



REVIEW ARTICLE

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THE IMPORTANCE OF THE WORK OF NURSES IN HEALTH AUDIT: A REVIEW

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ABSTRACT

This study aimed to discuss the importance of the nurse auditor in health. Specific objectives: to know the progress of the audit throughout history, highlight the role of the auditor nurse. Methodology: This is an integrative literature review. As a criterion for selection of items were used studies published in the last 10 years indexed in the VHL database. Results: We selected 09 articles following inclusion and exclusion criteria. Conclusion: It is necessary that the nurse as manager, train your staff, promoting continued and permanent education, how this information should be recorded, and thus also save space in the audit area.

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INTRODUCTION

With regard to the professional nursing role, it is known that is wide encompassing different areas and activities that can be linked directly or indirectly to patient care, such as administration, management, consulting and auditing (Scarpato, 2007). The audit despite recent opinion, but dates from the fifteenth century in Italy, where the main focus was on accounting, where the focus was financial control, being employed in health in 1918, to evaluate the medical practice. With the founding of The Institute of Internal Auditors in New York, this approach changes, and more evidence administrative control, with the main objective to ascertain the

effectiveness of the application of internal controls (Grossi, 2015 and Cecon, 2013). The audit evidence gains in health in 1918 in the United States through the occupational physician George Gray Ward, which was evaluated through the records in the patient's medical record the quality of care. Only in 1955 that the audit process came with the publication of a work in Progress Hospital in the United States (Campos, 2008 and Faraco, 2004). Even today Nursing audit is of great relevance to public and private health, and in 2001 the COFEN through Resolution No. 266/2001 approving the activities of Nurse Auditor, leaving him alone to audit nursing ensuring the care and quality of care to the patient from admission to discharge, analyzing records called Audit Retrospective (or post-event)

the patient or conducting visits to bedside, or in loco defined as Audit competitor, still has the Prospective Audit, which consisting of previously evaluating procedures prior to their execution (Scarparo, 2007 and Cecon, 2013). This theme is important for the management of public and private sectors, especially when combining audit the use of indicators, as they are of utmost importance to the audit process, taking into account that the indicators can both help manage the available resources best way and also accountability for supervisory bodies on the use of these resources (Bittencourt, 2004 and Grateron, 1999). The audit team must be familiar with the indicators and is due to consider that the audit management serves to determine the actual concept of efficiency, effectiveness and economy (Bittencourt, 2004 and Grateron, 1999). The effectiveness (compare the results achieved vs. Ideally) is often used as a synonym for effectiveness. The latter refers to the level of achievement of planned objectives, while refers to the amount efficiency, type, cost and quality of the resources used to achieve these objectives and the economy, in turn, focuses on the consideration of the cost of resources used in the process, comparing what you pay for these resources with whatto pagar.⁷ So this study aimed to discuss through the literature on the importance of the work of nurses in health audit.

MATERIALS AND METHODS

This is an integrative literature review in order as regards the analysis of previous research on this one determined.⁸ To raise literature in question, clarified to discuss the following guiding question: What importance of the nurse's role in the audit of hospital bills?

Scientific Electronic Library Online (SCIELLO), Latin American and Caribbean Sciences in Health (LILACS), National Library of Medicine (MEDLINE) and Nursing Database (BDENF). Inclusion criteria Inclusion criteria were papers concerning nursing audit of the last 10 years in the Portuguese language. These were excluded, essays, editorials, and articles which treated about nursing audit, which did not provide the full text, or Were in more than one database (Virtual Health Library, 2019).

RESULTS

For a discussion of the results, we selected 09 articles using the pre-established inclusion criteria, which are arranged in Table 1 with the title, authors, publication year and type of study. It is noticeable that all the items have more than one author, the most recent study based on research in the database, in the year 2016. The types of studies are varied, being found from experience reports, Delphi technique, studies quantitative and qualitative, integrative review and revision. Article 1, 4 and 8:09 bring about the notes in medical records made by nurses in Article 1 stand out most days professional categories: medicine and physical therapy. In common in the two studies are the non-conformities, distortion, low quality of the information in the medical records of patients. The record and because it is a legal obligation, must contain the record of the actions of all health professionals involved in patient care (Campos, 2008; Grateron, 1999 and Virtual Health Library, 2019). Authors of articles 4 and 08 show common action measures as the continued and permanent education, team awareness, because, according to Dias *et al* (2011 p. 935).

Table 1. Identification of Items

Title	Authors	Year of publication	Kind of study
Article 1: chart audit: assessment of aspiraçãotraqueal records in intensive care	Juliana Faria Campos, Sonia Regina Oliveira Silva e Souza, Alessandra Dutkus Saurusaitis	2008	A retrospective study with a quantitative approach and document analysis.
Article 2: Information technology and communication in the audit in nursing	Luciane Mandia Grossi, Ivan Torres Pisa, Heimar De Fatima Marin	2015	integrative review
Article 3: The audit and the nurse as sus improvement tools	Cristina Almeida dos Santos Santosa Élide Jesus Santanaa Rachel Port Vieiraa Emerson Gomes Garcia Karen Valadares Trippoc	2012	Literature review
Article 4: The practice of hospital auditor nurse in the Itajai Valley region	Cintha Yara Blank, Elizabeth Navas Sanches, Maria Tereza Leopardi	2013	Qualitative approach, exploratory, descriptive,
Article 5: Nursing, health audit and regulation: an experience report	Roger Flores Cecon Lucilene Gama Paes Marindia Borges dos Santos Joice Caroline Miron Grenzel	2013	Experience report
Article 6: Audit of nursing care method	Michel Maximiano Faraco Gelson Luiz de Albuquerque	2004	quantitative and qualifying
Article 7: Nursing audit: identifying notions and methods	Ariane Fazzolo ScarparoI, Clarice Aparecida Ferrazl	2007	Delphi technique, type of prospective and consensual assessment
Article 8: Audit in nursing: systematic literature review	Teresa Cristina Lyporage Dias, José Luis Guedes dos Santos, Pedro da Costa ONELIA Cordenuzzi, Adelina Giacomelli Prochnow	2011	Systematic review of the literature
Article 9: Implementation of concurrent audit of nursing: umrelato experience	Carla Denise Viana, Luciane Zambarda Todendi of Bragas, Daniele Delacanal Lazzari, Cleidir Tania França Garcia, Gisela Maria Schebella Souto de Moura	2016	Experience report

Source: authors

For the elaboration of guiding question was used the PICO research strategy consisting of one to acromion Patient, intervention, comparison or control and "Outcomes" (outcome). For preparation of this research were used papers, available in the databases of the Virtual Health Library (VHL):

(Days, 2011) [...] "the records are produced expression of care, ie, reflect the quality of care being only the duty to guarantee payment for the procedures performed." The audit of patient records is important for assessing the conformity of the information recorded, so the importance of complete and

reliable records of the team's actions multiprofessional (Campos, 2008; Grateron, 1999 and Virtual Health Library, 2019). Article 9 with use of a checklist for analyzing the records of the patients, at baseline were performed 70 Checklist, and as a result subsequently 768 Checklist were made monthly, et Viana al reports that "there is a perceived reduction in errors in nursing notes in the patient and a reduction in the time between hospital discharge and forwarding the invoice to the agreement." Thus it is clear the importance of the checklist in the audit records and should encompass from ethical-legal services to financial and quality of care reimbursements (Days, 2011). It is evident that in Article 4, 5, 6, 7 and 8 in common with other table studies concerning the audit in nursing, and the role of the nurse in the management of assistance. Within that Article 5 brings a new nursing field audit, highlighting this work in the public health field with the implementation of the Center for Audit and Regulation in Health (NAR). Audit (Cecon, 2013| Faraco, 2004; Grateron, 1999; Virtual Health Library, 2019 and Days, 2011).

Nursing education, focused on nursing management actions, teamwork, health education, coordination and leadership were relevant to consolidate this business as the protagonist of the work processes involving audit and regulation, supporting the organization of practices and operation of saber (Cecon, 2013). Nurses must demonstrate initiative and knowledge with their skills as the administration of health services, having to pay attention to the records in the patient, in order to avoid waste and quality of care. As Grossil "the audit in nursing, both of quality and hospital bills, has been growing in Brazil with numerous practice areas" it is necessary that the auditor nurse to update forward technological innovations (Scarparo, 2007 and Blank, 2013). Article 2 brings about the use of technologies in the audit, and their importance to plan, care for and assess the quality of care provided, and that the better the higher is the quality information in decision making. The auditor nurse, has been using the technology to its favor, but few studies have emerged to promote and assess this practice, even for the production of new systems.¹ Article 9 brings to experience the implementation of the audit service in a hospital in Rio Grande do Sul, and clearly brings that to "the creation of inventory control in the units and the implementation of the computerized system has strengthened the importance of nursing records in the chart." The technologies are being incorporated in the health services, seeking to standardize the provision of patient care.¹¹ The study itself brings that 70 to 80% of its activities are directed at public patients, however the chosen unit was focused on the unique antecedent of insured and individuals, "was chosen by these units, implying that the details of the charges for covenants is greater when compared to SUS "Viana, (2016).

When it comes to audit, the focus is directed to the covenants, but the NHS created the National Audit System, which is, specific organ SUS control. Santosa, (2012) points out that the achievement of the SUS principles - universality, comprehensiveness and equity - is closely linked to the SNA mission. Its importance lies in overseeing the actions as they are developed and services offered to the population and correct the flaws in order to meet the needs of each user the best possible way. The role of the auditor nurse in the SUS has contributed greatly to improving the quality of services to the end user, this professional must verify that the care provided is in accordance with the principles of SUS. Santosa, 2012¹³

reports that "the nurse, which has at its core the desire to care more and better, to play the role of the auditor, may contribute to that assistance comes closer to the ideal proposed in the legislation."

Final Considerations

Nurses have grown within the auditing, the articles bring several versions of nursing work in both the public and private sectors. The nursing staff accompanies the patient from admission to discharge, which is responsible for the evolution of the patient in all stages of assistance. The SUS despite own audit system, requires the same attention as the auditing services. In this sense technologies for nursing audit, has facilitated the work of auditors nurses, the medical records of patients analysis, whether for accountability, is to analyze the quality of care provided. Developments of professionals as example the Electronic Patient Record (PEP), allowed quick and easy access to information on patient care. Based on the presented studies, still rather auditing in nursing is broad, allowing the nurse to act in several services, from home care, hospitals, even in primary care. But also yes to nursing activities within the services is fragmented, and even with the new technologies facilitate the assistance services, although yes there are flaws in the public sphere and private when checking the information provided to patients. Records as some studies have shown are of poor quality, incomplete, with several non-conformities. Still in accordance with the research we see that the nurse as manager is necessary, train your staff, promoting continued and permanent education, how this information should be recorded, and thus also save space in the audit area, as the nurse in many areas is the professional most suited and qualified for the audit in nursing, for example in control of orthotics and prosthetics, materials and supplies, just by providing direct care and continued to the patient.

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