

WORK-BASED LEARNING PROGRAM: AN EXPERIENCE REPORT ON WORKERS' TRAINING

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ABSTRACT: The present study aims to report the experience of students and lecturers on the Work-based Learning Program in the health services network in a municipality in the South of Brazil in 2012, focussing on actions of training of the Unified Health System workers. The program was participated in by students from the physiotherapy and nursing courses, who undertook actions so as to meet the needs of the services from the areas of Mental Health, Primary Care and General Hospital. The results converge on the need for training of the professionals of the network and for encouraging Continuous Education in Health Policy. It is concluded that the Program has importance for the teaching, service, management and community, bearing in mind the global perception of the benefits and results created in the care network in the municipality.

DESCRIPTORS: Health promotion; Education; Health; Health services; Nursing.

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Received: 26/11/2013

Aprovado: 16/12/2013

INTRODUCTION

The variety of the contexts experienced by the different regions of Brazil requires public policies capable of appropriately meeting the needs arising from this diversity⁽¹⁾. Thus, Work-based Learning Programs (WLP) become instruments for adding value to the health professionals for attention to the training of the undergraduate students, in line with the needs of the Unified Health System⁽²⁾.

In this context, the Brazilian Ministry of Health launched a series of announcements of places on Health WLP as an integral part of the National Program for Reorientation of Professional Training in Health (Pró-Saúde) which aims to articulate the Institutions of Higher Education and the public health employees. Hence, this Program increases responses to the Brazilian population's concrete needs through the training of human resources, the production of knowledge and the provision of services, with a view to strengthening the Unified Health System⁽³⁾.

In this way, this initiative aims to bring undergraduate training closer to the population's needs, reducing the distance between the academic world and that of the provision of health services, as it has been indicated as one of the elements responsible for the crisis of the sector in this area⁽³⁾. In addition to this, the Pró-Saúde aims for the consolidation of services network articulated with the social demands of the service users, aiming for the comprehensiveness of the care⁽⁴⁾.

Integrated into this scenario, the Municipality of Uruguaiana in the Brazilian state of Rio Grande do Sul was considered, in March 2012, with the Care Networks WLP, resulting from the partnership between the Municipal Health Department and the Federal University of Pampa. This Program began its activities in the municipality as a strategy of the Pró-Saúde, in order that the educational actions and the health actions might be consolidated in the framework of the network of services, with a view to reorienting the training in health.

Therefore, this article reports the experience of students and lecturers in the WLP in the health services network of the Municipality of Uruguaiana in 2012, focussing on actions of the training of Unified Health System workers in three fields: Mental Health, Primary Care and General Hospital. Thus, the intention is to contribute in the publicising of the actions of the WLP networks to the academic community, so as to encourage the partnership between the departments of health and Institutions of Higher Education in the undertaking of projects and programs, with a view to the training of students and professionals of the health sector.

ORGANIZATION OF THE WORK PROCESS OF THE CARE NETWORKS PET

The Care Networks WLP presupposes the need for interaction between Teaching and the Service Network. In the Municipality of Uruguaiana, its organization had the presence of a tutor, six preceptors (professionals from the health services) and 12 grant-funded students and volunteers selected from the nursing, physiotherapy and pharmacy courses for undertaking the activities. These actions aim for the qualification at work of the Unified Health System professionals and the initiation into work of the students from the undergraduate courses in the health area.

In this way, for starting the Program's activities, the students were divided into groups of four in the three campi of work – identified by the municipality as strategic in the training of professionals: Mental Health, Primary Care and General Hospital. Thus, a meeting was held with the preceptors allocated in each service, so that these could discuss the sectors' needs and thus be able to start planning the activities with the students.

For the orientation of the activities, in addition to the help of the preceptors, the WLP Networks had the assistance of three lecturers distributed in the three areas. As a result, it was necessary to hold departmental meetings fortnightly from May 2012 onwards with the small groups of students, lecturers and preceptors.

These meetings took place in the health services of the network and had the purpose of planning the issue of the training to be undertaken, the methodology to be used, and the target public. In this way, the training was begun in August 2012, so as to make it possible to plan and indication of professionals participants by the services' managers.

The actions in continuous education, based in the reflections developed from the integration between students, professionals and lecturers, contributed in the training of the workers of the health services of the network in the different contexts of the Municipality of Uruguaiana.

RESULTS

The mental health service was chosen to host the Care Networks WLP, the aim being to assist in the reorientation of the professionals for a care directed towards the requirements of the Psychiatric Reform⁽⁵⁾. For this, the Mental Health Outpatient Center, the Psycho-Social Care Center (PSCC) II and the PSCC

Alcohol and Drugs (AD) were selected to receive the program's team.

The central theme aimed at the professionals of these three services had to do with working within the matrix in mental health⁽⁶⁻⁷⁾, satisfying the Ministry of Health's most recent regulations. To that end, the management of these three services indicated 10 professionals to participate in the qualification, which occurred over four days, one day a week, in August 2012, totalling 30 hours. The material used by the grant-funded students was guided by a lecturer, and texts, slides and films were used in the methodology. Thus, at the end of the training, the professionals expressed the importance of this action for the work which they undertake in their routine, evaluating the activity as driving new knowledges.

Primary Care is characterized by a set of health actions, in the individual and collective framework, which cover the promotion and protection of health, the prevention of ill health, and diagnosis, treatment, rehabilitation and maintenance of health⁽¹⁾. In this context, Primary Care Center Number 14 was chosen by the municipality's health manager as a strategic service in the reorientation of the region's primary care.

This Primary Care Center's coordinator identified there to be a need for the professionals' training in the perspective of the new guidelines for Basic Life Support (BLS) and first aid for children with non-intentional injuries, poisonings, falls, fractures, and aspiration of foreign bodies. Thus, in September, totalling 22 hours, four workshops on these issues were undertaken in the service itself with six professionals, focussing on the practical demonstration of BLS both for adults and children.

In the social ambit, prevention campaigns undertaken in a structured way have not been noticed, bearing in mind the increase in the rates of accidents involving burns. Such campaigns would put in debate the accidents involving fire and the situations considered predictable, offering an alert to society as a whole, in addition to stimulating the training of professionals for these cases⁽⁸⁾.

Finally, the Santa Casa General Hospital was chosen, bearing in mind its importance for the context of health care in the above-mentioned municipality. As a means of overcoming the current (hegemonic) model of health care, based strongly in medical knowledge⁽⁴⁾, this institution's manager, in partnership with the professionals, identified the need to work on the issue of Humanization⁽⁶⁾ in the attendance. As a result, four meetings

were promoted with 12 workers in September 2012. In these, for guidance of the discussions, the booklet on the Ministry of Health's National Humanization Policy was used. This training lasted a total of 20 hours.

The process of humanization in the health institutions appeared, at that time, so that it might be possible to re-think the routine work practices, reformulating the attendance provided to the users of these services⁽⁹⁾. In this way, unawareness regarding the issue was evidenced on the part of some workers, which brought to light the need for discussion on the matter in the work-place itself.

After the training finished in the three areas of the health sector, certificates were handed to all the participating workers; these documents are recognized by the professionals as being of extreme importance, principally in a region where courses for professional improvement are scarce.

It stands out that actions for qualification undertaken in the services covered by the WLP focussed on the implementation of Continuous Education (CE) in which the health workers' educational processes occur based on problematization of the work process. In this way, it is suggested that the workers' training and development needs should be based on the health demands of the people and the populations, and should have, as their objectives, the transformation of the professional practices and of the organization of the work itself⁽¹⁰⁾.

FINAL CONSIDERATIONS

Work-based learning in programs such as that presented in this report have contributed to the strengthening of the lecturer-assistential integration, bringing the university closer to the most diverse health institutions of the regions considered. Its actions allow the qualification of the health services' workers, facilitating improvement in the training of the students from the various courses involved in this project. Therefore, these programs' importance for the teaching, service, management and community is emphasized, bearing in mind the global perception of the benefits and results created in the care networks in the municipalities considered.

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