



BACKGROUND

Currently in Brazil the nursing workforce has a total of 541,903 registered nurses and 1,536,505 technicians and assistants. The most extensive survey on a professional category ever undertaken in Latin America is unprecedented and covers a universe of 2,078,772 professionals. The diversity in the distribution and development of nursing professionals impacts on the safety and quality of care offered to users of different health services all over the country.

OBJECTIVE

The purpose of the study is to develop the Nursing Services Certification Program.

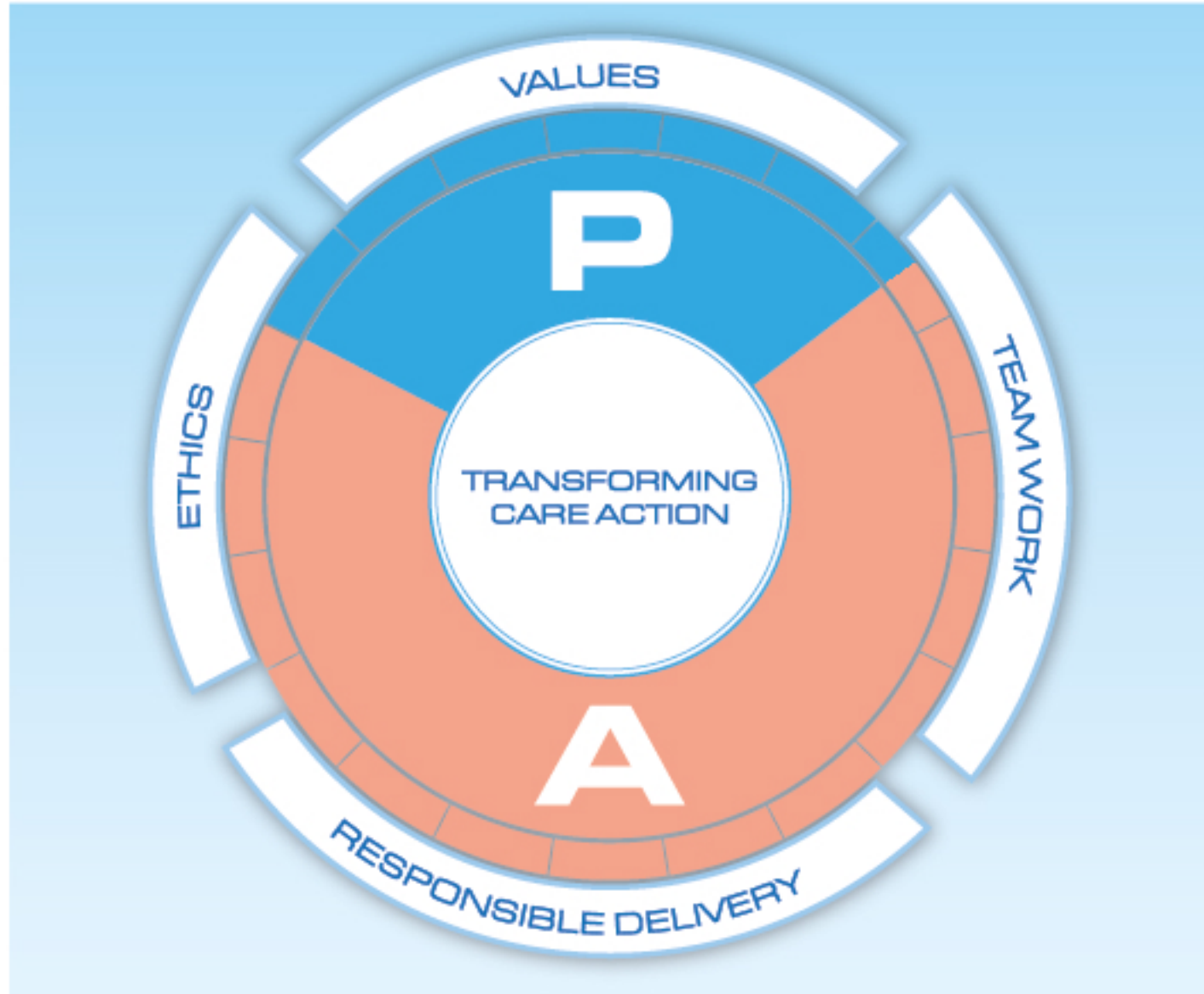
METHOD

The model of program was structured and presented to the regulatory agencies, class council and in 7 meetings held in the great centers all over the country to the main nursing managers and main representatives of the academy. The nursing certification consists of an assessment of the work environment, identification of the nursing position in the organizational structure and the results of care. We used the work environment assessment for this diagnosis. Through the knowledge trail we structured the development of nurses (Figure 1) and repositioned the nurses within the dependent, independent and interdependent domains in the elaboration of the care plan. Finally, we evaluated the impact on the institution’s results through indicators directly related to nursing. The project has six phases distributed in eighteen months and indicators that evaluate the performance of the institution. The pilot test of the program occurred in a general hospital of high complexity. The pilot test brought the need to include in the program the mapping of the nursing team and professional teams as a result of the assessment of the work environment and the alignment of the modules to the maturity of the institution.

RESULTS

The project has six phases distributed in eighteen months and indicators that evaluate the performance of the institution. Three modular classes were structured using the constructivist model, lasting 8 , whose themes are mentioned in the figure below. We structured the teams of professionals as a result of the assessment of the work environment. The program was designed to be a partner of health institutions of IQG Health Service Accreditation over 2018.

Figure 1: Trail knowledge (Mara Machado M.M, 2018)

	PERSONAL SKILLS				INTERPERSONAL SKILLS					COMPETENCIES FOR ACTION					
	Self Knowledge	Self Development	Search Development	Demonstrates and Practice Ethics	Energizes Individuals	Develops Individuals	Communicates Effectively	Build Effective Teams	Establishes and Strengthens Culture	Competencies for Education Action	Knowledge and Practice	Actions and Attitudes of Caring	Responsibility for Quality of Care	Attitudes and Values to Develop and Provide Quality Care	Corporate Dimension
VALUING THE SYSTEM															
Understanding the System															
Impact of the Context on the System															
Complex Adaptive Systems															
Knowledge Management															
Safety Management															
Health Information Management															
Patient-Centered Care															
Performance Measurement in Health															
Improvement Cycles															
24 hours - 20 credits															
SOCIAL SCIENCE															
The Social Context of Health Work															
Management and Team Leadership															
Effective Team Building															
Clinical Ethics															
36 hours - 40 credits															
LEARNING															
Understanding the Knowledge Worker															
Improving Non-Technical Skills															
Communication															
Problem Solvin															
Conflict Resolution															
Negotiation															
Interprofessional Learning															
36 hours - 40 credits															

CONCLUSION

Until this date, 09 private hospitals of medium and high complexity have joined the program in 2018 and are expected to be certified in 2019. The potential results of this project is that nurses will benefit from the combination of skills appointed, with greater support and adequacy in relation to the types of work performed in different contexts. Patients will benefit from the improvements in the way the nursing care is delivered. The results for the organization is that health financing will be used more effectively for a better result regarding patient care, provision of nursing care with adequate combination of skills to adequately meet patients’ needs and less financial resources spent on recruitment and retention. The results for the community are greater satisfaction and confidence in the delivery of health services in their local area as a direct consequence of a positive experience with the health service where nurses are using an effective and efficient care model.

