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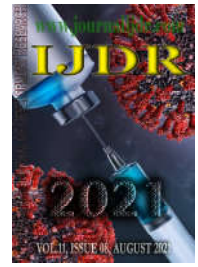
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RESEARCH ARTICLE

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## NURSING IN THE HOSPITAL ACCREDITATION PROCESS

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### ABSTRACT

**Introduction:** Accreditation is a formal voluntary process by which a recognized body evaluates and recognizes health care organizations that meet previously determined standards in the search for continuous improvement. The logic of the Accreditation is mediated by the comparison of the institutional reality evaluated externally and periodically in the light of previously defined quality standards, determined in a clear and normatized way according to the accrediting methodology adhered to by the country which, in the case of Brazil, is represented mostly by the National Accreditation Organization. **Objective:** To analyze the nurses' actions to obtain the Hospital Accreditation seal according to the literature. **Methodology:** This is qualitative research of Integrative Literature Review, The bibliographic survey occurred between November 2019 and January 2020, undertaken in the LILACS, BDENF, and SciELO databases. Articles were included that relate to the proposed theme, published in the period from January 2014 to December 2019, available in full text, in Portuguese and excluded monographs, dissertations and theses. The information extracted in the articles was analyzed through thematic analysis. **Results:** It was verified that nurses manage the assistance and administration service, identifying problems and applying the necessary corrections in order to maintain, improve or modify the assistance to the client, depending on the needs presented; participates actively in decisional, strategic and operational moments of various health care environments; develops decisive actions for the implementation and permanence of the Accreditation seal, such as, assistance nature actions, administrative nature actions, pedagogical nature actions and scientific nature actions. **Conclusion:** The performance of nursing is highlighted on the way to hospital accreditation, performing activities of relevance for obtaining positive results.

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## INTRODUCTION

Accreditation is a formal, voluntary process by which a recognized body evaluates and recognizes health care organizations that meet predetermined standards in pursuit of continuous improvement. The goals of accreditation include assessing quality and safety in healthcare; developing a culture of quality through the participation of professionals in the process; and obtaining external recognition (GREPPERUD, 2015). The logic of Accreditation is mediated by the comparison of the institutional reality evaluated externally and

periodically in light of previously defined quality standards, determined in a clear and standardized manner according to the accrediting methodology adhered to by the country which, in the case of Brazil, is mostly represented by the National Accreditation Organization (ONA, 2014). The Accreditation process is conducted through the establishment of criteria, standards, and indicators, in order to leverage the strategic vision of the institutions, which are driven by the external evaluation (CALDANA; GABRIEL, 2017). The real benefits of Accreditation, whether in the care or administrative/strategic sphere, are still little known, both nationally

and internationally, and therefore, it is recommended that studies be conducted to identify improvements attributable to this quality management system (OLIVEIRA; MATSUDA, 2017). The ONA assessment is done considering the standards of a quality assessment model that is based on Structure, Process, and Outcome, and provides three levels of certification. To achieve the first level, the hospital must comply with patient safety criteria in all areas of activity, including structural and service issues. The second level has, in addition to safety criteria, integrated management, with processes that run smoothly and good communication between activities, so it refers to "management excellence". Level 1 and 2 certifications are valid for two years. At the third level, the hospital is accredited with excellence and to reach this level, hospitals must achieve levels 1 and 2 previously, in addition to the specific standards of level 3. For this, the institution must already demonstrate an organizational culture of continuous improvement with institutional maturity, being entitled to a three-year certification (ONA, 2014). The performance of nurses and the nursing team are essential for the conquest of the accreditation seal, because the nurses have a direct link with the multiprofessional actions, among the various skills, one can identify some actions that are correlated to the managerial role of the Nurse as the Decision Making; Communication; Leadership; Administration and Management. The skills include acting as a subject in the process of human resource training; coordinating the work of the nursing team; managing the nursing work process according to the principles of ethics and bioethics, with resoluteness interfering in the dynamics of institutional work, recognizing themselves as agents of this process (MATOS et al., 2007). It should be noted, in the context of nurses' work, that studies on their role in management systems and/or systemic organizational tools, with a focus on improving care, such as Accreditation, are important and necessary to favor their functional delineation in a clear way, a fact that may contribute to the consolidation of nursing as a science. In addition, research focused on the work of nurses in the Accreditation process can provide information to managers, so that they operationalize different strategies, aimed at their development to achieve and/or maintain the certification (OLIVREIRA et al., 2017). The objective of the study was to analyze the nurses' actions to obtain the Hospital Accreditation seal according to the literature

## METHODOLOGY

We conducted qualitative research of Integrative Literature Review, which, according to Gil (2010), is conducted in document or secondary sources, based on all materials already published in relation to the subject of study. According to Mendes (2008), integrative literature review is a method that aims to synthesize results obtained in research on a theme or issue, in a systematic, orderly and comprehensive manner. It is called integrative because it provides broader information on a subject/problem, thus constituting a body of knowledge. Thus, the reviewer/researcher can prepare an integrative review with different purposes, and it can be directed to the definition of concepts, review of theories, or methodological analysis of the included studies of a particular topic. The bibliographic survey occurred between the months of November 2019 to January 2020, undertaken in the databases Latin American Literature in Health Sciences (LILACS), Nursing database (BDENF) and the electronic library Scientific Eletronic Library Online (SciELO). The search was carried out using the descriptors: Hospital Accreditation, Nursing in the Accreditation Process, Nursing Functions in Hospital Accreditation. Articles were included that were related to the proposed theme, published in the period from January 2014 to December 2019, available in full text, in Portuguese, and excluded monographs, dissertations, and theses. Ninety-two articles were identified, and with an individual and thorough reading based on the inclusion and exclusion criteria, seven articles were considered to meet the needs of the study. The information was analyzed using thematic analysis, a type of content analysis technique. For Minayo (2014), this type of analysis starts from a foreground reading of the speeches, statements, and documents, to reach a deeper level, going beyond the manifest meanings of the material, operationally, the

systematic analysis unfolds in the following steps: pre-analysis, exploration of the material, and treatment of the results obtained and interpreted.

## RESULTS AND DISCUSSION

The study consisted of a varied sample of seven articles. The data were organized in a table and discussed in two analytical categories: The importance of nursing records and conduct for accreditation excellence and Benefits of the accreditation process for nursing staff. According to the data shown in Chart 1, there was a predominance of publications in the 2015 journal with three of the samples, followed by two in the year 2016, one in the year 2017 and 2018, the articles were found in a diversity of scientific journals with a focus on accreditation and nursing, the predominant methodology in the study was integrative review with a quantitative approach and the objectives are summarized in analyzing the process of Hospital Accreditation and the impact that this service brings to the nursing team.

**Nurses' actions to implement the hospital accreditation process :** According to Aquino (2018), the quality audit in nursing is totally linked to hospital qualification standards, which is defined as the detailed review and evaluation of the quality of care, through the records contained in the medical record that consists of identifying failures, promoting improvements and solutions to existing problems. Nursing records can be used as a means to ensure the quality of care, because through auditing, review of medical records, discussion of deaths, among other instruments, it is possible to review the standards of care for the permanence of the quality seal (MORAIS et al., 2015). Also according to the same authors, the nursing records contained in the medical record contribute to various sectors, such as: administrative, research and teaching, billing, statistical references, planning and management. The nurse who manages the assistance and administration service can more accurately identify problems, as well as suggest and apply the necessary corrections in order to maintain, improve or modify customer care, depending on the needs presented (FERNANDES; PENICHE, 2015). The professional nurse was highlighted as an indispensable and fundamental actor in all phases of the accreditation process, because together with his team he actively participates in decision-making, strategic and operational moments of various health care settings. The performance of the nursing team involved actions directed to the dimensions of caring, administering/managing, teaching, and researching (AQUINO, 2018). Professionals who assume managerial nursing services are active in organizational discussions about accreditation in all its aspects, and concluded that the main characteristics of these professionals are: strategic vision, predilection for teamwork, rational management of processes and material and human resources; and, most strongly, leadership (SOUZA et al., 2016). The nurse develops decisive actions for the implementation and permanence of the Accreditation seal, such as care actions, administrative actions, educational actions and scientific actions, therefore they are directly related to care recognition.

**Benefits of the accreditation process for the nursing staff:** The professional who works in an accredited hospital acquires potentials and abilities in the managerial process through the elaboration of indicators and data collection, which are tools used by the nurse in the performance of qualified patient care. Thus, there is the necessary stimulus for the team to update the knowledge acquired during graduation, articulating scientific processes with practice. The continuous updating of nurses is also one of the purposes of the accreditation process, in order to maintain technical and scientific skills, being valued and well seen in the labor market (FERNANDES; PENICHE, 2015). The accreditation favors the union among the various professionals involved in the care process, allowing joint work with the main focus on quality and safety in patient care, enforcing the principles of hospital accreditation. For such, it is necessary that the institution provides working tools and a favorable environment for the development of these functions. In this context, the benefits of accreditation are the strengthening of interpersonal

**Chart 1. Description of the articles included in the integrative review according to title, author, year, journal, methodology and objective in the years 2015 to 2018. Teresina, Piauí, Brazil**

TITLE	AUTHOR	YEAR	JOURNAL	METHODOLOGY	OBJECTIVE
Nursing case files and their implications for quality of care according to hospital accreditation standards: a new perspective of the audit	MORAIS, BATISTA, CASTRO, ASSUNÇÃO, CASTRO	2015	Revista Acreditação	Descriptive with quantitative approach	To analyze the nursing records in medical records and their implications in the quality of care.
Perception of the nursing team of a Surgical Center regarding Hospital Accreditation at a University Hospital	FERNANDES, PENICHE	2015	Revista da Escola de Enfermagem	Quantitative approach, exploratory-descriptive type.	To analyze the perception of the nursing team about the hospital accreditation process in the surgical center of a university hospital.
Hospital accreditation as an improvement strategy: impacts and difficulties in six accredited hospitals	MENDES, MIRANDOLA	2015	Revista Gest.ão e Produção	Qualitative research and multiple case method.	To describe and analyze the impacts of accreditation in hospitals in São Paulo.
The Benefits of Hospital Accreditation for Nursing Staff	SOUZA, ALMEIDA, JESUS, SIQUEIRA	2016	Revista Brasileira de Saúde Funcional	Integrative Review	To identify the benefits of the hospital accreditation process for the nursing team.
Support the Process of Hospital Accreditation	LUEDY, SANTOS, DIAS, MEIRELLES, LUEDY	2016	Revista Acreditação	Integrative Review	To identify the facilitating aspects and the aspects that hinder the process of implementation and support of the Hospital Accreditation.
Management changes resulting from hospital accreditation	OLIVEIRA	2017	Revista Latino-Americana de Enfermagem	Descriptive with qualitative approach	To analyze the perceptions of managers and workers about the changes in hospital management resulting from the Accreditation.
Hospital Accreditation and Quality: Understanding how it is implemented and the participation of professionals in the process	AQUINO	2018	Revista Científica Multidisciplinar Núcleo do Conhecimento	Integrative Review	To understand how the program can be implemented in health institutions and what is the participation of nursing and other professionals in this process.

relationships, the improvement of working conditions, and employee motivation. Another advantage arising from the certification process of the institution refers to the training and continuing education of the nursing team, favoring professional growth. The training of professionals is an important role for nurses, which emerged along with the accreditation process as a strategy to reform processes for the continuous search for improvement and quality (LUEDY et al., 2016). With this standardization, other benefits are associated with the hospital accreditation process, such as the standardization of processes and the improvement of customer care, since the nursing staff feels better prepared to provide care, since they are offered more qualified material, technical and human resources, due to the standardization of routines and greater organization. The daily activities are performed smoothly and safely, and the needs of customers and professionals are satisfactorily met (MENDES; MIRANDOLA, 2015). Given the above, it can be said that the accreditation process enhances the work of the nursing team in all its aspects, since the managerial, care and educational activities are affected within a procedural and inseparable perspective, favoring the development of professionals and, in the case of nurses, greater visibility within the institution, due to their greater autonomy and power of participation in decisions at strategic levels, which brings as a benefit the appreciation of the professional curriculum (OLIVEIRA, 2017). One of the main contributions presented by Hospital Accreditation to nursing is the improvement in working conditions, and the possibility of establishing the relationship of growth, enthusiasm and pleasure of the employees, strengthening the motivation to experience and live future challenges, development of work efficiently, with quality, in an environment of satisfaction, joy and safety (AQUINO, 2018).

## CONCLUSION

In the accreditation process nurses acquire greater ability, working in the management process with the elaboration of indicators and data providing tools to the professional to act in qualified patient care. The nursing performance is highlighted on the way to hospital accreditation, performing relevant activities to obtain positive results.

The nurse is the professional who plays an important role in the evaluation process and can, along with his team, provide quality care considering the criteria and standards proposed by the accreditation. The main benefits of hospital accreditation are related to the opportunity of personal and professional growth, increased stability of the organization, survival of the institution, recognition of the organization and its professionals, stimulus to the continuous improvement of processes and customer care, strengthening of the society's confidence and the pride of working in an accredited institution.

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