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Nursing audit and the quality of health care: an integrative literature review

Auditoría de enfermería y calidad de la atención sanitaria: revisión integradora de la literatura**Auditoria de enfermagem e a qualidade da assistência à saúde: uma revisão integrativa da literatura****ABSTRACT**

In recent decades, in order to guarantee the quality of the services provided, health institutions have been concerned with using auditing as a tool in their organizations on an ongoing basis. This study aimed to analyze the national scientific productions of the last 5 years, on the quality of nursing care through the audit, published in the database of Scielo (Scientific Electronic Library Online), Lilacs (Latin American and Caribbean Literature in Health Sciences). This is an integrative literature review study. In the first moment of the collection, 32 articles were identified, of which only 8 articles were selected that responded to the objective of this study. Through the analysis of the articles, it was possible to identify that the effectiveness of the nursing audit facilitates the assessment of the quality of the assistance provided to the client, offering conditions for its improvement and becomes an efficient and essential tool for holistic care.

DESCRIPTORS: Nursing audit. Quality of health care.**RESUMEN**

En las últimas décadas, para garantizar la calidad de los servicios prestados, las instituciones de salud se han preocupado por utilizar la auditoría como herramienta en sus organizaciones de manera permanente. Este estudio tuvo como objetivo analizar las producciones científicas nacionales de los últimos 5 años, sobre la calidad de la atención de enfermería a través de la auditoría, publicadas en la base de datos de Scielo (Scientific Electronic Library Online), Lilacs (Literatura Latinoamericana y Caribeña en Ciencias de la Salud). Este es un estudio de revisión de literatura integradora. En el primer momento de la recopilación se identificaron 32 artículos, de los cuales se seleccionaron solo 8 artículos que respondieron al objetivo de este estudio. A través del análisis de los artículos, se pudo identificar que la efectividad de la auditoría de enfermería facilita la evaluación de la calidad de la asistencia brindada al cliente, ofreciendo condiciones para su mejora y se convierte en una herramienta eficiente y esencial para el cuidado integral.

DESCRIPTORES: Auditoría de enfermería. Calidad de la asistencia sanitaria.**RESUMO**

Nas últimas décadas, com o propósito de garantir a qualidade dos serviços prestados, as instituições de saúde têm-se preocupado em utilizar a auditoria, como ferramenta de forma contínua em suas organizações. Este estudo teve como objetivo analisar as produções científicas nacionais dos últimos 5 anos, sobre a qualidade da assistência de enfermagem através da auditoria, publicadas no banco de dados da Scielo (Scientific Electronic Library Online), Lilacs (Literatura Latino-Americana e do Caribe em Ciências da Saúde). Trata-se de um estudo de Revisão Integrativa da literatura. Em um primeiro momento da coleta, foram identificados 32 artigos dos quais foram selecionados apenas 8 artigos que responderam ao objetivo deste estudo. Através da análise dos artigos, foi possível identificar que a efetivação da auditoria de enfermagem facilita a avaliação da qualidade da assistência prestada ao cliente oferecendo condições para a sua melhoria e se torna uma ferramenta eficiente e imprescindível para o cuidado holístico.

DESCRIPTORES: Auditoria de enfermagem. Qualidade da assistência à saúde.**RECEIVED ON:** 07/30/2020 **APPROVED ON:** 08/27/2020**Noely Machado Vieira**

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INTRODUCTION

Due to the current globalization process, the health sectors had to look for new alternatives to provide improved management, as a way for health organizations to adapt to an increasingly competitive market. Therefore, there was a need to guarantee positive results and satisfied customers, thus requiring organizations to learn to associate low costs with quality excellence for their customers.⁽¹⁾

This worldwide trend has demanded from the professionals involved skill in cost analysis for the provision of health services, aiming at this way an effective service.⁽²⁾

Berti and Almeida (2005), report that health care services seek to serve their customers with the best possible quality, that is, with maximum effectiveness, efficiency, equity, acceptability, accessibility and suitability.⁽³⁾

Currently, health institutions enjoy auditing as an important tool for measuring quality and costs.⁽¹²⁾ The audit process has as its concept, the systematic and formal evaluation of an activity performed by people not directly involved in its execution, in order to determine if the activity is meeting the proposed objectives. Thus being possible in this way, to

show flaws in the activities developed and to point out preventive and corrective alternatives for them.⁽⁴⁾

The nursing audit is an area that is still little investigated, which serves as an instrument for assessing the quality of care in health service institutions and provides for the improvement of nursing care management, the question is then: What is the national scientific production about nursing audit and its impact on the quality and development of nursing care for the care provided to users of these services?

This study is justified, as it aims to relate the impacts of the audit on the quality of care. An emerging theme in the context of health services because, through this, it is possible to observe and monitor the quality of nursing care and if the expenses are being consistent with the procedures carried out within the institutions, the administrative function of the nurse, especially the function of leadership with the nursing team, thus providing a fairer and more humanized treatment of their clients. In addition, the knowledge produced may foster future research and improvement actions that contributed to the updating and improvement of nursing services.

Therefore, this study aimed to

analyze national scientific productions of the last 5 years, on the quality of nursing care through the audit, published in the database of Scielo (Scientific Electronic Library Online), Lilacs (Latin American and Caribbean Literature in Health Sciences) from 2014 to 2019, analyzing their contribution to improving the quality of nursing care in this area, as there is currently a shortage of scientific production within this area.

METHOD

The method chosen for the development of the study in question, was the Integrative literature review, as it aims to gather and synthesize research results on a limited theme or question, ordering and systematizing the study, enabling the deepening of the knowledge of the subject investigated.⁽⁵⁾

The research was carried out from July to October 2019. The national scientific journals available in full found on the websites of the Scientific Electronic Library Online (Scielo), Latin American and Caribbean Literature in Health Sciences (Lilacs), which present national journals with articles relevant to the topic were used. To establish the sample that met the objective of the study,

the descriptor was used: “Nursing audit”. The inclusion criteria were that the articles should be available in full, between the years 2014 to 2019,

published nationally and working within the chosen theme. The exclusion criteria were those that during the reading did not have any contribution

related to the theme, being outside the established time limit; languages other than the defendant.

In the table below it is possible to see how the searches in the journals proceeded:

RESULTS AND DISCUSSION

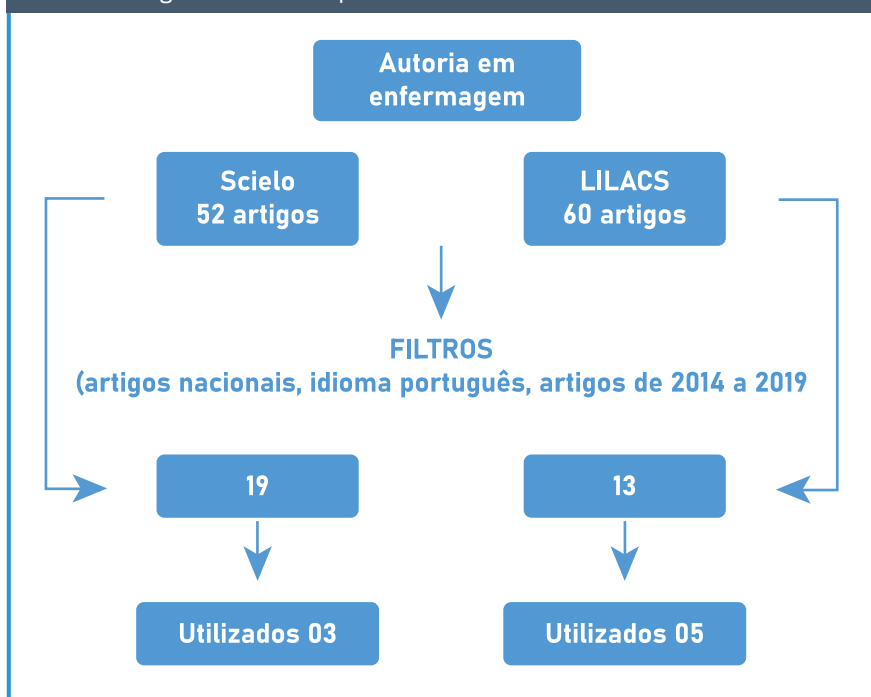
After the search, 08 articles with relevance to the study in question were selected so that their results could be analyzed and interpreted, thus constituting the research sample. To this end, a data collection instrument was developed, containing the following variables: article title, magazine, year of publication, type of study, objective and conclusion. As elaborated in the table below:

After analyzing the articles, it was possible to group them into thematic categories, as described above, namely: Quality of nursing care, Nursing records and glosses.

Quality of nursing care

The audit within the health area, aims to obtain information on the quali-

Chart 1. Design of the search process for articles:



Source: Research data

Table 2. Distribution of articles selected for the study:

Temática	Título	Revista	Ano de publicação	Tipo de estudo	Objetivo do estudo	Conclusão
Glosas	Estudo da auditoria de contas em um hospital de ensino	Revista Brasileira de Enfermagem	2015	pesquisa quantitativa exploratória, descritiva, do tipo estudo de caso único.	verificar os itens componentes das contas hospitalares, conferidos por enfermeiros auditores	Considera-se que este estudo possa representar a possibilidade de avanço no conhecimento da auditoria de contas hospitalares Os resultados apontam a viabilidade de se adotar este modelo e benefícios, principalmente no que tange a diminuição do tempo para envio da fatura aos convênios médicos, maior interação entre as auditoras e equipes assistenciais, criação de indicadores, e contribuições para a melhoria da qualidade assistencial e registros de enfermagem.
Qualidade da assistência de enfermagem	Implantação da auditoria concorrente de enfermagem: um relato de experiência	Texto & Contexto Enfermagem	2016	Relato de experiência	descrever a experiência de enfermeiras acerca da implantação da auditoria concorrente de enfermagem em ambiente hospitalar.	

Qualidade da assistência de enfermagem	Auditoria de práticas de precauções-padrão e contato em Unidade de Terapia Intensiva	Revista da escola de enfermagem da USP	2019	Estudo descritivo, transversal e prospectivo.	Avaliar a estrutura e a adesão às medidas de precauções-padrão e específicas dos profissionais de saúde em Unidade de Terapia Intensiva de hospital de ensino, no DF.	Verificou-se boa adesão ao uso de luvas, avental e máscara, baixa adesão ao uso de óculos de proteção e uso desnecessário de máscaras e precauções de contato admissionais.
Registros de enfermagem	A elaboração de evoluções de enfermagem e possíveis dificuldades: percepção do enfermeiro	Revista Nursing	2019	Descritivo e qualitativo	Analisar a percepção dos enfermeiros de um hospital público de Belém, acerca das possíveis dificuldades para a elaboração de evoluções escritas.	A falta de tempo, é o principal dificultador para a realização da evolução de enfermagem em todos os aspectos que deve contemplar.
Registros de enfermagem	Auditoria da qualidade dos registros de enfermagem em prontuários em um hospital universitário	Enfermagem Foco	2019	Pesquisa descritiva, quantitativa	Analisar a qualidade dos registros de enfermagem em prontuários.	Os resultados sugerem necessidade de constante atuação dos programas educacionais para o fortalecimento de ações que visem a excelência dos registros de enfermagem.
Registros de enfermagem	Registros de enfermagem: uma revisão integrativa da literatura	Revista nursing	2018	Revisão integrativa da literatura	Descrever a produção científica, sobre as principais informações encontradas nos registros de enfermagem de 2005 a 2015.	Concluiu-se a necessidade de investimentos em educação permanente e chamar a atenção para o que deve ser considerado essencial nas evoluções.
Qualidade da assistência de enfermagem	Auditoria de enfermagem: revisão integrativa da literatura	Revista nursing	2018	Revisão integrativa da literatura	Identificar as evidências científicas atuais da auditoria no campo da enfermagem e discuti-las.	Concluiu-se que a necessidade de mais pesquisas que abordem a experiência das enfermeiras auditoras, sua rotina, dificuldades e necessidades, para um saber pautado na cientificidade e na prática.
Registros de enfermagem	Inconsistências das anotações de enfermagem no processo de Auditoria	Revista de enfermagem do centro oeste mineiro	2016	descritivo, realizado por meio de uma revisão integrativa da literatura.	identificar as principais falhas nas anotações de enfermagem dos prontuários dos pacientes.	é necessário investir em capacitação dos profissionais da saúde buscando qualidade nas anotações de enfermagem para que se possa dar continuidade ao cuidado, bem como obter respaldo ético e legal diante dos aspectos jurídicos.

Source: Research data.

ty control of services and provides subsidies to seek greater efficiency within the management of health actions. ⁽⁶⁾

Through the audit, it is possible to check the quality of the care provided to patients, which contributes to their constant improvement and refinement of techniques. Lately it has been gaining notoriety within hospital management due to the combination of improved care and analysis of hospital accounts. ^(7,12)

The expansion in the market and work in the role of the nurse auditor is promising, especially within the analysis of hospital accounts, as he performs the compatibility of costs with the actions performed and the material consumed. ⁽⁷⁾

To Barreto et al. (2016), the assistance and care provided based on pre-established resources can be changed whenever necessary, after a careful assessment of the quality of the nursing audit. ⁽⁸⁾

One of the great benefits of auditing for the institution is being able to verify that there has been the correct planning of the actions and plans intended, which can be reformulated and directed to improve cost controls. ⁽⁸⁾

After the process of analyzing the articles, it can be observed that the nursing audit is a demanding process, requires constant dynamization of the entire nursing team, attention always focused on the performance of nursing actions, integration in the team, aiming at interests directed at a quality of assistance.

Nursing records

Among the hospital's professions, nursing is the one that stays with the patient for a long period, serving him in a humanized and holistic way, making him the professional responsible for most of the information related to patient care. Thus, it is essential to record this information. ⁽⁹⁾

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In view of this, the records in the medical record serve as essential elements for these assessments, and also support communication between health professionals. These are documents of great importance for the quality audit and ensure the service provided to customers.

the Federal Nursing Council (CO-FEN), says that "the execution of the nursing process must be formally registered". Nursing records are a form of written communication between members responsible for the patient, in order to provide continuity of care. ^(9,10)

According to Silva et al. (2019), the nursing record is still an integral and indispensable part of the Nursing Care Systematization (Sistematização da Assistência de Enfermagem - SAE), thus making it a continuous process of individualized care and as a legal document of judicial support, if necessary in the future. ⁽⁹⁾

The records made properly, aim not only at the continuity of assistance as a whole, but also provide scientific basis for research and the audit process. ⁽⁹⁾

For the process to be developed correctly, it must be followed based on rules, among them: be clear and coherent, mention the date and time of the developed procedure, contain information provided and obtained. ⁽⁹⁾

One of the major problems found within the audit is the non-conformity of records in the patients' medical records, which can cause discrepancies in hospital charges and indicate failures in care. It is of fundamental importance that the nurse auditor carries out orientative dialogues with the team so that the problem is resolved. ⁽⁷⁾

In view of this, the records in the medical record serve as essential elements for these assessments, and also support communication between health professionals. These are documents of great importance for the quality audit and ensure the service provided to customers.

Hospital glosses

In his study Lima et al. (2018), defines gloss as the total or partial non-payment of items in an invoice,

or in full. It also shows that the gloss can occur for several reasons, among them the non-authorization of medicines or procedures, or the non-use of the charged material. ⁽¹¹⁾

It is classified into two types, depending on the situation found, it can be technical - related to medical and nursing procedures; and administrative - related to non-conformities. ⁽¹¹⁾

Failures caused by poorly performed records cause conflicts and diverge information about the procedures performed, thus causing hospital losses, causing damage to the care provided by professional nurses and the provision of information that can support the professional or the institution in court. ^(9,12)

Os resultados das pesquisas mostram que os registros de enfermagem contribuem substancialmente para um alto percentual de recuperação dos itens glosados. Os autores mostram que existem grandes falhas nos

registros de enfermagem e que causam prejuízos às instituições de saúde.

CONCLUSION

It is evident the importance of the work of the professional nurse auditor, because in addition to being a market trend, it is a growing branch, in its various aspects. Enabling the nurse to act as an auditor of accounts, of the quality of care, in research and processes. The valorization of the nurse auditor is a reality in hospital institutions that aim at this professional to consolidate the care provided by their teams.

The financial loss is visible when there are non-conformities in the procedures performed or there are no notes in the medical records by the nursing team, since it can be observed by the high number of glosses presented by the operators with the health institutions.

The audit can be considered an

essential element to measure the quality of nursing care, offering subsidies to professionals to guide their activities, stimulating individual and collective reflection and guiding the process of permanent education, concomitant with this process, it allows the reduction of glosses.

Thus, it was possible to conclude that the results of the studies describe the main distortions and non-conformities present in the nursing notes, relating them mainly to the quality of nursing care and the financial losses to the institution. The administrative function of the nurse also stands out, especially its leadership role with the nursing team and the nursing audit as an educational process and of fundamental importance the inclusion of this theme within the institutional curricula, preparing professionals to perform the function auditor in nursing services coordinating and managing health teams. ■

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