

**CHALLENGES
FOR FAMILY
HEALTH SERVICE
PROFESSIONALS IN
WASTE MANAGEMENT**

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Abstract: The professionals who manage the Family Health Units (UBS) face difficulties in performing their duties. In order to provide quality and effective service and to perform their work safely and responsibly, it is necessary to apply management processes as guided by legal norms. The Health Services Waste Management Plan (PGRSS) is a document that describes actions related to the management of these wastes from their generation to their final disposal, with the objective of minimizing the production of waste, reducing the potential for risk to health and in the middle. To prepare the PGRSS it is necessary to relate public policies and legislation, being carried out by the manager responsible for the service. The present study seeks to verify the existence of the PGRSS in units of the Family Health Strategy of a municipality in the interior of Minas Gerais and to know the difficulties of professionals regarding the effectiveness of the plan. The research was carried out in the 23 Units that provide the primary health care service, in which only 07 present the plan. The difficulties cited were: unavailability of time; the lack of resources and the difficulties of professionals and service users to adapt. In view of the inexistence of the PGRSS in several units and the difficulties of professionals in implementing the document, it is concluded that the health units have a lack of municipal support and the need for support for the management of the PGRSS, including training and restructuring in the service.

Keywords: Management, health service waste, public health, primary health care.

INTRODUCTION

The professionals who manage the Family Health Units always face difficulties in performing their functions, both due to the lack of structure, minimal financial resources

and the overload of activities, thus affecting the efficiency of the service offered to users. In order to provide quality and effective care, in addition to performing their work safely and responsibly, it is necessary to apply management processes as guided by legal standards (CEOLIN, 2020).

The Health Services Waste Management Plan (PGRSS) is a document that sets out a set of recommendations with scientific and technical bases, with norms backed by legal bases, describing all actions related to the management of waste from health services from their generation, segregation, packaging, identification, internal transport, temporary storage, external storage, internal collection, external transportation, destination and final disposal (ANVISA, 2018).

The PGRSS aims to minimize the production of contaminated waste in addition to common waste, promote safety for health professionals in handling the waste generated and reduce the potential risk to health and the environment, based on the 3Rs: Reduction, Reuse and Waste recycling (EBSERH, 2018).

To develop and implement the PGRSS, it is necessary to relate public policies and relevant legislation, such as Anvisa's RDC No. April 2005, which provides for the treatment and final disposal of waste from health services and other measures, leaving the manager or nursing professional of the service responsible for the construction of the PGRSS.

The professional responsible for the PGRSS must also play an educator and supervisory role, considering that an error in the practice of waste management can jeopardize the health of all professionals and service users, in addition to implying an increase in the volume of waste, providing a higher cost to the municipality (UEHARA, 2019).

For better effectiveness of the document, health services must work in an interdisciplinary way, with integration and co-responsibility between the professionals involved and the entire team of the health establishment, seeking the correct adequacy of the management of RSS (DELAVATI, 2019).

In Brazil, the Unified Health System (SUS) provides a set of initiatives to care for the population in the environment in which they live, through the Family Health Strategy (ESF), so that the Family Health Units (USF) are configured as services that seek to promote the population's quality of life and work on factors that put health at risk, playing the role of gateway to the Unified Health System (SUS) (BRASIL, 2020).

In the USF, nursing professionals recognize themselves as one of the main agents that produce waste, they are included as a key player in the process of good practices related to handling, even though they do not have the necessary knowledge about the correct management of waste and its applicability (MATOS, 2018).

Therefore, an important obstacle related to the PGRSS is the lack of trained professionals to prepare, implement and monitor the plan, a task that is informally delegated to the managers of the Family Health Units or nursing professionals who do not have specific training, increasing the chances of management failures and inadequacy of legal requirements, putting the health of the service team and its users at risk (MOREIRA, 2016).

Given the importance of the elaboration and implementation of the PGRSS, the present study seeks to find out if there is a document implemented in the USF of the city of Passos, M.G., and to know the difficulties of the teams regarding the stages of construction and implementation of the plan.

METHODOLOGY

This is an exploratory data collection research through telephone contact with the nurses responsible for each of the 23 units in the city of Passos, MG.

According to Prodanov, (2013)

The exploratory study aims to provide more information on the subject that we are going to investigate, enabling its definition and design, that is, to facilitate the delimitation of the research topic; guide the setting of objectives and the formulation of hypotheses or discover a new type of approach to the subject. It aims to provide greater familiarity with the problem, making it explicit or building hypotheses about it.

The city's health system has 03 hospitals, 01 Emergency Care Unit, 23 Family Health Units, 02 Psychosocial Care Centers - CAPS and 01 School Outpatient Clinic.

The research was carried out in the 23 units that provide primary health care services through the Family Health Strategy in the city of Passos in the interior of Minas Gerais, which has a population of approximately 115,337 thousand inhabitants (IBGE). The ESF is the first level of health care that is distinguished by individual and collective actions that involve the promotion and protection of health, in addition to providing assistance and working on prevention, diagnosis, treatment and rehabilitation in an equitable and longitudinal way, with the aim of developing comprehensive attention.

All professionals contacted were receptive to the research, forming a sample of 23 participants, all nurses and responsible for each of the units.

Through contact with professionals, two aspects were addressed regarding the PGRSS. The first question is whether the unit has the document prepared and implemented in accordance with the legal bases and requirements of the National Health Surveillance Agency (ANVISA). The

second question was to raise the difficulties encountered in the elaboration and/or implementation of the PGRSS.

The analysis was performed according to the criteria of descriptive statistics, in which the data are organized, presented and synthesized in order to have a clear overview of the existing change in the variables (MEDRI, 2011).

RESULTS

The contact with the responsible professionals generated the following results:

- 07 answered yes, they prepared the document, but did not implement it;
- 10 there is no elaboration or implementation of the PGRSS according to current laws and
- 06 do not know if the document exists.

As for the implementation, all said that the unit does not have the plan properly implemented, but they separate biological, common and sharp waste.

Five difficulties were mentioned by professionals, in some cases two of them were

registered in the same unit. Complaints and the frequency at which they were reported are represented in Figure 1.

DISCUSSION

For the elaboration of the document - PGRSS, a detailed study is necessary in the health units that generate waste, the plan is prepared according to the specificity of each establishment considering the great importance of diagnosing and quantifying the waste, remembering that the greatest difficulty in preparing of the document is to find qualified professionals to do so (MELO, 2016).

The results of this study showed that the difficulties of the units are the same as those pointed out in the literature, such as the lack of training of professionals, lack of availability for elaboration, failures in infrastructure and lack of resources for the implementation of the PGRSS, revealed by the lack of implementation of the same in most units, since in those that have the document it is not in accordance with the norms, even though this measure is mandatory.

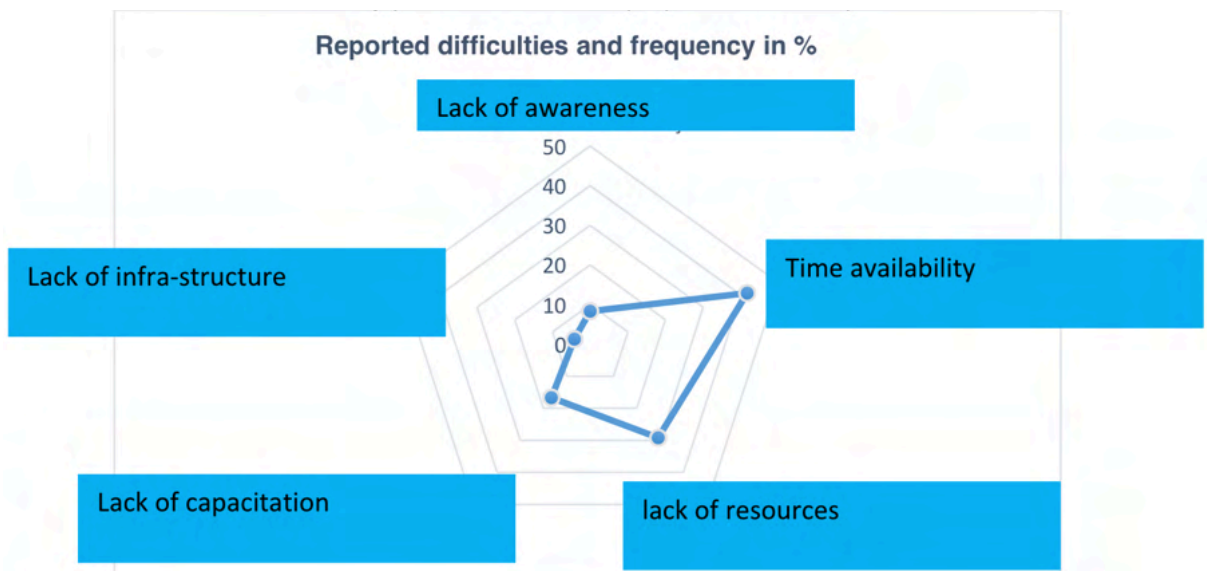


Figure 1 - Difficulties encountered by professionals in the preparation and implementation of PGRSS.

Source: research data.

In order to prepare the document, it is important to know the structure of the place, raise the difficulties present in the service and address the possibilities of adapting the establishment. Professionals need to know more than management and it is essential that they have knowledge of current regulations.

It is understood, therefore, “the growing need for investments in training of managers, implementation of methodologies for monitoring and inspection” to ensure worker health and protection of the environment, as mentioned by Amengol (2019).

A study carried out by Bandeira (2019) points out that the construction of a PGRSS and implementation of the plan are also valid for minimizing the execution of wrong practices of waste segregation, contributing to the biosecurity of professionals, remembering that occupational safety is a worker’s right and is provided by law in the Regulatory Norms (NR) of the Ministry of Labor and Employment – Occupational Safety and Medicine, specifically NR-05 CIPA, NR-06 EPI and NR-32 Health Services.

The PGRSS, because it is a detailed and complex document, becomes a project that demands time and availability, the main reason why professionals are not able to reach the entire process of elaboration and implementation of the plan is usually related to the overload of the functions performed by them. To better assist health services in managing their waste, there are tools, such as the Fuzzy Logic System, an instrument that allows the organization and processing of data for regulation, monitoring and planning with the health surveillance (SILVA, 2017).

The research points out weaknesses and challenges in the elaboration and implementation of the PGRSS in the health units in the studied municipality.

Figueiredo (2020) reports that the management of RSS in health institutions

has some deficiencies, and that actions to solve this problem cannot be restricted to complying with legal resolutions, but also to environmental education regarding the proper management of RSS and ethical responsibility of all service professionals.

Currently, in view of the new reality of the COVID-19 pandemic, new procedures are being adopted for the environmentally correct disposal of waste from health services, especially infectious materials, in order to ensure the reduction of dangerousness and implementation of the priority order of actions to expand the recovery of materials in addition to greater inspection and awareness in the units.

Among the goals of the National Solid Waste Plan are to eliminate dumps, increase selective collection and the adequacy of municipalities in the correct destination of waste from health services by 2024 (PNRS, 2020).

CONCLUSION

It is concluded that the health teams do not have sufficient knowledge or availability for the elaboration and implementation of the PGRSS document.

Managers face resource difficulties for the implementation, even if they are aware of the importance and obligation of executing the plan.

It was pointed out that users and workers lack training and awareness in the handling and disposal of potentially hazardous materials.

In view of the difficulties raised, it is concluded that the units have weaknesses that could be remedied with greater support in the design and management of the PGRSS, including lectures, training and service restructuring.

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