

HOSPITAL ACCREDITATION IN THE PERCEPTION OF THE NURSING TEAM OF THE SURGICAL CENTER

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The search for quality in health establishments has proved to be a worldwide trend, being considered essential for the survival of institutions. Thus, in recent decades, society has demanded and opted for health services that present excellence standards in processes and results.

In the health sector, quality includes attributes related to professional excellence, efficient use of resources, minimum risk of care and satisfaction of patients and professionals, thus being a challenge for management.

This study aimed to analyze the perception of the nursing team about the hospital accreditation process in the surgical center at a university hospital.

This is a study with a quantitative approach, exploratory-descriptive. It was performed in the surgical center of a large university hospital, located in the interior of São Paulo. The hospital has a total of 306 beds and performs monthly an average of 1,088 surgeries of low to high complexity, 60% of which are SUS surgical care and 40% are for private health care plans. The sample included 69 nursing professionals from the surgical center, who represent 100% of the approved staff.

An instrument was developed to assess the perception of employees, with a pre-test and reliability performed by Cronbach's Alpha equal to 0.812.

In the sample, 76.8% were female; 17% were nurses; 19% nursing assistants, and 64% nursing technicians, being a predominantly adult team. When comparing the three dimensions, the one with the highest favorability score was the result, with average of 47.12 (SD \pm 7.23), and the lowest was the structure, with average of 40.70 (SD \pm 5.19), while the process average was 45.45 (SD \pm 6.57). In this comparison, a statistically significant difference was obtained, $p < 0.001$.

Based on the results discussed in this study, it is possible to plan actions to correct the edges and enhance the victories achieved with the existing quality process. It is noteworthy that the dimension with the highest percentage of agreement was result and the worst evaluated dimension was structure, which suggests opportunities for improvement in these items.

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