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PSYCHOLOGICAL CARE IN BASIC HEALTH UNITS-UBS: REPERCUSSIONS AND OUTCOMES

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Abstract: Due to the great demand for psychological care in Basic Health Units (UBS), several intervention proposals have been carried out, aiming at quality care covering a greater number of people. A resource that has been used very often are therapeutic consultations, which allow careful listening, in which the therapist can work with the patient on their anguish, suffering and problems. Based on this service proposal, this work aimed to raise a critical reflection regarding the realization of therapeutic consultations by psychology students in a Basic Health Unit - BHU in Greater São Paulo. Twenty-eight patients of both genders, aged between 4 and 68 YEARS, participated in the research, who, after performing a screening, were divided into two groups: Group I, with a single meeting based on the model of therapeutic consultations, and Group II with which individual psychological care was performed with 12 sessions. It was observed that the two methods of psychological care were highly effective in seeking to provide psychological care to the large portion of the population that seeks this type of care in public health services.

Keywords: Therapeutic Consultations. Psychological support. Mental health.

INTRODUCTION

Therapeutic consultations have been a widely used resource to deal with great demands on public health equipment, regarding mental health care. The proposal of a careful listening, based on the focus of the complaint, comes from the theory of Winnicott (1965/1994) that makes possible the constitution of an innovative setting, which allows the anguish of the patients to be treated in a shorter way. Thus, in a few visits, an effective therapeutic reception can be offered to a greater number of users of Basic Health Units (UBS) (Tardivo, 2015).

For Salles and Tardivo (2017), the search for different forms of psychological care, based on D. W. Winnicott's care models, brings a new understanding of human nature. Observing man as a being who relates to others and the environment, not just someone who has his functioning based on his impulses. With this understanding, one can have a holistic view of the human being and thus, with this expanded view, be able to take care of this man who suffers in a more complete way.

In a study carried out by Tardivo, Salles and Gabriel Filho (2013), it shows a reflection on the training of university students of the Psychology Course with mental health equipment. The content of the reports presented by the students who completed an internship period at a UBS in greater São Paulo was analyzed, in which interventions were carried out using workshops and therapeutic consultations.

In this work it was observed that the therapeutic consultations brought a differentiated listening, in which the patients could have a place of speech, where their anxieties were treated. The students also report their own growth as professionals, because during the internship, they had a great maturity, and, being able to count on the monitoring of psychologists already trained, they were able to deal with situations that, without this care, might not have been very successful due to beginning their clinical care and having little experience (Tardivo, Salles & Gabriel Filho, 2013).

In the research carried out by Figueiredo (2014) involving three mothers who sought psychological care for their children in a UBS, the resource of therapeutic consultations was also used as a way of rescuing the look of these mothers in relation to their children. With this, the aim was to strengthen the bonds between them and their children, as well as to

work for them to seek support from resources in the community to help them deal with their anguish.

The mothers' biggest complaint consisted of not being able to form positive affective bonds with their children, bringing them a feeling of helplessness when trying to deal with their children's issues. They also reported feeling powerless to deal with the demands and requests that their children brought, precisely because of the lack of a more accurate perception of them and how to deal with these issues. In the consultations, these complaints were treated and the mothers reported a great improvement in their relationships with their children (Figueiredo, 2014).

There is a strong relationship between the training of students in psychology courses and care in mental health facilities, as the work carried out between these two parties brings great benefits to the population that seeks psychological care in the public health network. This theme was the basis for the work of Rodrigues and Zaniani (2017) who evaluated the scientific production of undergraduate students and the curricula of six Psychology courses in five public universities and one private university. The authors found that the training of psychologists in the analyzed institutions is in line with the health proposals, but continues to be based on liberal private care.

According to the authors, even though the private practice model continues to be the target of recent graduates, there is a strong tendency for psychology courses to work in the construction of a Psychosocial Care model. This proposal aims to expand the fields of mental health care within the anti-asylum perspective, defended by the Psychiatric Reform. Internships in the public health network are very important in this construction, as they lead the professional in

training to think about different forms of care that meet the needs of the population without the patient being hospitalized (Rodrigues & Zaniani, 2017).

Given the above, it can be seen that the care of psychology students in internships in mental health equipment is extremely important to optimize the great demand for care in this specific area. Another very important factor for these services to occur with quality and effectiveness is the formation of innovative settings, and in this context, therapeutic consultations bring the possibility of quality care, to work on the elaboration of patients' anxieties and conflicts, thus, a greater understanding of the subject becomes necessary.

GOAL

To present an experience of interventional research and to raise a critical reflection regarding the performance of Therapeutic Consultations by psychology students from a public university in São Paulo, in a Basic Health Unit – BHU in Greater São Paulo.

METHOD

A screening was carried out based on the therapeutic consultations with patients who were on a waiting list at the UBS, and, according to each need, individual psychological care was proposed. The consultations were carried out by six undergraduate students in Psychology at the Institute of Psychology of a public university in São Paulo and monitored by two Psychologists participating in the Postgraduate program at the same institution.

Twenty-eight patients of both genders, aged between 4 and 68 YEARS, with different diagnoses participated in the study. Two groups were formed: GROUP I: composed of 14 patients who underwent only the Therapeutic Consultation and GROUP II: composed of 14 patients who requested to

participate in the Individual Psychological Care with 12 sessions.

RESULTS AND DISCUSSION

Due to the criteria that involve the Psychiatric Reform in Brazil, it is observed that training courses in Psychology work strongly with the idea of carrying out internships in the public health network. This experience is very important for students, as it gives them the opportunity to put into practice all the knowledge acquired in the classroom and incorporate innovative techniques into their interventions to meet the demands that occur in these health facilities.

In the present study, 28 patients of both genders, aged between 4 and 68 YEARS, were treated. These patients were separated into two groups that will be presented in two tables that present the initials of the names, gender of the participants, age and diagnosis that they presented at the time of the consultation. According to the patients, these diagnoses were given by psychiatrists, general

practitioners and pediatricians, with whom they passed and were instructed to undergo a psychological evaluation.

Table 1 shows Group I, composed of 14 patients aged between 6 and 68 YEARS who underwent Therapeutic Consultation.

Although both groups had similar diagnoses in GROUP I, composed of 14 patients, they sought the service for a brief care, not requesting to participate in therapy. Three patients diagnosed with schizophrenia who only wanted a referral guide to change the prescription were treated, as well as the six patients diagnosed with DEPRESSION, who wanted to take medication for this disease.

These patients had in their imagination that psychologists also prescribed controlled drugs. In Brazil, the psychologist cannot prescribe any type of medication, as there are no courses in psychopharmacology in their graduation. In some states of the United States of America (USA), such as Illinois, Louisiana and New Mexico, psychologists are trained in Psychopharmacology, for this reason they

NAME	GENDER	AGE	DIAGNOSIS
M.G.P.	FEMALE	68 YEARS	ANXIETY
A.M.S.	FEMALE	38 YEARS	DEPRESSION
J.R.O.P.	MALE	14 YEARS	DEPRESSION
J.S.	FEMALE	20 YEARS	DEPRESSION
M.C.S.	FEMALE	33 YEARS	DEPRESSION
M.C.S.	MALE	6 YEARS	LEARNING DEFICIT
B.A.R.P.	MALE	64 YEARS	SCHIZOPHRENIA
D.L.S.B.	MALE	8 YEARS	LEARNING DEFICIT
F.S.M.	MALE	30 YEARS	ANXIETY
C.A.S.	FEMALE	54 YEARS	SCHIZOPHRENIA
F.A.S.N.	FEMALE	67 YEARS	DEPRESSION
G.C.M.S.	FEMALE	28 YEARS	DEPRESSION
N.S.	FEMALE	56 YEARS	SCHIZOPHRENIA
M.O.L.	FEMALE	20 YEARS	AUTISM

Table 1. Patients in GROUP I: Therapeutic Consultation.

are authorized to prescribe medication, but in Brazil this is not possible (Azevedo, 2016).

A study carried out by Santos (2016) sought to understand the difference between the view of medicine and the view of psychology in relation to the human being. The author pointed out that medicalization aims at the physiological “cure” of the body, while psychology aims to understand psychic functioning and, with that, work on the patient’s symptoms. However, a treatment together with a psychologist and a psychiatrist, depending on the patient’s diagnosis, can have very effective results, that is, psychopharmacology and psychotherapy together tend to have a better result.

An adult patient with autism and two with a complaint of ANXIETY participated in the consultations, they sought only a single listening, aiming for this consultation, to reduce their anguish. Meanwhile, two children with learning disabilities and their guardians were referred and were waiting for a vacancy for Individual Psychological Care.

In the study carried out by Tardivo and Salles (2017) it was observed that when undergraduate students go to UBS to carry out their internships, they are not always aware of their role within these institutions. For this reason, in order to provide effective care, they look for proposals with different settings and therapeutic consultations are very important in serving the population.

It could be observed that the participants of this first group who did not want a longer treatment, the complaints were very punctual, aiming at some type of referral, either to the psychiatrist or to another care agency. With this proposal for a faster intervention, the therapeutic consultation, patients were able to feel welcomed and were instructed that they could return, if they found it necessary, for a new treatment.

Table 2 shows Group II, composed of 14 patients aged between 4 and 64 YEARS who underwent Individual Psychological Care with 12 sessions.

NAME	GENDER	AGE	DIAGNOSIS
B.A.S.	MALE	6 YEARS	ANXIETY
Y.M.M.	FEMALE	28 YEARS	DEPRESSION
M.J.C.	FEMALE	64 YEARS	PATHOLOGICAL GRIEF
J.V.S.	MALE	10 YEARS	ANXIETY
G.V.L.	MALE	14 YEARS	ANXIETY
D.C.S.	FEMALE	28 YEARS	PATHOLOGICAL GRIEF
M.F.A.	FEMALE	40 YEARS	DEPRESSION
M.E.S.M.	MALE	4 YEARS	AUTISM
J.S.G.	MALE	6 YEARS	LEARNING DEFICIT
T.J.N.	FEMALE	26 YEARS	DEPRESSION
G.K.G.	MALE	38 YEARS	ATTENTION DEFICIT
C.S.V.	FEMALE	20 YEARS	DEPRESSION
M.E.S.	FEMALE	6 YEARS	LEARNING DEFICIT
F.S.N.	FEMALE	22 YEARS	DEPRESSION

Table 2. Patients in GROUP II: Individual Psychological Care.

For GROUP II, composed of patients who perform Individual Psychological Care, a service with 12 sessions was proposed. The diagnoses are very similar to the first group, but these patients came to triage seeking more extensive care. According to the patients or their guardians, these diagnoses were given by doctors they had previously consulted with and recommended that they seek psychological care.

Among these patients who sought care, two children and an adolescent who did not have school problems were diagnosed with anxiety, while two children had a diagnosis of learning deficit. A study was carried out by Polli and Arpini (2013) to understand the social representation that some children had about the therapy they were doing at a UBS in Maringá, Paraná.

The authors emphasize that the use of recreational resources, in addition to providing a pleasant environment for children, serve as mediators for the development of a conversation between therapist and child. In the present research, for the care of all the children that composed the two groups, these resources were also used and in addition to toys, drawing techniques, modeling with clay and the use of interactive games were used, aiming to evaluate and develop the cognitive abilities of the children. children and provide a welcoming setting.

The mother of a four-year-old, she said, with a late diagnosis of autism, sought care for her son's rehabilitation. After six sessions of consultations at the UBS, the mother managed to get a place for care at the APAE and for that reason, she left the therapy at the UBS, releasing the vacancy for a child who was waiting in the waiting list. An adult with attention deficit was also attended, due to sequelae of a Cerebral Vascular Accident (CVA) and care was provided to two women who came with a complaint of pathological

mourning for the loss of their children.

In research carried out by Silva, Carneiro and Zandonadi (2017) regarding pathological grief, the authors emphasize that this occurs when the individual cannot correctly elaborate all the stages of grief, which are: denial, anger, bargaining, depression and acceptance. Pathological grief is evidenced when the person has deep sadness, social isolation, even when it is someone who has close people, melancholy, health problems, among others.

According to the authors, in their research, the brief therapy technique was used, which obtained good results in the elaboration of the mourning of its participants (Silva, Carneiro & Zandonadi, 2017). In the present study for psychological care with a proposal in twelve sessions, criteria similar to those of a brief therapy were used: once the focus of suffering had been raised, according to the understanding of the diagnosis for each participant, an intervention was designed aiming at the suspension or relief of reported symptoms. In the case of pathological grief, the intervention was carried out with a focus on loss, helping patients to elaborate their feelings and learn to live with the absence of the loved one who died.

FINAL CONSIDERATIONS

The service at UBS, for psychology students, becomes a valuable field of learning, both for the diversity of the diagnoses presented, and for the possibility of using different techniques to be adopted in the analytical setting. In general, the results observed in all interventions were very positive, in which participants were able to obtain a careful shield in therapeutic consultations and psychological care focused on suffering. These two care techniques proved to be efficient in caring for the psychological demands of patients.

It was also observed that due to the large number of demands presented in UBS, therapeutic consultations are of great value, in the search to provide psychological care to the population. It was verified that for psychological care to occur in a longer period of time, it is necessary to use criteria for screening, so that the cases that most need this type of care are selected, as well as the need for greater hiring of psychologists to work on mental health facilities, enabling greater access to these services by the population.

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