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USER SATISFACTION IN BASIC CARE IN BRAZIL: KNOWLEDGE SYNTHESIS

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ABSTRACT

Understanding the different perspectives reaffirm the guidelines advocated in the Primary Care area, especially in identifying user satisfaction. The Basic Health Units in Brazil play a central role in guaranteeing the population access to quality health care. The present investigation is a narrative review of the literature that aimed to Analyze what has been produced in the scientific literature about the satisfaction of users in the services offered in Primary Care - Primary Health Care. Latin American and Caribbean Health Sciences Literature (LILACS) and the sample of this review five articles. Achieving the quality of Health Services has been reported as one of the main challenges and problems related to assistance in the context of Primary Care, being the user one of the main evaluators of this process through what is offered. Thus, observing productions involving this one is fundamental for the strengthening of the Primary Care care model, and, above all, to identify vulnerable points of the service provided.

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INTRODUCTION

The struggle for care and better health conditions in Brazil has required a deep awareness of social determinants as well as inequalities in access to health services. The structuring of the Unified Health System (SUS) goes through, every day, a modernizing and democratizing process of transformation in the legal, political-institutional and political-operative fields, in order to contemplate the health of citizens (HARTZ, SILVA 2005). In the Brazilian context, the formulation of community-related care models took place during the 1990s, which Primary Care (PH) introduced with the Community Health Agents Program (PACS) and the Family Health Program (PSF). Thus, the implementation of the Family Health Strategy (FHS) guided the qualification demands of the primary care offered to the population, making it necessary not only the development and implementation of tools that would allow the assessment of the implementation of the Strategy permanently, to guide the decision-making process was agile but, above all, positioned the user as a collaborator in improving this process through social participation. PHC has as responsibilities the functions of welcoming users, bonding and co-responsibility for the attention to their health needs. Thus, it must assume that the Basic Health Unit (UBS) should receive and listen to all people who seek them, universally and without barriers to access. In addition, it should function as the first regulatory instance for higher technology density services (BRASIL, 2012).

Thus, historically the theoretical approaches found to understand the satisfaction of health service users are predominantly approaches of the school of social psychology, with a markedly North American side (LINDER, 1982). Moreover, in a recent study Turrís (2005) states that the concepts currently offered allow us to only construct a limited checklist approach to achieving patient satisfaction rather than to develop an understanding of broader questions about individual experiences concerning patients' health services. The author highlights the need to use different theoretical lenses to understand user satisfaction, considering different values, beliefs and worldviews, without which researchers will continue to select the "most obvious" indicators for measuring satisfaction. Given this, the following study has as its guiding question: What has been produced in the scientific literature about the satisfaction of users in the services offered in Primary Care - Primary Health Care?

Thus, the general research objective is: To analyze what has been produced in the scientific literature about the satisfaction of users in the services offered in Primary Care - Primary Health Care?

MATERIALS AND METHODS

This study was characterized as a narrative literature review research. For Atallah and Castro (2005) this review method aims to describe and / or discuss the development or "state of

the art” of a given subject, from the theoretical or contextual point of view. Basically, they are the analysis of the literature published in books, articles of printed and / or electronic magazines, in the interpretation and personal critical analysis of the author. For Cordeiro et al. (2007), the narrative review, presents itself as a freer, more open theme, because its research question is broader, not requiring a rigid protocol for its elaboration. In this context, searches for sources are not predetermined but less comprehensive. Thus, the following inclusion criteria were listed to guide the search for articles: full studies available online free of charge, articles published in Portuguese, Spanish and English, we chose not to perform a temporal cut-out since there was no conceptual framework. Exclusion criteria for selecting the publications of this study were: abstract publications, review studies, studies on discussions and reflections, articles that were repeated in the chosen bases and publications in international journals and in other languages. In this sense, we sought to answer the following question: What has been produced in the scientific literature about the satisfaction of users in the services offered in Primary Care - Primary Health Care?

The research was conducted at the Virtual Health Library (VHL) in the LILACS Databases (Latin American and Caribbean Health Sciences Literature). To select the articles, descriptors registered in the DECS (Health Sciences Descriptors) were used, using the following research strategy: “user satisfaction” [Subject Descriptor] AND “health assessment” [Title, word and subject] AND “primary care” [Subject Descriptor] OR “primary health care” [Subject Descriptor]. The research was conducted from May 2018 to June 2018. A flowchart (Figure 1) and a synoptic table were created, composed by code A (article) followed by the numeral indicating the order found in the database. (A1, A2, A3, A4 and A5), article title, authors, purpose, results, conclusions and corresponding to their reference. For analysis of the obtained data, the operative proposal of Minayo (2014) was used. The method proposes three steps for analysis of the results: pre-analysis, material exploration and interpretation. The pre-analysis, or arrangement phase, corresponds to the organization of the information obtained in the interviews and the resumption of the research proposal. This stage is subdivided into three sub-phases: floating reading, corpus constitution and formulation and reformulation of hypothesis and objectives (MINAYO, 2014). The research findings were grouped into three categories: “Quality of Health Care as a Primary Health Care Assessment Tool”, “Analysis of User Satisfaction as a Service Improvement” and “Envisioning Possibilities through User Satisfaction in Health Care”. Primary Care”.

RESULTS AND DISCUSSION

In the present narrative review, a result of 305 productions in LILACS was obtained according to the aforementioned search strategies. Taking into account the inclusion and exclusion criteria, 14 articles were selected. After reading their title and summary, those who did not specifically address the topic were excluded, thus the corpus of this study is composed of 05 articles in total. It was found that 05 articles were published in national journals. Among the articles included in the narrative review, these were published in journals that have scope related to debates, analyzes and results of public health and collective health investigations. Regarding the title, most authors are teachers (masters and or doctors) but also service

professionals have a prominent percentage in relation to other titles. The other non-teaching authors are: undergraduates, specialists, master's students and doctoral students. It was observed that some of the studies were developed in the Northeast region, a fact that may be justified by the history of implantation of Family Health models in this region. We found that the articles present the objectives of the study clearly, that is, enable the reader to understand easily; four do not adequately report the study objectives. In addition, the articles the methodology was well delineated, providing the reproduction of studies in other locations.

Category I: Quality of Health Care as a Primary Health Care Assessment Tool

Through the selected sample, it was observed that quality of care is linked to the evaluation process, ie, it is a tool in planning and decision making. In this sense, for the user to become an active subject in the process of building their health, it is essential to evaluate the services they receive and, when satisfied with them, the formation of links between user and service is based on respect for the principles and guidelines that guide the health system in force in the country ensuring higher quality in the service offered (A2) (A3). Studies indicate that quality is understood as a social construction, produced based on the demands of the subjects involved, suffering direct interference from the historical, political, economic, technological and cultural context being a broader product than merely an indicator (A1) (A2) (A4). In view of this, it was observed that in the selected articles, quality equals a method of evaluation to the user, considering the offer of services and their geographical distribution, the availability and quality of human and technological resources, the financing mechanisms, the care model and information about the system. Thus, the organization of services based on the provision of actions that tends to surpass the traditional forms of production of health actions is shown as a beacon of primary care actions (A3) (A4).

Category II: User Satisfaction Analysis as a Service Improvement

It is explained in this category, the appreciation and contentment with the improvement of the service is allied from the point of view of health services offered by AB, once guaranteed care related to: pregnancy and vaccination, or because of the difficulties of being the primary service. most viable by the situations experienced by the population reflects in quality. However, regarding dissatisfaction, several aspects are observed, such as: the organization of the service provided, especially the issue of access to health services, which is often impeded by the limited number of tokens for care due to the high demand (A2). In this sense, the effectiveness of users' access to health facilities and the commitment of professionals to promote comprehensive, humanized and resolute care are essential for strengthening primary care as a model for reorienting the health system base (A1) (A3). Added to this context the user participation, although not understanding many aspects that involve the AB, can already realize the importance of their actions, which bring health closer to the population, demonstrating appreciation of many actions developed in this model. attention such as health education, social mobilization, dentistry, community health agents (CHA), home visits, etc. This contributes to the solidification of this health model, as the population is already beginning to

Chart 1. Synoptic chart referring to the articles selected in the LILACS Database, Porto Alegre, RS, 2019

	Title	Objective	Results	Conclusion	Reference
A1	Características dos atendimentos e satisfação das mães com a assistência prestada na atenção básica a menores de cinco anos em Fortaleza, Ceará.	To describe aspects related to access dimensions, characteristics of care and factors associated with mothers' satisfaction in Fortaleza, Ceará.	Most of the alleged reasons for the consultation were due to illness and, to a greater extent, performed by doctors; Two thirds of the mothers reported having been satisfied with the last care received by the child. The main factors associated with this satisfaction were: the professional having treated the mother / child by name, the care occurred on the day the mother needed it and the waiting room of the unit to have entertainment. Access to primary care was well evaluated and considered as a positive point.	User satisfaction is related to the relationship established with health professionals, but the organization of the service and the infrastructure of the units are still considered weaknesses.	MACHADO, Márcia Maria Tavares et al. Características dos atendimentos e satisfação das mães com a assistência prestada na atenção básica a menores de 5 anos em Fortaleza, Ceará. <i>Ciênc. saúde coletiva</i> [online]. 2012, vol.17, n.11, pp.3125-3133. ISSN 1413-8123. http://dx.doi.org/10.1590/S1413-81232012001100028 .
A2	Estratégia Saúde da Família: Avaliação e motivos para busca de Serviços de Saúde pelos usuários	Know the evaluation of users about family health services and identify the main reasons that lead them to seek such services.	It was found that the users of the FHS have great dissatisfaction, especially regarding the organization and access to health services, assessing family health as inefficient, despite bringing health closer to the population, especially through home visits. It was also evidenced that there is a search for the service predominantly supported by the curative view and the acquisition of medicines.	The subjects evaluate the organization and the access to the health service as unsatisfactory, but value the actions, when there is bonding with the health team. However, there is still demand for health services, based on drug search and medical consultation. Thus, it is necessary to improve the services of the Family Health Strategy in Crato, in order to ensure quality, accessibility and greater resolution of health services.	BARBOSA, Loeste de Arruda, DANTAS, Ticiano Magalhães, OLIVEIRA, Cleide Correia de. Estratégia Saúde da Família: Avaliação e motivos para busca de Serviços de Saúde pelos Usuários. <i>Rev Bras Promoç Saúde</i> , Fortaleza, 24(4): 347-354, out./dez., 2011. Disponível em: http://www.unifor.br/images/pdfs/rbps/artigo8_2011.4.pdf
A3	Regulação do acesso ao cuidado na atenção primária: Percepção dos usuários	To discuss users' perceptions about the offer and the resolution of regulation of access to care in the context of primary health care in Fortaleza / CE	Participants reported easy access to appointment scheduling, high problem resolution, and effectiveness of the referral and counter-referral system. The main limitations mentioned refer to the difficulties in relationships between professionals and users.	It was concluded that user satisfaction is related to the facilitating characteristics of the service and the quality of the service provided.	SOUZA, Elizabete Cristina Fagundes de et al. Acesso e acolhimento na atenção básica: uma análise da percepção dos usuários e profissionais de saúde. <i>Cad. Saúde Pública</i> [online]. 2008, vol.24, suppl.1, pp.s100-s110. ISSN 1678-4464. http://dx.doi.org/10.1590/S0102-311X2008001300015 .
A4	Resolutividade da assistência e satisfação de usuários da Estratégia Saúde da Família	To analyze users' views on the resoluteness of care of a Family Health Unit and the relationship with their satisfaction.	The results showed that always or most of the time the service solved problems of 61.3% of users. Users' view of resoluteness is related to their perception of solving their health problems and, for some, is associated with obtaining referrals to specialized care. There is a relationship between finding resoluteness always or most of the time and being very satisfied.	It is concluded that user satisfaction and their view on the resoluteness of care contribute to the organization and improvement of health services.	ROSA, Raquel Borba; PELEGRINI, Alisia Helena Weis and LIMA, Maria Alice Dias da Silva. Resolutividade da assistência e satisfação de usuários da Estratégia Saúde da Família. <i>Rev. Gaúcha Enferm. (Online)</i> [online]. 2011, vol.32, n.2, pp.345-351. ISSN 1983-1447. http://dx.doi.org/10.1590/S1983-14472011000200019 .
A5	Avaliação da satisfação do usuário do Programa de Saúde da Família na zona rural de dois pequenos municípios do Rio Grande do Norte	To evaluate user satisfaction regarding the care of the Family Health Program (PSF) of two small municipalities of Rio Grande do Norte. A Case Study was conducted between October and December 2007 using 4 focus groups with 60 users.	The results showed that the service always or most of the time solved problems of 61.3% of users. The users' view of resoluteness is related to their perception of solving their health problems and, for some, is associated with obtaining referrals to specialized care. There is a relationship between finding resoluteness always or most of the time and being very satisfied. The results showed: perception of health needs as assistance; lack of knowledge of the program; satisfaction with expanding access; quality improvement; bond; host; and home visit. The reason for dissatisfaction was the discontinuous presence of teams and the lack of health centers. Actions of social promotion and control were virtually nonexistent, directing claims to local politicians.	It was concluded that there was no conversion, but reproduction of a simplified care model, neither articulated with promotion nor with health as a social right.	UCHOA, Alice da Costa et al. Avaliação da satisfação do usuário do Programa de Saúde da Família na zona rural de dois pequenos municípios do Rio Grande do Norte. <i>Physis</i> [online]. 2011, vol.21, n.3, pp.1061-1076. ISSN 1809-4481. http://dx.doi.org/10.1590/S0103-73312011000300016 .

understand the importance of developing these actions for health improvement (A2). The contradictions identified in these reports show that there may be some distance between the team and some users, which may negatively affect their health status, since dissatisfied users tend not to adhere to the prescribed treatment and not continue to use the services. health (A3). Still, the existence of entertainment for the child in the waiting room. The treatment by name is intrinsically related to the dimension of subjectivity of the human being. It reflects the importance that the professional, and therefore the society attaches to the patient, and that considers him or her as part of the system. In this sense, this situation is strongly related to the issue of citizenship. Regarding the existence of entertainment, it can be understood in a similar way. In this case, importance is attributed to the child and his subjectivity, that is, the need to play (A1). Thus, the claims, there are often discomforts related to the health service, but in most places the community does not have a system of organization and participation that act as facilitating means to meet their wishes. Long paths taken by users were identified, which did not always end with the problem solved (A2) (A3). When considering the trajectories in search of care and comparing them to the high levels of satisfaction and resolution stated, contradictions were evidenced, because in a few moments there was resolution in the first level of care. That is, for users even if the problem was not solved in the health service, they showed satisfaction with the attention received, which sometimes corresponded to the resolution (A4).

Category III: Glimpsing possibilities through user satisfaction in Primary Care

This category demonstrates the user's participation in the construction of a Primary Care that meets their expectations. Thus, the perception of user satisfaction of health services in the selected studies is fundamental to improve the quality of care provided by these services, since the speech of users along with the technical indicators allows to evaluate the final results of care. as reliably as possible, contributing to the quality of the services offered (A2) (A4) (A5). The monitoring of users by health professionals, in order to prevent complications and achieve a higher quality of life, which is one of the strategies of the Ministry of Health in programs that address the monitoring of chronic noncommunicable diseases in primary care, should be emphasized not only by its importance (A2). Excessive demand hinders assistance planning and effective delivery; hinders the maintenance of quantitative and qualitative human resources to serve patients with diverse care profile; promotes decentralization of material resources for patient care; generates a situation of discomfort for patients and family members; among others problem (A3) (A4) (A5).

Conclusion

Thus, considering the formulated categories, the processes that involve users' satisfaction in those of BA are capable of acting to construct a new perspective of the team's actions, besides monitoring the offer and the service provided, aligning the most relevant interventions. Adequate to solve problems present in their daily lives. Still, the problem's resoluteness is reiterated as a determinant for the satisfaction indexes, with

this, the welcoming service, the teams' responsibility, with flexible attitudes, based on the technologies available in the territory, reinforce the possibility of affirming a more equitable care model. Thus, from the perspective of the user, the quality of care provided in the primary model can be considered successful, however, problems were identified mainly due to the repressed demand and the lack of access guarantee. Therefore, rethinking strategies that strengthen AB guidelines in the operation of public health policies corroborate changes in quality.

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