

Chapter 50

Experience report: nursing consultation in LIBRAS elaborates in a illustrative video SAE/CTA

  10.56238/tfisdwv1-050

Thayane Mikaelly dos Santos Martins

Thaisy Luanna Chaves Conceição

Karol do Socorro Pereira de Miranda

Leopoldo Silva de Moraes

Eduardo Padilha Barros

Joyce Almeida do Espírito Santo

Luiza Raquel Tapajos Figueira

Clea Suely Pinheiro de Almeida

ABSTRACT

The care of patients with hearing loss by the health professional requires differentiated instruments that

guarantee the quality of the health service. The need for new technologies in the nursing professional sphere is related to the improvement in the quality of services. Verbal and nonverbal communication is essential for the realization of health care in nursing so that the recipient and the sender can transmit the meaning of the message, regardless of the code and communication channel. Activity elaborated in the discipline of Nursing Relationship and Communication had as main factor to show students the importance of a qualified nursing professional and that many of the times its differential will be in communication. The methodology used for the performance was a video and script produced by undergraduate nursing students. The theme used was a nursing consultation at Língua Brasileira de Sinais (LIBRAS) at Sistema Único de saúde (SUS) in a SAE/CTA SAE/CTA Testing and Counseling Center.

Keywords:

Technologies, Nursing and Communication.

1 INTRODUCTION

This report presents an intervention experience for health promotion, patient safety and quality in nursing consultations in pounds.

The activity in question was carried out by a group of students from the 4th semester of the undergraduate nursing course of the Ideal College - Faci Wyden.

In view of the above, this activity was presented, whose application occurred in April 2022 at the Ideal College – Faci Wyden. The initiative was based on the discipline of Nursing Relationship and Communication taught by Professor Leopoldo Silva de Moraes who had an integral vision that considered people in the context of their daily life, in the family, in the community and in society; and turned to issues related to health promotion, involving the importance of adequate and accurate communication regardless of which situation, ensuring quality care for patients with hearing impairments.

Considering human rights, the person with disabilities has the right to enjoy all the necessary conditions for its full development. When the hearing impaired seeks care in a health unit, they are at a barrier, because most professionals are not able to care for this public, often the deaf must be with a companion to report what is happening at that moment.

Communication is a basic human need and, therefore, determines and performs the care of the expressive area of patient care. It is through successful communication that one defines the service will be

quality and humanized. The concern about the importance of nursing consultations to deaf patients mediated by translators arose after dialogue in the classroom in the aforementioned discipline citation to the north. The proposed theme is justified by the need to arouse the interest of nursing professionals and academics about the search for knowledge and practices in LIBRAS.

2 GOALS

2.1 GENERAL OBJECTIVE

To show the importance of knowledge in the Portuguese Language - LIBRAS to nursing professionals and academics.

2.2 SPECIFIC OBJECTIVE

- Identify the main communication difficulties of a nursing care in Portuguese;
- Understand the importance of adequate communication for humanized care

3 DEVELOPED ACTIVITY

This is a descriptive study of the type of experience report, which exposes aspects experienced by nursing students of the Ideal College - Facci in the preparation of a video of a nursing consultation in Portuguese.

The video portrays a 28-year-old patient with a companion who had sex without condoms in less than 24 hours who goes in search of care at a SAE/CTA Testing and Counseling Center in the municipality of Belém do Pará.

In the production, the students portray a care in which the reception (reception) to the nursing office the patient had a humanized and accessible care because all of her care was done in Portuguese without any complications and difficulties in communication and interaction with nursing professionals.

In a nursing consultation the client reported what happened in Portuguese and the nurse in Portuguese also developed the consultation, making guidance on the importance of using condoms in any sexual intercourse, rapid tests and guidance of next steps to be followed.

As the students did not have the knowledge in Portuguese the production was done with the aid of a translator application in which they trained before the official recording.

It was produced on Saturday, April 23, 2022-09:00 in the laboratory of The Ideal College – Facci Wyden.

4 RESULTS AND DISCUSSION

It is perceived the need to provide adequate health care to people with hearing or deaf disabilities, but there are few nurses and employees of institutions qualified for this function, with dependence on the interpreter, who in many situations does not always exist available. A deepening of the understanding of Libras by professionals and the availability of interpreters would facilitate communication, bringing the

opportunity to ensure quality care for users to those with hearing or deaf disabilities, making the principle of equity so discussed in the field of collective health valid.

The failure to communicate between these actors jeopardizes the care provided (care), which may impair the bond (welcoming), diagnosis and therapy to be selected, besides generating discomfort in those involved in care. It is necessary that health professionals acquire knowledge in LIBRAS, through specific discipline in the curricular matrix of undergraduate and continuing education programs in health services in order to strengthen ties with visually impaired people and provide assistance within the principles and guidelines required (universalidade, integralidade and equidade) by the General Health System.

5 FINAL CONSIDERATIONS

The care of people with hearing or deaf disabilities depends on communication, such as the use of signs. The importance of the elaboration and implementation of public policies aimed at accessing deaf people to health based on Law 8080/90 is emphasized, thus complying with the guidelines recommended in the SUS ordinances.

The ineffective communication and the feeling of inadequacy that this causes in the hearing impaired, removes them from the health system, and can cause problems to their health due to lack of care, prevention and treatments. Therefore, this becomes a theme to be worked on in health courses and offered training for future professionals and those already working.

REFERÊNCIAS

BRASIL. Subchefia para Assuntos Jurídicos. Decreto nº 3.298 de 20 de dezembro de 1999. Regulamenta a Lei no 7.853, de 24 de outubro de 1989, que dispõe sobre a Política Nacional para a Integração da Pessoa Portadora de Deficiência, consolida as normas de proteção, e dá outras providências.

Brasília: Ministério da Justiça, 1999. BRASIL. Subchefia para Assuntos Jurídicos. Decreto nº 3.298 de 20 de dezembro de 2004. Regulamenta as Leis nºs 10.048, de 8 de novembro de 2000, que dá prioridade de atendimento às pessoas que especifica, e 10.098, de 19 de dezembro de 2000, que estabelece normas gerais e critérios básicos para a promoção da acessibilidade das pessoas portadoras de deficiência ou com mobilidade reduzida, e dá outras providências. Brasília: Ministério da Justiça, 2004.

CHAVEIRO, N.; BARBOSA, M. A.; PORTO, C. C.; MUNARI, D. B.; MEDEIROS, M.; DUARTE, S. B. R. Atendimento à pessoa surda que utiliza a língua de sinais, na perspectiva do profissional da saúde. *Cogitare Enfermagem*, 2010.

L'ABBATE, Solange. A análise institucional e a saúde coletiva. In: *Ciência & saúde coletiva*, vol.8 no.1 Rio de Janeiro, 2003. Disponível em: http://www.scielo.br/scielo.php?script=sci_arttext&pid=S1413-81232003000100019

OLIVEIRA, I.C.A. de, et al. A língua brasileira de sinais na formação dos profissionais de enfermagem, fisioterapia e odontologia no estado da Paraíba, Brasil. *Interface (Botucatu)* [online]. 2012, vol.16, n.43, pp.995-1008. Epub Dec 04, 2012. ISSN 1807- 5762. <http://dx.doi.org/10.1590/S1414-32832012005000047>.

PÁSCOA, F. R. B.; QUEIROZ, A. P. O.; ROCHA, E. da S. N.. LIMA, F. E. T. Importância da Linguagem de Sinais para Assistência à saúde dos pacientes Surdos: Estudo Bibliográfico. In: CONGRESSO BRASILEIRO DE ENFERMAGEM, Fortaleza. Anais Fortaleza: [s.n.], Dezembro 2009. p. 4606-4609.