

Telenursing in times of pandemic: experience report

Luane Pinheiro Rocha

Nursing Academics at the Federal University of Minas Gerais (EEUFMG) Nursing School. luanep@yahoo.com.br <http://lattes.cnpq.br/7594791803691153> (main author and contact) . R. Teixeira Vasconcelos 52, Belo Horizonte, MG/Brasil.

Virginia Barbosa Pereira

Nursing Academics at the Federal University of Minas Gerais (EEUFMG) Nursing School. virginia.socioambiental@gmail.com <http://lattes.cnpq.br/4902863378743545>

Luana Fernandes e Silva

Nursing Academics at the Federal University of Minas Gerais (EEUFMG) Nursing School. fernandesprofessional@gmail.com <http://lattes.cnpq.br/2275344343733475>

Angela Cristina Guimarães Barbosa

Nursing Academics at the Federal University of Minas Gerais (EEUFMG) Nursing School. angelaguimaraes230@gmail.com <http://lattes.cnpq.br/0014517280056441>

Drielly Stéfany Queiroz Delucca

Nursing Academics at the Federal University of Minas Gerais (EEUFMG) Nursing School. drikeiroz@hotmail.com <http://lattes.cnpq.br/9398911094055720>

Solange Cervinho Bicalho Godoy

Professor of the Basic Nursing Department of the Nursing School of the Federal University of Minas Gerais (EEUFMG). solangecgodoy@gmail.com <http://lattes.cnpq.br/4717593262963554>

Date of Receipt: September, 01, 2020 | Approval date: December, 08, 2020

Abstract

Introduction: Experience report of a group of students of the Nursing undergraduate course of the Federal University of Minas Gerais (UFMG), as participants of the Telenursing Project acting together with the Adopt Your Neighborhood in Coronavirus Times Project. At the beginning of the coronavirus outbreak and the paralysis of academic activities in March 2020, the process of educational intervention with the community and health professionals also began. The actions were in three stages: a) realization of the situational diagnosis and definition of the problem situation; b) planning of the intervention; and c) intervention in reality, which occurred through the creation of teleconsultancy, creation of the site, podcasts, strip-doubts and postcard. Telenursing contributes to the improvement of the assistance provided to users, training health professionals according to their needs. It is understood that the need for democratization of information is fundamental for health care, allowing all health professionals to have access to information and make it available to the community.

Keywords: Health Education; Public Health Nursing; Telenursing.

Resumen

Telenfermería en tiempos de pandemia: informe de una experiencia

Introducción: Informe de la experiencia de un grupo de estudiantes de la carrera de enfermería de la Universidad Federal de Minas Gerais (UFMG), como participantes del Proyecto Telenfermería actuando en conjunto con el Proyecto Adopta tu Barrio en Tiempos de Coronavirus. Al iniciarse el brote de coronavirus y la paralización de las actividades académicas en marzo de 2020, se inició también el proceso de intervención educativa con la comunidad y los profesionales de la salud. Las acciones se llevaron a cabo en tres etapas: a) realización de un diagnóstico de situación y definición de la situación del problema; b) planificación de la intervención; y c) intervención en la realidad, que tuvo lugar mediante la creación de teleconsultas, la creación del sitio web, podcasts, preguntas y postales. Telenfermería contribuye a mejorar la asistencia que se presta a los usuarios, capacitando a los profesionales de la salud según sus necesidades. Se entiende que la necesidad de democratizar la información es fundamental para la atención de la salud, permitiendo que todos los profesionales de la salud tengan acceso a la información y la pongan a disposición de la comunidad.

Palabras clave: Educación en salud; Enfermería en salud pública; Telenfermería.

Teleenfermagem em tempos de pandemia: relato de experiência

Introdução: Relato de experiência de um grupo de discentes do curso de graduação em Enfermagem da Universidade Federal de Minas Gerais (UFMG), como participantes do Projeto Telenfermagem atuando junto ao Projeto Adote Sua Vizinhança em Tempos de Coronavírus. No início do surto de coronavírus e da paralisação das atividades acadêmicas, em março de 2020, começou também o processo de intervenção educativa com a comunidade e com os profissionais de saúde. As ações se deram em três etapas: a) realização do diagnóstico situacional e definição da situação-problema; b) planejamento da intervenção; e c) intervenção na realidade, que se deu através da criação de teleconsultorias, criação do site, podcasts, tira-dúvidas e postcard. A Telenfermagem contribuiu para a melhoria na assistência prestada aos usuários, capacitando os profissionais de saúde de acordo com a sua necessidade. Compreende-se que é fundamental para que o cuidado em saúde seja resolutivo a necessidade da democratização da informação, permitindo que todos os profissionais de saúde tenham acesso à informação e as tornem disponíveis para a comunidade.

Palavras-chave: Educação em Saúde; Enfermagem em Saúde Pública; Telenfermagem.

Introduction

The cultural changes and the scientific, technological and methodological advances experienced in contemporaneity allow information and communication technologies to become powerful tools for health promotion, allowing interactivity, knowledge and experience exchange among people, regardless of distance¹. It is noticeable that Distance Education (DE) allows reaching countless people, from different localities, ages and cultures. In addition, it allows working on professional and human development, through the use of varied media, due to the technological possibilities of communication, discussing necessary topics in daily life².

Telehealth, as an DE strategy, is a distribution of services and information related to health, in its different areas, by electronic means, being beneficial to people who live in distant regions of urban centers, peripheries and cities of the interior³. It has two axes: teleassistance, which is the practice of monitoring and advising by telephone, teleconsultation, sending images and examination results, and tele-education, which is the use of teleconferences and tutorials that require planning, educational and technical support, aiming at health education and promotion⁴.

The promotion of health permeates demands and actions based on several methodological, theoretical, didactic and practical strategies in the teaching process in order to guarantee health care. When the pandemic of the new coronavirus (SARS-CoV-2), which caused the COVID-19, began, there was great concern in face of a disease that was spreading rapidly in several regions of the world, with different impacts. According to the records of the World Health Organization (WHO) in March 2020, the confirmed cases of the new coronavirus (SARS-CoV-2), had already exceeded 214,000 worldwide. In this context, Telehealth allowed to coordinate the available resources and serious cases of COVID-19, facilitating access to treatment guidelines for patients with pre-existing comorbidities who, although not infected, should follow the guidelines for reducing social interaction⁵.

Education is a strategy for the promotion of health, in order to enable, among other objectives, autonomy in self-care. Given the scenario of social isolation in several Brazilian municipalities, with restrictions on basic health care to prioritize the care of patients infected with the coronavirus, many people need guidance on health care and especially on the forms of prevention and approach of COVID-19.

At this moment, it can be said that the academy should be strategic and timely to the development of health educational actions as integrative practices. Therefore, an assertive and quality educational approach was proposed by the students of the Nursing School of the Federal University of Minas Gerais (UFMG), during the pandemic, in order to achieve a positive interaction of all aspects that influence the life of a given subject in the current health context.

This study aims at reporting the experience of of students in the Telenursing Extension Project: a permanent distance education initiative with actions developed for the community and professionals during the new coronavirus pandemic.

Method

The Telenursing Extension Project: a permanent distance education initiative, registered in the Extension Information System (400373) aims to train nurses and nursing workers, professors and undergraduate and graduate students at EE / UFMG, using ICTs and Telecommunications.

Considering Resolution 466/1212 of the National Council for Ethics in Research (CONEP), the researchers pledged themselves not to disclose any data that makes it possible to identify subjects who received the actions proposed by the referred project

At the beginning of the outbreak of coronavirus and the paralysis of academic activities in March 2020, also began the process of educational intervention with the community and health professionals. The actions took place in three stages:

a) Conducting a situational diagnosis and defining the problem situation - at this time there was the creation of distance learning - "Avoiding the SARS-CoV2 Epidemic: Training for UFMG health scholars to Remove Doubts from the Population" - offered by the School of Medicine in Partnership with the School of Nursing at UFMG, the process of enrollment of undergraduate students in it.

b) intervention planning - when students were trained in the teleconsulting platform and participated in virtual meetings with the project coordinator to establish the intervention method. We emphasized, at that moment, a partnership with the Municipality of Itabirito/MG, so that the students could also answer questions coming from the local population, through an e-mail.

c) intervention in reality - the last stage that consisted in the application of the elaborated actions, described below, that provide support to primary health care and to the monitoring of patients at risk or infected by the coronavirus:

- On-call duty: weekly schedule, where on each day of the week a participating student is responsible for answering the questions of health professionals in the region of Itabirito.

- Contact us: access channel for questions on the site, open to the population and health professionals, also works with weekly schedule.

- Creation of the site: "Telehealth in the UFMG Nursing School5", containing several relevant information, so that the population has access and knowledge in a fast and direct way.

- Production of educational materials: made through the doubts received.

It is worth mentioning that these actions were only possible through partnerships that were consolidated with the municipalities, being developed remotely by academics.

Results and Discussion

The actions developed have the purpose of promoting education, assistance, research, and distance monitoring of cases of coronavirus in the population inserted in the project, contributing to the development of skills and competencies to intervene in the health process disease with the communities, according to the assumptions of SUS (Brazilian Public Health System).

The results achieved with the project so far demonstrate that the use of technology is an important tool that can positively impact the qualification of the care practice of the SUS network of services, contributing to research and/or promotion of health education.

Considering that information and communication technologies can help in all stages of patient assessment in relation to the coronavirus, the Telenursing Project provided the opportunity for volunteers to contribute with the knowledge acquired, identifying cases and reducing the spread of the virus by indicating, when necessary, isolation and also guiding and responding to questions from the community and health professionals. For this reason, undergraduate students have made an effort to learn more about the disease, which enables them to provide quality information to the population.

From the doubts received, some contents were created, such as folders, the website and podcasts. The site's materials are intended to provide essential information, in a fast and playful way, with the intention of bringing reflection and greater understanding about the subject to the population, and it is used as a place for disseminating the informative materials produced by the students of the Nursing School of UFMG.

It is also worth mentioning that the website has a simple and dynamic layout, as well as easy-to-understand language, so that information is easily found and accessed by all audiences. In it, podcasts that were created through the doubts received about COVID-19 are available.

For the development of the podcasts there was a script in Word with the most frequent doubts, which is written in the form of a dialogue between two people and aims to provide information in a light and relaxed way, but always emphasizing the importance and relevance of the subject being discussed. The episodes are recorded through Skype and Speaker Studio programs, performed by two students and lasting a maximum of 4 minutes, so that the information is absorbed in a satisfactory way and does not become tiresome for the listeners. The recording is done through Anchor or VirtualDJ audio editors, which enable the insertion of sound effects, cutting and cleaning of the audio. After these steps the podcast was made available to be hosted on the site and distributed to the population through a link that gives the possibility of listening in any audio reproduction application. In sequence the postcard was produced, through the Canva Program that allows the creation of interactive and eye-catching designs. For the production of the postcard it is important to highlight that the information contained in the material is simple and objective, aiming to provide knowledge in a correct, fast and satisfactory way.

Conclusion

Telehealth is an important tool that encourages a quick organization and synthesis of knowledge, and facilitates the exchange of knowledge, especially about this new health emergency. With the current coronavirus pandemic and the little scientific knowledge on the subject, the dissemination of scientific information is considered relevant in order to avoid the spread of the disease. The results of the study provide notorious information about the importance of the use of the tool of tele-nursing that integrates the Telehealth, making possible the use of technological resources for the accomplishment of the practice of nursing at a distance in the assistance, education and research dimensions.

Telenursing has developed several forms of application of technologies to face the epidemic, which are characterized mainly by teleconsultation activities, as well as virtual learning environments and digital educational objects that have contributed to the formation and permanent education of nursing and health professionals working in primary care.

And through the Telenursing project, we can reach several people, taking a quality education in health, by electronic means, contributing to the formation of health professionals, as well as providing important possibilities to improve the coverage of services, with the exchange of both administrative and clinical information.

Little is known about the transmission characteristics of COVID-19 in a context of great vulnerabilities and social inequality, but we know that prevention, adoption of measures for social distancing and care with hygiene are measures that help not to spread the virus, and health education is the best way to educate the population in this aspect.

References

1. Camacho ACLF. Análise das publicações nacionais sobre educação à distância na enfermagem. *Revista Brasileira de Enfermagem*. Brasília. 2009 jul-ago;62(4):588-593. Disponível em: <https://www.scielo.br/pdf/reben/v62n4/16.pdf>
2. Cezar DM, Paz A A, Costa MRD, Pinto MEB, Magalhães CR. Percepções dos médicos sobre a educação a distância e a contribuição da especialização em Saúde da Família. *Interface-Comunicação, Saúde, Educação*. Botucatu. 2019;23(Supl. 1):1-15. Disponível em: https://www.scielo.br/pdf/icse/v23s1/pt_1807-5762-icse-23-s1-e180037.pdf
3. Costa RM, Nascimento RCC. Curso a distância de pesquisa documentária em saúde: parceria NUTEDS/ UFC e biblioteca de ciências da saúde/UFC. *Revista Brasileira de Biblioteconomia e Documentação*. Rio de Janeiro. 2013;9(n. 2):165-174. Disponível em: <https://rbbd.febab.org.br/rbbd/article/view/262/267>
4. Nunes AA, Bava MCGC, Cardoso CL, Melo LM, Trawitzki LV, Watanabe MGC, Braggion MF, Matumoto S, Carreta RD, Santos V. Telemedicina na Estratégia de Saúde da Família: avaliando sua aplicabilidade no contexto do PET Saúde. *Cadernos Saúde Coletiva*. Rio de Janeiro. 2016;24(1):99-104. Disponível em: <https://www.scielo.br/pdf/cadsc/v24n1/1414-462X-cad-sc-24-1-99.pdf>
5. Caetano Rosângela, Silva Angélica Baptista, Guedes Ana Cristina Carneiro Menezes, Paiva Carla Cardi Nepomuceno de, Ribeiro Gizele da Rocha, Santos Daniela Lacerda et al. Desafios e oportunidades para tele-saúde em tempos da pandemia pela COVID-19: uma reflexão sobre os espaços e iniciativas no contexto brasileiro. *Cad. Saúde Pública*. 2020; 36(5): e00088920. Available from: http://www.scielo.br/scielo.php?script=sci_arttext&pid=S0102-311X2020000503001&lng=en. Epub June 01, 2020. <http://dx.doi.org/10.1590/0102-311x00088920>.
6. Telessaúde na Escola de Enfermagem da UFMG. Programa - Telessaúde na Escola de Enfermagem da UFMG. Disponível em: <https://telessaudeufmg.wixsite.com/eeufmg>

We declare for proper purposes that there were no conflicts of interest, no remuneration, financial interest or any kind of agreement when writing this article.