

The Importance Audit of Pharmacist in the management of a Hospital Unit

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Abstract— The audit is a management tool that is used in order to evaluate the quality of care and the costs of providing such activity where healthcare professionals, especially nurses in the hospital is meeting the needs of health care institutions in the control of factors causing high cost processes, and user of most consumables and must have attention to the costs involved in the care process, in order to ensure the provision and suitability of materials for use and, especially, the quality of care for nursing. nursing audits in running a hospital. The methodology used was the present work it is a survey of literature review, qualitative, exploratory. Was held consultation papers through the variables, where the search was made through the SciELO, Brazilian Journal of Nursing, Electronic Journal of Nursing. The collection of articles was conducted in the period 2005-2013. Searches were conducted in Portuguese. References were selected by date, being included in the study publications found within the period of the last ten years. The articles were previously selected by reading their titles and were subsequently held a critical reading and reflective summaries to eliminate items that do not correlate with the objective of this work. The nursing audit is taking new dimensions over the years and showing its importance in the hospitals. The articles were previously selected by reading their titles and were subsequently held a critical reading and reflective summaries to eliminate items that do not correlate with the objective of this work. The nursing audit is taking new dimensions over the years and showing its importance in the hospitals. The articles were previously selected by reading their titles and were subsequently held a critical reading and reflective summaries to eliminate items that do not correlate with the objective of this work. The nursing audit is taking new dimensions over the years and showing its importance in the hospitals.

I. INTRODUCTION

Auditing emerged in Italy in the 15th and 16th century, originating from the accounting practices of commercial bookkeeping. The development of accounting

audits was driven by the capitalist mode of production where financial control was used to account for expenses and gains in a business (PINTO apud MELO, 2010).

According to DIAS et al (2011), quality care and increased competitiveness among organizations that provide services in health services increased the demand for professional nurses who audit hospital bills.

In view of this, JÚNIOR apud MATSUDA (2011) reports that quality management is summarized in greater productivity, satisfaction, participation of customers and workers, stimulating creativity and teamwork. The interest in the subject arose from the reading of scientific articles, where we became aware of the importance and benefits of the nursing audit in the control of material resources and in the quality of care provided, bringing satisfaction to users. Therefore, the objective of this work is to evaluate the importance of the nursing audit in the management of a hospital unit.

II. METHODOLOGY

The present work is a research of bibliographical revision, qualitative, of exploratory character. Scientific articles were consulted through the variables, where the search was made through Scielo, Revista Brasileira de Enfermagem, Revista Eletrônica de Enfermagem. The collection of articles was carried out in the period of 2005 to 2013. Searches were carried out in Portuguese. Articles were selected by date, and publications found within the last ten years were included in the study. The articles were previously selected by reading their titles and later a critical and reflective reading of the abstracts was carried out in order to eliminate articles that did not correlate with the objective of this work.

III. DEVELOPMENT

Auditing began in the health area in the 20th century, where it was used as a tool to verify care quality, control, regulate the use of health services and directing its focus to cost control PINTO & MELO (2010).

According to CAMELO et al (2009), in 1990 Brazil had the need to create the National Audit System - SNA, through Law nº 8080, known as the Organic Health Law. In 1993, Law No. 8689, of July 27, 1993, established as competence the monitoring, inspection, control, technical, scientific, accounting, financial and patrimonial evaluation of health actions and services.

For PINTO & MELO (2010) auditing is a practice originating in accounting, which emerged between the 15th and 16th centuries, in Italy, from practices of commercial bookkeeping. The development of accounting audit was driven by the capitalist mode of production, which used it as a financial control tool, for accounting for the expenses and gains of a business.

DIAS et al (2011) reports that the word audit originates from the Latin *audire* which means to listen. However, the term can be better explained by the English word *audit*, which means to examine, correct and certify. With that the audit means evaluating systems actively and formally an activity and determine whether it is being carried out in accordance with its objectives.

Auditing can be classified into two types: the retrospective and the operational or recurrent. The retrospective audit is performed after the patient is discharged and uses the medical record for evaluation. The operational or recurring audit is done while the patient is hospitalized or in outpatient care (SETZ et al. INNOCENZO, 2009).

That is why hospital institutions, especially those in the private sector, concerned with the competitive environment and maintaining space in the market, have advanced in the development of computerized materials management systems that allow greater control in the purchase and distribution of materials, have collaborated for the cost reduction. In the hospital area, there are few studies that report on the computerization of material management, being necessary to develop research on this subject (PASCHOAL et al CASTILHO, 2010).

The most used system are the medical records, which contain written patient information that reflects the care and treatment provided during hospitalization. Everything must be recorded from the patient's evolution, reactions and concerns, using terms that clearly explain the facts. The nursing team must provide the time to make the records in the medical record of each patient, as they are part of the legal responsibilities of nursing (SETZ et al. INNOCENZO, 2009).

According to JÚNIOR et al MATSUDA (2011) participation in hospital administration is important, the planning and implementation of programs aimed at humanization and the allocation of incentives to the training of clinical competences and training of the nurse's managerial practice are also fundamental requirements for the development of health quality.

All assistance provided must be recorded in the patient's medical record, which is important for the ethical and legal support of the professional responsible for the care, as well as the patient. When this record is scarce or inadequate, it compromises the care provided to the patient as well as the institution and the nursing team. Impossible to ensure safety and the perspective of patient care, in addition to the difficulty in measuring the care results arising from the nurse's practice (SETZ et al. INNOCENZO, 2009).

Several programs and policies were created in Brazil to encourage the improvement of the quality of hospital services, even without specifically using the Quality Management approach (JÚNIOR et al MATSUDA, 2011).

Annotation is also a way to improve the quality of hospital services, as it facilitates nursing communication, taking into account that its purposes are: to establish effective communication between the team and other professionals involved in caring for human beings; serve as a basis for the elaboration of the care plan for the patient; constitute a source of subsidies for the evaluation of the assistance provided; serve to monitor the patient's evolution; constitute a legal document, both for the patient and for the nursing team regarding the care provided; contribute to nursing auditing and collaborate for nursing teaching and research. Nonetheless, (SETZ et al. INNOCENZO, 2009) also classifies the audit in terms of: the form of intervention (internal and external); time (continuous and periodic); the nature (normal and specific) and the limit (total and partial).

According to JÚNIOR et al MATSUDA (2011), the search for quality in health services is characterized as a worldwide phenomenon, with a focus on the need to meet the growing demand of users for improvements in care, has raised numerous discussions and investigations.

Therefore, the audit will not only indicate the flaws and problems, but also point out suggestions, solutions, reviewing and controlling to inform the administration about the efficiency and effectiveness of the programs under development, thus assuming an eminently educational character (SETZ et al. INNOCENZO, 2009).

In Brazil, the first work developed to improve the quality of hospital services was in 1935, where the Hospital Inquiry Form, proposed by the physician Odair Pedroso, was used, which specified how the organization of a hospital institution should be at that time (JÚNIOR et al. MATSUDA, 2011).

The health sector, after the globalization of the country's political-financial scenario, began to look for new alternatives for management, focusing on the need for health organizations to adapt to an increasingly competitive market. (CAMELO et al, 2009).

Faced with these issues, administrators of health organizations have increased interest in controlling costs and improving material management systems (PASCHOAL et al CASTILHO, 2010).

It is important to emphasize that the agents who work in this health work process, where nursing stands out for being a professional category that assumes activities

such as: care, monitoring, educational practices and administration of health services. Knowing that the history of this category is marked by religious influence, distinction of the female gender and relationship with medicine while structuring a field of scientific knowledge (ALVES et al 2011 apud MERHY 2007 apud LIMA 2005 apud MOREIRA 1999).

With that the main objective of health care services is to provide the best possible quality, with effectiveness, efficiency, equity, acceptability, accessibility and suitability. Cunha proves that nursing is in a privileged place within institutions to act in this context, because, among health workers involved in care and treatment, nursing is the only category that remains 24 hours assisting the client (CAMELO et al. , 2009).

The nurse in this work process acts as an integral social part of collective health work, where it is composed of two complementary dimensions: assisting and managing. To assist the nurse, the object of intervention is the needs of nursing care and, as a purpose, comprehensive care; And to manage the object of work, the organization of work, human resources in nursing, the means and instruments are the different administrative knowledge, materials, equipment and installations, in addition to the technical instruments of management, such as: personnel sizing, planning, education continuous/permanent, supervision, performance evaluation, which are used in order to create and implement adequate conditions for the production of care and performance of the nursing team (SANTOS & LIMA, 2011).

Therefore, nursing is strongly marked by teamwork and acquires, in modernity, a role focused on care and focused on the rationalization of actions and guided by biomedicine (ALVES et al 2011 apud MOREIRA, 1999).

There needs to be quality in nursing services, to contribute to the process of restoring the client's health, improving living conditions, guidance on self-care, simplification and safety in nursing procedures, but also the result of the hospital product, measured through the quality of documentation and registration of all nursing actions. The quality of the record of care actions reflects the quality of care and work productivity. And, with these records, build better care practices, in addition to implementing actions aimed at improving operational results (SETZ et al. INNOCENZO, 2009).

Thus, health work involves nursing to assume the role of a vehicle for the materialization of care, being able to make encounters with the other, potential moments that contribute to the improvement of the health situation of

individuals. Nursing care must be managed in order to develop technical-scientific and leadership skills to manage work, staff and assist patients (ALVES et al 2011 apud SPAGNOL, 2002).

SANTOS & LIMA, (2011) states that the nursing process confirms the nurse's role as care manager, as it allows the implementation of a nursing care plan and a constant assessment of care. Thus, nurses can favor the qualification and better direction of nursing care in the search for specific results aimed at meeting the individual's needs.

the audit is a management tool that is used in order to assess the quality of care and the costs resulting from the provision of this activity where health professionals, especially nurses, use it (DIAS et al, 2011).

In 2001, the Federal Nursing Council approves the activities carried out by the auditing nurse through Resolution n. 266/01 (MINISTRY OF HEALTH, 2005 apud PINTO E MELO, 2010).

The first audit carried out in the health sector was in 1918 with the objective of evaluating medical practice (CAMELO et al 2009).

In Brazil, nurse auditors will be able to contribute to the optimization of physical and material resources available in health services and to develop people, improving, in addition to the planning and technical execution of the work, the cost-benefit ratio for the patient, the hospital and the purchaser of health services. The audit is an educational process, it provides subsidies for the implementation and management of quality care (PINTO E MELO, 2010).

Planned health care includes not only the relationship between nurses and users, but also with the relatives of patients/companions of patients, as it is up to these professionals to decide on their entry and stay in the emergency service. Therefore, the presence of family members of patients in the emergency department is a controversial issue among nurses (SANTOS & LIMA, 2011).

In the hospital context, the nursing audit comes to meet the needs of health institutions in the control of factors that generate high-cost processes, being a user of most consumables, paying attention to the costs involved in the care process, in order to ensure the provision and adequacy of materials use and, especially, the quality of nursing care. The nursing audit is responsible for identifying deficient areas of nursing services, providing concrete data for decisions to be taken in relation to the relocation and increase of personnel, enabling the improvement of nursing care (DIAS et al, 2011).

In the management of nursing actions, the nurse is primarily responsible for organizing the work process of his team. Therefore, the insertion of nursing in management initiatives aimed at quality is a necessary condition because the whole process requires planned, structured and continuous actions, aimed at serving the user in a welcoming and resolute way (JÚNIOR et al MATSUDA, 2011).

Thus, when managing care, the focus of professional actions must use administrative processes with technologies, through direct actions with users or through delegation and articulation with other professionals in the health team. When the nurse manages care, he plans, delegates or does it, when he foresees and provides resources, trains the nursing team and interacts with other professionals, occupying spaces of articulation and negotiation in favor of achieving care improvements (SANTOS et al. LIMA, 2011).

PASCHOAL et al CASTILHO (2010), point to the need to adopt cost management systems to contain expenses and at the same time maintain services performed with quality and efficiency.

It is essential for quality health care to occur, that the service has adequate physical, human and material resources and values the affective bond as a link in the user-worker relationship (JÚNIOR et al MATSUDA, 2011).

It is impossible to talk about management of work processes and not talk about leadership, as it is one of the main instruments used by nurses to coordinate and articulate the activities that involve the production of health and nursing care, as well as the professionals who perform them (SANTOS et al. al LIMA, 2011).

To promote quality, it is important that nurses develop care strategies aimed at satisfying professionals based on the recognition of the worker's contributions to the work performed; organization of norms and values and; the establishment of alliances and pacts between the team (JÚNIOR et al MATSUDA, 2011).

The health work process is carried out through a dynamic, relational production activity that brings together different types of technologies (therapeutic conducts, instruments and tools) and is fulfilled, by the creative intervention of the worker, being evaluated as a live work in act. (ALVES et al 2011 apud MERHY, 2007).

IV. CONCLUSION

The audit is highlighted as an extremely important process in the management of hospital services, identifying

possible problems, pointing out solutions and enabling improvement in the quality of care provided.

In hospital services it is impossible to talk about auditory and not talking about Nursing, which has contributed a lot in this new role that was recognized by the Federal Council of Nursing in 2001, which approves its activities through Resolution no. 266/01.

In view of this, health systems began to realize how auditing in nursing could bring benefits to organizations in order to adapt to a more competitive market.

THE Auditing in nursing will not only indicate the difficulties, but systematically evaluate the programs under development, as organizations are looking for trained professionals to control costs and provide users with a better quality of life.

in However, it can be seen that this study was very important and relevant, as it showed one more capacity of the professional nurse to act as an auditor in the job market, where they can make a lot of difference in a hospital institution and in the entire administrative process of an institution.

Finally, the users of these hospital institutions need to be attended with quality, equity, accessibility and that the service can contribute to better living conditions for their clients, emphasizing that the nursing class is the most adequate for this assistance, as it is the only category that remains 24 hours watching your customer.

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