

STRATEGY FOR OPERATING AND SYSTEMATIZING NURSING ASSISTANCE IN THE HOSPITAL SCENARIO IN COPING WITH THE PANDEMIC COVID-19

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The strategy presented refers to the Nursing Care Systematization (SAE) planning in the context of the COVID-19 Pandemic and aims to collaborate with Nursing Managers in the operationalization and optimization of care, human resources and material resources, including health care equipment, individual protection (PPE).

The strategy was designed to cover five points of extreme importance:

1. Reestablish strategic, tactical and operational command line.
2. Establish a coping Action Plan and those responsible for implementation.
3. Establish mechanisms for fast, efficient and secure communication.
4. Minimize the variability of care; standardizing materials, medicines, procedures and care.
5. Level the knowledge about COVID-19 and ostensibly train professionals and teams in technical and relational skills.

The reestablishment of the command line and the identification of assistance leaders is fundamental for the operationalization of strategic actions. In times of crisis, there is, initially, a natural tendency to disorganization, violations of management and assistance processes, it is up to the manager to quickly reorganize and strategic realignment, establishing an action plan and defining those responsible for

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the implementation steps, identifying involved, positive leaders, and proactive, as well as possibilities for collaboration and intra and extra institutional partnerships.

The mobilization and efforts undertaken by the Nursing Manager must aim to adapt spaces, flows and teams in order to ensure safe care for patients and minimize risks to professionals. It is essential to reduce non-essential services, concentrate the team on specific units and carry out the review of flows. A strategy that has been successfully adopted is the division of the care areas into: assistance to patients with respiratory syndromes/suspected COVID/COVID and assistance to non-COVID patients.

With the significant reduction in the number of Nursing professionals, dismissed due to a suspected or confirmed case of COVID-19 or because they belong to the group vulnerable to the disease, in this context there is a need to assemble mixed teams composed of professionals from different units, with routines and different experiences. And yet, with the possibility of working with professionals hired specifically for the current demand for assistance to patients affected by COVID-19, without integration or prior knowledge of care routines and processes, it is necessary to standardize and simplify work processes in order to optimize time and resources and facilitate training.

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patients affected by COVID-19, the organization of work must take place in order to minimize the variability of care, establishing their own and differentiated routines. The use of specific kits for procedures and for continuous infusion drug solutions, previously standardized and common to the entire hospital, is an easy-to-implement action with the potential to optimize resources and time.

With the intention of establishing fast, efficient and secure communication mechanisms, one of the possibilities refers to the use of Communication and Information Technologies (ICT), especially via WhatsApp. The establishment of groups with a responsible coordinator remaining outside the "hot area" for coordination and operationalization of the actions is a very interesting option. The coordinator must be responsible for monitoring the assistance, for recording and including relevant data in the patient's medical record and, also, forwarding the demand for prescriptions to the area of prepa-

ration of medications, so that they are delivered at each time ready for administration.

With the increase in demand for PPE, in addition to the productive capacity of the industries, the control of consumption and the promotion of rational use are fundamental for reducing waste and maintaining safe stocks. Partnering with experts to plan the consumption of PPE in different possible scenarios can be very useful.

If the Nursing Manager does not have technical assistance to manage equipment, materials and supplies, he/she must elect and designate a Nursing professional to be responsible for this action, mainly Personal Protective Equipment (PPE), in collaboration with Qualification and Standardization Committee for Hospital Materials and Equipment and with the sectors Warehousing, Bidding / Purchasing and the Financial Division.

It is recommended to search for secure data and information in official bodies and to establish partnerships

with academic units in order to produce high quality educational material and training. Permanent Education actions should include the production and wide dissemination of posters, folders, booklets and the training of technical and relational skills and service simulations, especially in critical scenarios, such as: vestment/departementation, orotracheal intubation (IOT), cardiopulmonary recovery (CPR), mechanical ventilation in prone position (pronation), etc.

Collaborative work with other professional categories, with the Hospital Infection Control Commission (CCIH) and the Patient Safety Center (NSP) and partnerships with academic units, aligned with the actions of the Crisis Office, in order to promote appropriate conditions and training of professionals in different contexts and situations of assistance, will be essential in obtaining favorable results in the fight against coronavirus. ■