Fig.1: Number of articles published

Source: elaborated by the author (2019)

Figure 1 shows the 16 articles with a time frame between 2009 and 2019. There were some more significant production cycles in the following base years: 2016, with four articles; 2014, with three articles; and 2012 and 2017, with two articles. In 2009, 2010, 2011, 2013, and 2018, only one article was found. In 2015 and 2019 (until the first trimester), there was no selection of articles.

4.3 Authors per Publication

Among the articles cited in this study, 51 authors were listed in alphabetical order in Table 2.

Table.2: Amount of publications per author

AUTHOR	N° OF PUBLICATIONS
Ana Paula Vilcinski Olivia	1
Anabela Maria Santos Coimbra Novo	1
Antonio Fernando Carneiro	51
Adnairdes Cabral de Sena	1
Airton Bagatini	11
Ana Elisa Bauer de Camargo e Silva	30
Ana Fátima Carvalho Fernandes	41
Ana Lúcia Queiroz Bezerra	29
Ana Maria Ribeiro Teixeira	45
Ana Paula Patola Guerrero	1
Ana Rosete Camargo Rodrigues Maia	1
Ana Vanessa Deffaccio Rodrigues	3
Anna Maria de Oliveira Salimena	44
Anna Paula Sousa Silva	5
Aparecida de Cássia Giani Peniche	25
Cristina Arreguy-Sena	76
Dagmar Williamowius Vituri	13
Eliane Regina Pereira do Nascimento	1
Elisiane Soares Novaes	4
Fabiane Cardia Salman	1
Gabriela Camargo Tobias	6
Getúlio de Oliveira Filho	44
Gisela Maria Schebella Souto de Moura	31

Source: Adapted from *Scielo* (2019)

Table.2: Amount of publications per author

AUTHOR	N° OF PUBLICATIONS
Isabela Fernanda Larios Fracarolli	4
João Henrique Silva	2
João Manoel Rodrigues de Melo	2

AUTHOR	N° OF PUBLICATIONS
José Mariano de Moraes	6
Júlio Cezar Brandão	3
Karine Lorenzen Molina	1
Leonardo Secchin Canale	1
Lígia Fahl Fonseca	23
Luis Antonio dos Santos Diego	11
Marcelo da Silva Alves	79
Marcia Galan Perroca	33
Maria Conceição Lavinas Santos	6
Maria do Carmo Lourenço Haddad	46
Maricy Morbin Torres	4
Marisa Maria Rebelo Pereira Figueiredo	28
Marli Terezinha Oliveira Vannuchi	14
Marta Maria Melleiro	78
Mileide Morais Pena	12
Natália Assunção Branco	1
Patrícia Aron	7
Pricilla Cândido Alves	2
Priscila Fernandes Martins	14
Rosa Maria Pelegrini Fonseca	1
Selma Petra Chaves Sá	2
Thalita Gomes do Carmo	1
Thais Vasconcelos Amorim	6
Thatianny Tanferri de Brito Paranaguá	6
Willian Tiago de Oliveira	67

Source: Adapted from *Scielo* (2019)

Regarding the authors listed in Table 2, Marcelo da Silva Alves stands out for the highest number of publications, with 79 publications; his article mentioned in this study was "Systematized Care in Pre-Surgical Cardiac Surgery: Theory of Transpersonal Care from the Perspective of Nurses and Patients" (*Cuidado sistematizado no pré-operatório cardíaco: teoria do cuidado transpessoal na perspectiva de enfermeiros e usuários*). Immediately after, there was Cristina Arreguy-Sena, with 78 papers, being the article of this author mentioned in this study the same of the author with the first prominence, both followed by the other authors listed.

4.4 Distribution per Language

In selected 16 articles on the basis of 167 articles found, it was verified that 13 articles are in Portuguese; two, in the Spanish language; and one, in English.

4.5 Origin of Publications

Table 3 shows the origins of the publications, indicating how many documents each one presents. The impact

factors of the Scientific Journal Rankings (SJR) are also displayed, as well as the citation impact per document.

From the Table, it can be analyzed the journals that published the articles used in this bibliometric analysis, which are eight in all. Among them, *Acta Paulista de Enfermagem.* stood out for the number of articles published and applied in this work, with four articles. The *Revista da Escola de Enfermagem da USP*, *Revista Gaúcha de Enfermagem*, *Revista Brasileira de Enfermagem – REBEn*, and *Enfermería Global* have each published two articles used in this work. Lastly, the Brazilian Journal of Anesthesiology and the *Revista da Escola Anna Nery* each presented one article used. In this research, one article belongs to a thesis published by the *Escola Superior de Saúde*, *Instituto Politécnico de Setúbal*, which is not part of the journals.

Table.3: Journals highlighted per publication

ORIGIN OF PUBLICATIONS	IMPACT FACTOR		N° OF ARTICLES
	SJR	**Citation per doc.**	
Acta Paulista de. Enfermagem	0.432	0.809	4
Revista da Escola de Enfermagem da USP	0.743	0.573	2
Revista Gaúcha de Enfermagem	0.543	0.460	2
Revista Brasileira de Enfermagem (REBEn)	0.634	0.850	2
Enfermería Global	0.2516	0.167	2
Millenium–Journal of Education, Technologies, and Health	0.948	1.499	1
Brazilian Journal of Anesthesiology	0.320	0.735	1
Revista da Escola de Enfermagem Anna Nery	0.999	0.500	1
Escola Superior de Saúde *Instituto Politécnico de Setúbal*	-	-	1

Source: Adapted from *Scielo* (2019)

Table 3 also shows that the journal that is most prominent per impact factor regarding the Scientific Journal Ranking (SJR) is the *Revista da Escola de Enfermagem Anna Nery*, with 0.999, followed by the Millenium – Journal of Education, Technologies, and Health, with 0.948, and the others. With regard to the citation impact per document, the Millenium – Journal of Education, Technologies, and Health is distinguished, with 1.499, being followed by the *Revista Brasileira de Enfermagem – REBEn*, with 0.850.

4.6 Articles Applied

Chart 1 illustrates the starting point for the bibliographic research, consisting of 16 articles on "Quality in health care".

TITLE	AUTHORS	CONTEXT	YEAR	CITATIONS
Quality in Nursing Care				
Grau de satisfação de usuários de um hospital privado (Degree of Satisfaction of Patients of a Private Hospital)	Mileide Morais Pena; Marta Maria Melleiro.	This article focuses on understanding the degree of satisfaction of patients in a private hospital and the factors involved in this satisfaction, based on the Parasuraman, Zeithaml, and Berry models, by means of the descriptive exploratory method of quantitative approach. As such, the study provided a multisectoral diagnosis, assisting the managers of the institution in reviewing care and management processes.	2012	15

A satisfação dos pacientes segundo a forma de internação em hospital universitário (Patient Satisfaction According to the Admission Process to a University Hospital)	Karine Lorenzen Molina; Gisela Maria Schebella Souto de Moura.	This study aimed at analyzing the patient satisfaction, based on the admission to a university hospital, applying the cross-sectional study method conducted in 366 patients over 18 years of age. The quality "assistance provided to patients" was evidenced in a high level of satisfaction, highlighting the nursing category among other groups.	2016	1
Necessidades de cuidados: o olhar do paciente e da equipe de enfermagem (Care Needs: Patient and Nursing Staff Perspective)	Priscila Fernandes Martins; Marcia Galan Perroca.	This article sought to compare care needs from the patient and nursing staff perspective and investigate sociodemographic factors associated with these perceptions by means of a comparative study of a hospital institution in the countryside of São Paulo State, Brazil. The authors were patients and nursing professionals. It was noticed an alignment in the care focused on holistic assistance to patients and nursing staff.	2017	0

Chart 1: Starting point

Source: Elaborated by the author (2019)

TITLE	AUTHORS	CONTEXT	YEAR	CITATIONS
Pre-surgical Visit				
Cuidado sistematizado em pré-operatório cardíaco: Teoria do Cuidado Transpessoal na perspectiva de enfermeiros e usuários (Systematized Care in Cardiac Pre-Surgery: Theory of Transpersonal Care from the Nurse and Patient Viewpoint)	Thais Vasconselos Amorim; Cristina Arreguy-Sena; Marcelo da Silva Alves; Anna Maria de Oliveira Salimena.	A case study focused on the implementation of transpersonal care theory, between the nurse and the patient, on the pre-surgical visit. Convenience sampling, consisting of nurses and patients, was applied to the methodology. With regard to the results, the importance of the pre-surgical visit by patients and nurses was identified as something of great value.	2014	0
Por detrás da máscara, um olhar que se preocupa: visita pré-operatória de enfermagem (Behind the Mask, a Look that Cares: Pre-Surgical Nursing Visit)	Ana Paula Patola Guerrero.	The study was based on a project developed on the theme "pre-surgical visit", with a view to knowing the entire process and its implementation, and the development of competencies by nurses. A systematic review of the literature on the topic and statistical analysis of visits and patient satisfaction with them was conducted.	2014	0

Análise da intensidade, aspectos sensoriais e afetivos da dor de pacientes em pós-operatório imediati*sta de Enfermagem Pré-operatória – A opinião dos doentes* (Pre-Surgical Nursing Visit – Patient Feedback)	João Manoel Rodrigues de Melo; Ana Maria Ribeiro Teixeira; Anabela Maria Santos Coimbra Novo; Marisa Maria Rebelo Pereira Figueiredo; Natália Assunção Branco.	This study describes the pre-surgical visit as a means of enhancing the performance and satisfaction of nurses and patients. The method was a simple descriptive quantitative study. A questionnaire with open and closed questions was applied; it was verified the opinion of patients, highlighting the following criteria: calmness, confidence, and security. Results show that the pre-surgical visit is a factor of continuous improvement in care quality.	2016	1

Chart 1: Starting point

Source: Elaborated by the author (2019)

TITLE	AUTHORS	CONTEXT	YEAR	CITATIONS
Quality in Surgical Nursing Care				
Avaliando o indicador de desempenho suspensão cirúrgica, como fator de qualidade na assistência ao paciente cirúrgico (Evaluating the Performance Indicator Surgical Suspension as a Quality Factor in the Care of Surgical Patients)	Selma Petra Chaves Sá, Thalita Gomes do Carmo e Leonardo Secchin Canale.	It is an exploratory descriptive study based on quantitative analysis, presenting the topic of suspension of surgeries and its reasons in a cardiology hospital located in a large metropolis. The authors concluded the identification of problems by means of findings are relevant indicators in both clinical and administrative terms.	2011	22
Responsividade do serviço de enfermagem na visão do cliente (Responsiveness of the Nursing Service in the Client Perspective)	Ana Vanessa Deffaccio Rodrigues; Dagmar Williamowius Vituri; Maria do Carmo Lourenço Haddad; Marli Terezinha Oliveira Vannuchi; Willian Tiago de Oliveira.	The research consists of a quantitative study, which used interviews regarding admission to hospital and perception of care offered as important aspects to define the degree of satisfaction. A medical-surgical unit was used in a public university hospital. Findings indicated the nursing service is properly presented showing high satisfaction.	2012	4
Diagnósticos de enfermagem em clínica cirúrgica (Nursing Diagnoses in Surgical Clinics)	Elisiane Soares Novaes; Maricy Morbin Torres; Ana Paula Vilcinski Oliva.	Based on a cross-sectional, descriptive, and exploratory study of a qualitative approach, the research was conducted intending to identify the frequency of nursing diagnoses in patients of surgical clinics. Results showed comprehensive diagnosis and impact on care diversity; with this profile, they promote the implementation of care plans, contributing to the care quality.	2014	11

Chart 1: Starting point

Source: Elaborated by the author (2019)

TITLE	AUTHORS	CONTEXT	YEAR	CITATIONS
Quality in Surgical Nursing Care				
Indicadores de assistência em uma clínica cirúrgica (Assistance Indicators in a Surgical Clinic)	Thatianny Tanferri de Brito Paranaguá; Ana Lúcia Queiroz Bezerra; Gabriela Camargo Tobias; Ana Elisa Bauer de Camargo e Silva.	The present study approaches surgical admissions selectively by cross-sectional descriptive study and by analysis in medical records. It was found that surgical admissions remained in the highest proportion in patient outcomes. A need to reconsider actions with regard to care and for institutions to conduct work processes systematically with care indicators in order to improve the quality and safety of their patients were identified.	2016	4
Construção de uma ferramenta para medida de percepções sobre o uso do checklist do Programa de Cirurgia Segura da Organização Mundial da Saúde (Development of a Tool to Measure Perceptions about the Use of the Checklist of the Safe Surgery Program of the World Health Organization)	Luis Antonio dos Santos Diego; Fabiane Cardia Salman; João Henrique Silva; Júlio Cezar Brandão; Getúlio de Oliveira Filho; Antonio Fernando Carneiro; Airton Bagatini e José Mariano de Moraes.	The work mentions the focus with respect to patient safety, as recommended by the World Health Organization (WHO), determining the relationship between adverse and avoidable conditions in surgery, and the implementation of the checklist as a verification tool before surgeries. The purpose was to develop a tool of actions of anesthesiologists and residents, which led to seven items of reliability and internal consistency.	2016	1
Análise da intensidade, aspectos sensoriais e afetivos da dor de pacientes em pós-operatório imediato (Analysis of the Intensity, Sensory and Affective Aspects of Pain in Patients in the Immediate Post-Surgical Period)	Alcione Carla Meier; Fernanda Duarte Siqueira; Carolina Renz Pretto; Christiane de Fátima Colet; Joselia Sonego Gomes; Cátia Cristiane Matte Dezordi; Eniva Miladi Fernandes Stumm.	The study aims at evaluating the pain of patients in the immediate post-surgical period by sensorial and affective aspects. A cross-sectional analytical method was adopted involving 366 patients; it was found that pain in the immediate post-surgical period is an important factor for research and attention to health professionals.	2017	0

Chart 1: Starting point

Source: Elaborated by the author (2019)

TITLE	AUTHORS	CONTEXT	YEAR	CITATIONS
Peri-surgical Care				
Enfermagem em centro cirúrgico: trinta anos após criação do Sistema de Assistência de Enfermagem Perioperatória (Nursing in a Surgical Center: Thirty Years after the Creation of the System of Peri-Surgical Nursing Assistance)	Rosa Maria Pelegrini Fonseca; Aparecida de Cássia Giani Peniche.	An integrative review study on nursing in the surgical center, in a time frame from 1978 to 2006, was conducted. The study resulted in the classification of six topics: "Pre-surgical visit", "Intersurgical care", "Post-anesthesia recovery room", "Post-surgical visit", "Instrument construction or validation", and "Patient perception". The articles discussed the adversities and easiness of the nursing staff in providing quality care. The need to humanize and individualize care was confirmed, contributing to the construction of knowledge and being a performance indicator for the professional nurse to develop collectively for patients and their families.	2009	43

Conhecimento e expectativas de mulheres no pré-operatório da mastectomia (Understanding and Expectations of Women in the Pre-Surgical Period of Mastectomy)	Pricilla Cândido Alves; Anna Paula Sousa Silva; Míria Conceição Lavinas Santos e Ana Fátima Carvalho Fernandes.	As the main issue of the study, concerns and expectations of breast cancer patients about surgery are raised. The hermeneutic-dialectic method was used, limited to three categories: feelings and expectations related to mastectomy, removal of breasts, and information about the surgery. The authors concluded that the patient experiences a pre-surgical period of great anxiety, fears, different feelings, and stress. The importance of emotional support is highlighted, together with the educational role of the professional to minimize disturbing emotional situations.	2010	10

Chart 1: Starting point

Source: Elaborated by the author (2019)

TITLE	AUTHORS	CONTEXT	YEAR	CITATIONS
Peri-surgical Care				
Prática do enfermeiro no cuidado ao paciente no pré-operatório imediato de cirurgia eletiva (Nurse Practice in Patient Care in the Immediate Pre-Surgical Period of Elective Surgery)	Adnairdes Cabral de Sena; Eliane Regina Pereira do Nascimento; Ana Rosete Camargo Rodrigues Maia.	The goal of this study was to analyze the care provided to patients in elective surgeries in the pre-surgical stage. A descriptive study with a qualitative approach was conducted. Findings revealed that most of the care is in guiding these patients with regard to the psychological aspect in disagreement with the methodology adopted in the hospital.	2013	8
Avaliação da intensidade e desconforto da sede perioperatória (Intensity and Discomfort Evaluation in Peri-Surgical Thirst)	Isabela Fernanda Larios Fracarolli; Lígia Fahl Fonseca; Patrícia Aron.	The purpose of this study was to evaluate the intensity and discomfort related to thirst and associated factors during anesthetic recovery, frequently reported by patients as a factor of dissatisfaction, generating anxiety in the peri-surgical stages.	2018	0

Source: Elaborated by the author (2019)

Chart 1 highlights the context in which each one of the articles used in this bibliographic research is presented, together with the respective titles, authors, year of publication of each article, and how many citations each article has, all separated by the keywords sought.

The article *Enfermagem em centro cirúrgico: trinta anos após criação do Sistema de Assistência de Enfermagem Perioperatória* (Nursing in a Surgical Center: Thirty Years After the Creation of the Perioperative Nursing Assistance System) can also be highlighted as having the greatest impact on scientific citations (43 times), with a theme closely linked to the biopsychosocial aspects of surgical patients, meeting the theoretical framework.

An important point that should be mentioned in the analyses is that scientific productions related to the personal satisfaction of surgical patients, with respect to the intrinsic aspects, are poorly referenced in the selected articles, which leads to orientating this study so as to contribute to the scientific community.

4.7 Words Highlighted in the Articles under Analysis

Jesus and Costa (2015) display an example of a "word cloud" made using the Wordle site. This created cloud

discloses the most repeated words in the articles examined herein. The model also works as an analysis of consistency of the text, as depicted in Figure 2.

Figure 2: Word cloud from the database

Source: Adapted by the *Wordle* (2019)

Words as in English:

- Abordagem – approach

- Estudo – study

- Hospital – hospital

- Cirurgia - surgery

- Visita – visit

- Segurança – safety

- Forma – form

- Enfermeiros – nurses

- Equipe – staff

- Trabalho – work

- Pacientes – pacients

- Qualidade – quality

- Quantitative – quantitative

- Assistência – care

- Método – method

- Descritivo - descriptive

- Enfermagem – nursing

- Resultados – results

- Assistenciais – assistential

The words displayed in Figure 2 are those that most often are found in the text of the analysis of the 16 articles selected to be part of this study. The words that are most frequently used are repeated in a larger number; as such, it is clear they also cover the keywords employed to achieve the search for articles in *Scielo*.

4.7 Identification of the Main Quality Attributes to Health Care

This section emphasizes important attributes in the care/caring relationship identified by the authors after the bibliometric method, according to Chart 2.

AUTHORS	MAIN ITEMS
Mileide Morais Pena; Marta Maria Melleiro.	Quality in care; Nursing staff.
Karine Lorenzen Molina; Gisela Maria Schebella Souto de Moura.	Nursing staff.
Priscila Fernandes Martins; Marcia Galan Perroca.	Quality in care; Guidelines on surgery; Guarantee.
Thais Vasconselos Amorim; Cristina Arreguy-Sena; Marcelo da Silva Alves; Anna Maria de Oliveira Salimena.	Nursing staff; Quality in care; Guarantee.
Ana Paula Patola Guerrero.	Reduction of anxiety; Occasion to answer questions.
João Manoel Rodrigues de Melo; Ana Maria Ribeiro Teixeira; Anabela Maria Santos Coimbra Novo; Marisa Maria Rebelo Pereira Figueiredo; Natália Assunção Branco.	Safety; Quality in care; Confidence; Calmness.
Chaves Sá, SP; Gomes do Carmo, T; Secchin Canale, L.	Nursing staff; Quality in care.
Ana Vanessa Deffaccio Rodrigues; Dagmar Williamowius Vituri; Maria do Carmo Lourenço Haddad; Marli Terezinha Oliveira Vannuchi; Willian Tiago de Oliveira.	Nursing staff; Quality in care; Guarantee; Confidence.
Elisiane Soares Novaes; Maricy Morbin Torres; Ana Paula Vilcinski Olivia.	Quality in care.

Chart 2: Attributes per author

Source: Elaborated by the author (2019)

AUTHORS	MAIN ITEMS
Thatianny Tanferri de Brito Paranaguá; Ana Lúcia Queiroz Bezerra; Gabriela Camargo Tobias; Ana Elisa Bauer de Camargo e Silva.	Quality in care.
Luis Antonio dos Santos Diego; Fabiane Cardia Salman; João Henrique Silva; Júlio Cezar Brandão; Getúlio de Oliveira Filho; Antonio Fernando Carneiro; Airton Bagatini e José Mariano de Moraes.	Safety; Risks of anesthetic and surgical procedures.
Alcione Carla Meier; Fernanda Duarte Siqueira; Carolina Renz Pretto; Christiane de Fátima Colet; Joselia Sonego Gomes; Cátia Cristiane Matte Dezordi; Eniva Miladi Fernandes Stumm.	Quality in care; Individualized attention.
Rosa Maria Pelegrini Fonseca; Aparecida de Cássia Giani Peniche.	Calmness; Confidence; Safety; Continuous improvement; Quality in care.
Pricilla Cândido Alves; Anna Paula Sousa Silva; Maria Conceição Lavinas Santos; Ana Fátima Carvalho Fernandes.	Occasion to answer questions.
Adnairdes Cabral de Sena; Eliane Regina Pereira do Nascimento; Ana Rosete Camargo Rodrigues Maia.	Safety.
Isabela Fernanda Larios Fracarolli; Lígia Fahl Fonseca; Patrícia Aron.	Welcoming; Comfort.

Chart 2: Attributes per author

Source: Elaborated by the author (2019)

Based on the analysis of Chart 2, the following items were observed to be the most repeated among the articles examined: Quality in care, ten times; Nursing staff and safety, five times each; Occasion to answer questions, three times; Guarantee, confidence and calmness, two times each; the others were only seen once.

The research revealed a considerable number of quality attributes in health services in accordance with the studies and authors, which emphasizes the need to identify patient satisfaction in surgical procedures.

V. CONCLUSION

The bibliographic review enabled the association of characteristics and quality attributes of health services with the two fundamental elements in surgical procedures: quality and safety. Surgical safety issues are widely known.

Hence, a global movement that embraces all systems for safer surgical care could save millions of lives.

Results indicate a set of inherent attributes to people and that, once they are achieved, they reach a level of personal satisfaction, given that they are essential to health-disease processes. It has become a challenge for hospital services. When it comes to the quality of surgical patients, safety is an item of priority.

The research made it possible to identify the most relevant criteria referenced in the literature about the quality in care of health services linked to the degree of surgical patient satisfaction in relation to nursing care, in addition to the aspects of a safe and comfortable condition.

By examining results, the following keywords were identified: "Quality in nursing care"; "Pre-surgical visit"; "Quality in surgical nursing care"; and "Peri-surgical care", the one with the highest number of articles found was "Quality in nursing care", with 115 articles, of which three were selected. In contrast, "Quality in surgical nursing care" sought 12 articles, of which six were utilized.

Given the result of the 16 articles verified from 2009 to 2019, in 2016, there was a focus on the largest number of articles, with four, followed by 2014, with three, 2012 and 2017, with two. In 2009, 2010, 2011, 2013, and 2018, only one article was found, and, in 2015 and 2019, no articles were found.

With regard to the authors mentioned in this study, it can be listed 51 among them. Among them, what stands out most in a number of publications is Marcelo da Silva Alves, with 79 publications, followed by Cristina Arreguy-Sena, with 78 publications. Portuguese was the language that distinguished itself, with 13 articles analyzed.

Regarding the origin of publications on the subject, eight journals and one thesis were selected. Among the eight, the *Acta Paulista de Enfermagem* was highlighted and brought four articles. At the same time, the most significant impact factor in citation documents was the Millenium-Journal of Education, Technologies, and Health, with1.499 in factor, while the Scientific Journal Ranking (SJR) was represented in the *Revista da Escola de Enfermagem Anna Nery*, with 0.999.

Among the 16 selected articles, the article *Enfermagem em centro cirúrgico: trinta anos após criação do sistema de assistência de enfermagem perioperatória* (Nursing in the Surgical Center: Thirty Years after the Creation of the Peri-Surgical Nursing Care System) has greater relevance, with 43 citations. For each of these articles, essential items for the quality of health care were found. In this way, the item

that most appeared in the articles, "Quality in care", was found ten times.

For this reason, the webibliomining method is particularly significant in the enhancement of students and researchers who would like to expand their knowledge. This method has already been used in a number of works. The exchange in the literature collection, with autonomy in choosing the database, was accessed, in this study, by the *Portal de Periódicos da Capes*.

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