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Satisfaction with the services of psychosocial care centers: an integrative review

Satisfacción con los servicios de los centros de atención psicosocial: una revisión integrativa

Satisfação com os serviços dos centros de atenção psicossocial: uma revisão integrativa

ABSTRACT

Introduction: User satisfaction (patients and family members) is an important predictor of adherence to treatment and use of health services and is also an important indicator of the quality of health care. Objective: to identify in the scientific literature the satisfaction of users of Psychosocial Care Centers. Method: Integrative Literature Review with searches in the databases of Latin American Literature in Health Sciences, Medical Literature Analysis and Retrieval System Online and in the database in nursing. Results: 64 articles were obtained from the refinement of searches, whose completion of reading, four studies were selected to compose the review, and, from the thematic analysis, two categories emerged: Evaluation of Services and Weaknesses of Mental Health Services. Conclusion: the assessment of satisfaction with mental health services represents one of the pillars for the continuity and success of therapy and, consequently, it must be actively carried out in the respective services.

DESCRIPTORS: Mental Health; Community Mental Health Services; Health Services Research.

RESUMEN

Introducción: La satisfacción del usuario (pacientes y familiares) es un predictor importante de la adherencia al tratamiento y el uso de los servicios de salud, y también es un indicador importante de la calidad de la atención médica. Objetivo: identificar en la literatura científica la satisfacción de los usuarios de los Centros de Atención Psicosocial. Método: Revisión Integrativa de la Literatura con búsquedas en las bases de datos de Literatura Latinoamericana en Ciencias de la Salud, Sistema de Análisis y Recuperación de Literatura Médica en Línea y en la base de datos en Enfermería. Resultados: se obtuvieron 64 artículos del refinamiento de búsquedas, cuya finalización de lectura, se seleccionaron cuatro estudios para componer la revisión y, del análisis temático, surgieron dos categorías: Evaluación de Servicios y Debilidades de los Servicios de Salud Mental. Conclusión: la evaluación de la satisfacción con los servicios de salud mental representa uno de los pilares para la continuidad y el éxito de la terapia y, en consecuencia, debe realizarse activamente en los respectivos servicios.

DESCRIPTORES: Salud Mental; Servicios Comunitarios de Salud Mental; Investigación Sobre Servicios de Salud.

RESUMO

Introdução: A Satisfação dos usuários (pacientes e familiares) é um importante preditor da adesão ao tratamento e do uso dos serviços de saúde, sendo também uma importante indicador da qualidade da atenção em saúde. Objetivo: identificar na literatura científica a satisfação dos usuários dos Centros de Atenção Psicossocial. Método: Revisão Integrativa da Literatura com buscas nas bases de dados da Literatura Latino-Americana em Ciências da Saúde, Medical Literature Analysis and Retrieval System Online e na Base de dados em enfermagem. Resultados: foram obtidos 64 artigos das buscas, cuja finalização da leitura resultou na seleção de quatro estudos para compor a revisão e, da análise temática, emergiram duas categorias: Avaliação dos Serviços e Fragilidades dos Serviços de saúde mental. Conclusão: a avaliação da satisfação com os serviços de saúde mental representa um dos pilares para a continuidade e o sucesso da terapêutica e, conseqüentemente, deve ser realizada ativamente nos respectivos serviços.

DESCRIPTORES: Saúde Mental; Serviços Comunitários de Saúde Mental; Avaliação de Serviços de Saúde.

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INTRODUCTION

The concern with mental health has always been present in society, however, madness in past centuries had other connotations such as religious ones. Isolations were constant practices until the 18th century, in Europe, they were carried out in philanthropic institutions, the excluding profile of the time and the lack of view of madness as a disease made it difficult to create new treatments.⁽¹⁾

The Psychosocial Care Centers (CAPS - Centros de Atenção Psicossocial) were established after 1980 as the achievement of the Psychiatric Reform process that originated in the 1970s. Until then, patients with mental disorders were admitted to psychiatric institutions known as "institutions", where, in addition to overpopulation, were subjected to ill-treatment that, in many cases, led to death. The 1970s would then be the starting point in the struggle of mental health professionals in search of better technologies for care and treatment.⁽²⁾ The CAPS have services open to the community for the treatment of individuals with severe mental disorders, neurosis, psychosis and other conditions whose magnitude and persistence justify the permanence for intensive and community care, thus promoting life.⁽²⁾

Today, mental health care is constituted by a network and is composed of several assistance devices, enabling care for users affected with mental disorders. The psychosocial care network (RAPS - rede de atenção psicossocial) is composed of several devices such as primary care, psychosocial care centers (CAPS - centros de atenção psicossocial) in their various

modalities, therapeutic residential services (SRT - serviços residenciais terapêuticos), beds in general hospitals, adult and child care units, (UA - unidades de acolhimento), mental health clinics, and the homecoming program, which subsidizes the user's return to family life. The mental health network works in an articulated way, where the CAPS is the organizing device of the network.⁽³⁾

With the deinstitutionalization of Mental Health, the CAPS represented the device responsible for organizing the Mental Health Network with effective action and assistance for individuals with severe mental disorders. Thus, the replacement of psychiatric hospitals by CAPS also aroused the need to evaluate the services provided in terms of quality of care.⁽⁴⁾ To this end, several instruments were validated and adapted in order to seek the improvement of services and contribute to the perspective and greater adherence to treatment by users, such is the importance of assessing their satisfaction.⁽⁵⁻⁶⁾

The understanding of satisfaction with mental health services goes beyond the user's perspective, but also reaches the patients' families and mental health professionals, CAPS actors, and the services' structural organization itself. Considering that satisfaction does not only comprise the ambience, but the environment, needs, care, facilities and resources necessary for better patient care are also indispensable.⁽⁶⁾ It should be noted that psychosocial processes alter the subjects' perception, constituting not only values, but life-orientation systems, which act, in the form of the subject's perception, which can alter the sense of satisfaction.

User satisfaction (patients and family

members) is an important predictor of treatment adherence and use of health services, and is also an important measure of the quality of healthcare. Increasing the quality of mental health services based on permanent assessments of the satisfaction and burden of the actors involved, using these data to promote the improvement of services, has been an objective widely encouraged by the WHO.⁽⁷⁾

From the above, we bring as a research problem "How the scientific literature is addressing the satisfaction with the services of Psychosocial Care Centers and as an objective to identify in the scientific literature satisfaction with the services of Psychosocial Care Centers."

METHOD

This is an integrative literature review study. To elaborate this review, six steps were followed: 1) elaboration of the guiding question; 2) search or sampling in the literature; 3) data collection; 4) critical analysis of the included studies; 5) discussion of results and 6) summary of the review.⁽⁸⁾ For the synthesis of the main data of the selected studies, an instrument was created containing: authors, year of publication, journal, type of study and publication title.

The guiding question was defined as: "What is the satisfaction related to the services of the Psychosocial Care Centers?". The searches in the databases focused on the Latin American Literature on Health Sciences (LILACS), Online Medical Literature Analysis and Retrieval System (MEDLINE) and on the Nursing Database (BDENF) of articles published between 2000 and 2016, two decades after

the implementation of the first CAPS in Brazil and occurred in June and July 2016. For the search, descriptors were defined in the Health Sciences Descriptors (DeCS), using the following descriptors: "satisfação dos usuários (user satisfaction)", "saúde mental (mental health)" and the keyword "satisfação em saúde (health satisfaction)".

The descriptors were combined in trio, as shown in table 1, using the Boolean "AND", which constituted a refinement to better qualify the research in view of the vast literature presented.

The selection of studies for data collection followed the inclusion criteria: studies that dealt with the theme of the

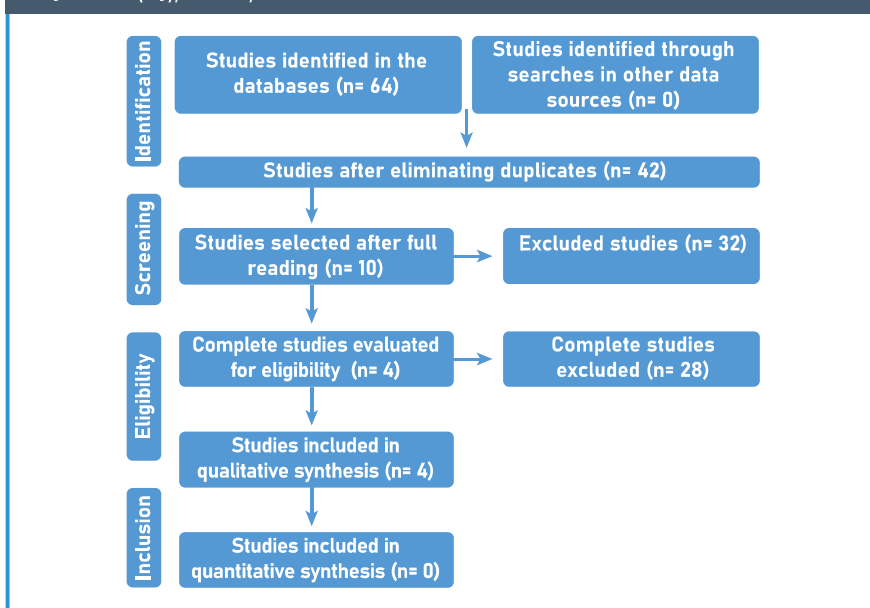
study, respecting the time frame defined for the research and complete articles in Portuguese available in full in the databases. Documents unavailable in the databases, partially available studies, studies that did not correspond to the research objective and those that were duplicates were deleted.

Chart 1. Combination of descriptors and studies pointed out in database searches.

COMBINATION OF DESCRIPTORS BY DATABASE	LILACS	BDEF	MEDLINE
Satisfação dos usuários AND Satisfação em saúde AND Saúde mental	47	10	07

Prepared by the Author (2019).

Figure 1. Flowchart of the selection of studies according to Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA). Rio de Janeiro (RJ), Brazil, 2019.



64 articles were obtained from the search refinement from the combination of the three descriptors. After removing the duplicates and analyzing the 42 studies from the reading of titles and abstracts, which should present the theme of Satisfaction with Mental Health services, ten studies were submitted to analysis with critical reading in full, establishing, in the end, the selection of four scientific productions for thematic analysis, as shown in Figure 1.

RESULTS

DISCUSSION

Mental health services in CAPS are relatively recent, but they are already inserted in practically all national territory, promoting qualified assistance. Studies to assess the quality of mental

Chart 2. Studies selected for synthesis.

ARTICLE	TITLE	AUTHOR	PUBLICATION YEAR	JOURNAL	STUDY TYPE
A1	Evaluation of Mental Health Services: Cross-Cultural Adaptation of a Measure of Users' Perceptions of Treatment Outcomes	Bandeira, et.al. ⁽⁹⁾	2009	Jornal Brasileiro de Psiquiatria	Scale Cross-Cultural Adaptation Study
A2	(Dis)satisfaction with Work in Mental Health: a study in Psychosocial Care Centers	Guimarães, et.al. ⁽¹⁰⁾	2011	Ciência e Saúde Coletiva	Qualitative study
A3	Qualitative Ambience Assessment in a Care Center	Kantorski, et.al. ⁽¹¹⁾	2011	Ciência e Saúde Coletiva	Case study
A4	Mental Health Services Assessment Processes: An Integrative Review	Oliveira, et.al. ⁽¹²⁾	2014	Saúde em Debate	Review Study

Prepared by the Author (2019).

health services are recommended by the World Health Organization in order to seek constant improvement in care, give users prominence and promote continued adherence to therapy. Thus, the evaluation of mental health services allows clarifying both their weaknesses as well as their potential so that new demands are improved. In the thematic analysis of the studies, the following categories emerged: evaluation of services and fragility of mental health services.

Evaluation of Services

Study A1 presented the adaptation of an instrument to assess the change perceived by users of mental health services of Canadian origin.⁽⁹⁾ The authors presented the phases of adaptation to the Portuguese language in order to observe that, in the application of the translated model, the users' difficulties in understanding expressions and terminologies needed examples to facilitate their implementation. In addition, there was a need to apply the instrument that was originally self-applicable, by application by an interviewer. In addition, the study highlights the importance of the family's perception of the changes in patients seen at mental health centers, as they are also responsible for care. It is noteworthy that the perception of patients undergoing therapy contributes to increasing satisfaction with the treatment and improving adherence. The assessment measures mentioned by the author can contribute to reducing treatment dropout.⁽⁹⁾ Although many services choose to use the satisfaction scale, they do not show the patient's perspective on the effects and results of the treatment, being more remarkable in evaluating the dimensional set that encompasses the physical structure, accessibility, privacy, care and the professionals' guidelines, that is, there is no space for the patients' perception,⁽⁹⁾ which refers to the great importance of using more scales to enrich the assessment of mental health services.

The A4 Study⁽¹²⁾ presented an in-

In both studies, different levels of satisfaction were identified among users' entities. The family and users were satisfied with the service regarding the physical structure, the care provided by the team and the quality of food. On the other hand, the professionals were dissatisfied with the work process, the insufficient number of rooms and the difficulty in relating to the manager.

tegrative review on the evaluation processes of mental health services, showing the prevalence of qualitative evaluation studies and a change in the paradigm of quantitative evaluation of services. In addition, the study highlights that, in relation to the assessment of satisfaction with the CAPS service, user, family and professional satisfaction should be considered to improve the quality of services provided, as they are the agents involved in the success of the treatment.⁽¹²⁾

In both studies, different levels of satisfaction were identified among users' entities. The family and users were satisfied with the service regarding the physical structure, the care provided by the team and the quality of food. On the other hand, the professionals were dissatisfied with the work process, the insufficient number of rooms and the difficulty in relating to the manager.⁽¹¹⁾ It can be observed that seeking satisfaction in mental health services is the way to improve the quality of care. However, attention needs to be paid to the satisfaction of the different members involved in the care process so that there is a real quality of service.

The assessment of the quality of mental health services is related to different factors, among them the physical structure of the environment, the professionals' understanding of the different needs of the user, the training of professionals, the relationship between professionals and users, interaction with the family and understanding about the applicability of public policies in these services.⁽¹³⁾ Thus, the integration of the primary health care network must be in accordance with what is recommended by the SUS, that is, that primary health care must be the result of the integration between different services, such as hospitals, specialty clinics, CAPS and others.⁽¹²⁾

Weaknesses of Mental Health Services

Mental health work brings peculiarities in its process, making users and

professionals have different views on satisfaction. In study A2,⁽¹⁰⁾ the authors identified determinants of workers' (dis)satisfaction, dividing them into intrinsic and extrinsic aspects of the work environment and organization. Some authors bring as the main causes of dissatisfaction issues intrinsic to work.^(10,13) Some of them are the aspects inherent to the physical and material structure, the conflicting relationships within the team and the managers/coordinators of services related to the organization of work, in addition to remuneration and flexibility in entering the public service, both related to work management. For professionals, the structure of CAPS does not offer the comfort that the user needs and there are limitations in carrying out activities due to the lack of material and deficiencies in the facilities. In addition to these obstacles, for these professionals, work in CAPS is precarious because they perceive themselves to be underpaid when compared

to other sectors in which health professionals work.⁽¹⁰⁾

Likewise, the A3 study⁽¹¹⁾ presented the dissatisfaction of workers with the ambience of a CAPS in the South of Brazil with the work process, the insufficient number of rooms and the difficulty in the relationship with the manager.⁽¹¹⁾ From the assessment of satisfaction with the aforementioned CAPS, factors related to the work environment, relationships established with users, the possibility of participating in new projects, professional recognition and relationships with the team were decisive.⁽¹¹⁾

From both studies, it is observed that there is a need to improve working conditions, including the acquisition of necessary materials for the development of activities. The democratization of labor relations also deserves attention given the transformations in the organization of processes. The objective would be to promote the autonomy of workers, offer-

ing them the opportunity to create, implement and implement new projects, that is, open space for the collective construction of work and for their participation in management.

CONCLUSION

The assessment of satisfaction with mental health services represents one of the pillars for the continuity and success of therapy, as recommended by the World Health Organization and which must be actively carried out in mental health services. As for service satisfaction, it is essential that users and family members are included in this assessment as a way to improve the quality of the service provided. It is also crucial that the services meet the demands of health professionals, whether in terms of ambience, valuing the service performed and with a view to offering adequate materials and facilities for the comfort of users. ■

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