

Autonomy of nurses in Urgency and Emergency in the flow of care in the Covid-19 pandemic

Autonomia dos enfermeiros em Urgência e Emergência no fluxo ao atendimento na pandemia da COVID-19

Autonomía del enfermeiro em Urgencias y Emergencias em el flujo de atención em la pandemia COVID-19

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REVISA

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RESUMO

Objetivo: identificar a importância e atuação dos enfermeiros no fluxo de atendimentos a pacientes com suspeita ou COVID-19 confirmados em serviço de Urgência e Emergência. **Método:** estudo de revisão integrativa da literatura. Trata-se de um estudo realizado por meio de levantamento bibliográfico e baseado na experiência vivenciada pelas autoras. **Resultados:** os enfermeiros que atuam nas emergências, são importantes para o direcionamento dos fluxos de atendimento de acordo com a gravidade da doença e na assistência direta. A criação dos fluxos são diárias e mudam constantemente, portanto a adequação de protocolos e fluxo é essencial para o enfrentamento da pandemia, sendo marcante a presença de enfermeiros nesse processo. **Conclusões:** a atuação do enfermeiro no pronto-atendimento, em meio à pandemia da COVID-19, desenvolve ações de assistência, gerencia além da participação na formalização e implantação de fluxos, protocolos e normas para o setor, evidencia-se como essencial o seu papel nos serviços de saúde. **Descritores:** Emergências; Enfermagem; Coronavírus; Serviços de saúde.

ABSTRACT

Objective: to identify the importance and role of nurses in the flow of care to patients with suspected or COVID-19 confirmed in na Urgent and Emergency service. **Methods:** study of na integrative literature review. This is a study carried out through a bibliographic survey and based on the authors' experience. **Results:** nurses working in emergencies are importante in directing care flows according to the severity of the disease and in direct care. The cretion of flows is daily and changes constantly, so the adequacy of protocols and flow is essential to face the pandemic, with the presence of nurses in this process being remarkable. **Conclusions:** the role of nurses in emergency care, in the midst of the COVID-19 pandemic, develops care, management actions, in addition to participating in the formalization and implementation of flows, protocols and standards for the sector, its essential role in the health service.

Descriptors: Emergencies; Nursing; Coronavirus; Health services.

RESUMEN

Objetivo: identificar la importancia y rol del enfermeiro em el flujo de atención a pacientes com sospecha o COVID-19 confirmado em um servicio de Urgencias y Emergencias. **Métodos:** estudio de una revisión integradora de la literatura. Se trata de um estudio realizado através de um relevamiento bibliográfico y basado em la experiencia de los autores. **Resultados:** las enfermeiras que trabajan en emergencias son importantes para orientar los flujos de atención según la gravedad de la enfermedad y en la atención directa. La creación de flujos es diaria y cambia constantemente, por lo que la adecuación de los protocolos y el flujo es fundamental para enfrentar la pandemia, siendo destacable la presencia de enfermeiras em este proceso. **Conclusiones:** el rol del enfermeiro em la atención de emergencias, em médio de la pandemia COVID-19, desarrolla acciones de atención, gestión, además de participar em la formalización e implementación de flujos, protocolos y estándares para el sector, su rol fundamental em la Servicio de salud.

Descritores: Emergencias; Enfermería; Coronavirus; Servicios de salud.

Introduction

COVID - 19, is the new virus identified in the coronavirus family (Severe Acute Respiratory Syndrome Coronavirus 2 (SARS- Cov - 2) and was first identified worldwide after cases of viral pneumonia of unknown origin appeared in December 2019 in Wuhan City, China.¹⁻²

The disease is characterized by various clinical manifestations with different severities. In the mildest cases, they can be defined as flu syndrome (SG), and is characterized by the appearance of symptoms such as fever, cough, sore throat, headache, among others. In more severe cases, such as severe acute respiratory syndrome (RSS), they may progress to severe pneumonia, also accompanied by dyspnea and other symptoms such as hypoxemia, aquipnea, hypotension.²⁻³

Therapeutic measures evolve from general care, without the need for hospitalization until the use of supplementary oxygen therapy and mechanical ventilation requiring hospitalization and urgent and emergency care.⁴⁻⁵ Although it may affect the elderly more severely and those with comorbidities, all ages are susceptible.⁶

The clinical-epidemiological diagnosis is performed by collection (CPR - RT), in which it evaluates viral RNA by the oronasal or bronchoalveolar region.⁴

The World Health Organization (WHO), on January 30, 2020, declared the outbreak of this disease as a public health emergency, on March 11 it was declared a pandemic and the first case of COVID-19 in Brazil was confirmed on February 25, 2020, by the Brazilian Ministry of Health (MS).^{7,8}

Pandemic evidences have been evidenced by the need for rapid response, such as measures of social distancing, adequate isolation and infection control, and the decisions made will reflect on the number of cases and collapse or not of the health system.⁹ In coping with the pandemic by COVID-19, all hospitals and their respective emergency units and the Ministry of Health carried out care flows to assist and develop care in an organized, comprehensive and joint manner.¹⁰

In this sense, the aim of the study was to identify the importance and performance of nurses in the flow of care to patients with suspicion or COVID-19 confirmed in the Emergency and Emergency Service.

Method

Integrative literature review study. It is a method that provides the synthesis of knowledge and the incorporation of the applicability of results of significant studies in practice. This is a study conducted through a bibliographic survey and based on the experience experienced by the authors at the time of an integrative review.

For the preparation of this review, the following methodological procedures will be followed: formulation of the question and the objectives of the review; establishment of criteria for the selection of articles; categorization of studies; evaluation of the studies included in the integrative review; data analysis and presentation of results.¹¹

A study conducted through online search and the capture of these productions was processed through the Virtual Health Library (VHL), using the databases: Latin American and Caribbean Literature on Health Sciences (LILACS), Nursing Databases (BDENF), Medline and Scielo. The selected descriptors were, based on the health terminology consulted in the DeCS Health Sciences Descriptors (BIREME): emergencies, nursing, coronavirus and health services.

The inclusion criteria were texts published in full and that respond to the object of this study. Exclusion criteria were texts that deal with other areas and do not meet the inclusion criteria.

Using the descriptors mentioned and in the chosen databases, respecting the inclusion and exclusion criteria, 35 studies were found. After analyzing the titles and abstracts of the published papers, 16 were selected for reading the full text and analysis. After a complete reading of the studies, 12 articles answered the guide question and were chosen to write this work.

Results and Discussion

The International Year of Nursing was defined by the World Health Organization (WHO) in 2020, due to the 200th anniversary of the birth of the founder of Modern Nursing, Florence Nightingale, in which it was marked by discussions for improvements to the profession beyond the tributes to the entire class, coinciding, with the challenge of the Covid pandemic - 19, needing to make abrupt changes in the work processes with the reality experienced at the moment, in the operational procedures, routines, reorganization of services and care flows.¹²

Brazilian emergencies have become the main environment for the care of the disease and its diseases, resulting in a chaotic reality, reflecting the increased demand for suspected cases of Covid - 19, associated with other existing health problems.¹³

The emergency units and the Ministry of Health organized flowcharts for patient care with Covid-19, promoting an organized and safe care, prioritizing care upon arrival, with priority levels.¹⁴⁻¹⁵

The nurse is the management agent in the emergency sector, promoting teamwork, stimulating and articulating through organization, planning, leadership, decision-making and conflict management, to effect an integrated work, so he has the ability to develop and organize, flowcharts, pre-established or not, to improve patient care with Covid -19.^{12,14}

The multidisciplinary team needs to be aware of the flow when the patient is admitted to the emergency room with signs and symptoms of Covid- 19. First, patients with suspected or confirmed patients need to have separate care flow from patients with other comorbidities. In a pandemic it is necessary to consider that patients not affected by the virus will need health care that could not be postponed. The importance of risk classification in nursing screening leads to cases, promoting a rapid, priority and lower risk of contamination for the unit, patient and multidisciplinary team.^{14,16-17}

Patients with flu-like syndrome (GS) or severe acute respiratory syndrome (RSS), with worsening signs and symptoms, such as dyspnea, fall in saturation and respiratory distress, are referred directly to the emergency room, and after

thorough evaluation, there is the possibility of being referred to the ICU, and those with milder symptoms, can be referred to home isolation or hospitalization in the infirmary.^{14,18-19}

Nurses who work in emergencies are important for directing care flows according to the severity of the disease and direct care, and the risk classification provides a decrease in clinical deterioration of patients by waiting time, avoidable mortality and reorganizes the service, making it possible to manage care flows.¹³

Nurses are pioneers in developing best practices for patient management, capacity and effectiveness thrive in the face of wars, disasters, crises and in the country, as well as Covid-19.²⁰

The creation of flows are daily and constantly change, it is understood that managers have the greatest knowledge and preparation for this function of performing flowcharts, but it is known that in many times these professionals do not act in direct care to patients and do not have full knowledge of what occurs in practice. It is important that professionals working on the front line are present in the creation and implementation of new flows.²¹

It is also part of the flows, the active participation in the management and coordination processes of strategic and programmatic actions, preparation of contingency plans, assistance protocols, operational, personnel management, materials, beds, continuing education of the units and administration of the units in all their levels of complexity.²² Therefore, the adequacy of protocols and flows is essential for coping with the pandemic, and the presence of nurses in this process is remarkable.²³

Final Considerations

The importance of nurses in the performance in the flow of care to Covid-19 is evident, but there is still a social devaluation in relation to medical professionals. However, every day, it is recognized that the nurse has the training and the preparation to be a reference in the multidisciplinary team.

The role of nurses in this pandemic scenario represents the visibility of the performance of professionals and managers and it is noted that this process of hospital restructuring nursing management was fundamental, since there were several changes in care flows and institutional protocols, in order to ensure safe and quality care for all involved, in a short period of time and novelty of some actions caused by COVID-19, supported by legislation, bioethics, ethics and technical and scientific evidence.

Therefore, the role of nurses in the emergency care, in the midst of the Covid-19 pandemic, develops care actions, management, in addition to participation in the formalization and implementation of flows, protocols and standards for the sector, showing it as essential its role in health services.

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