

IMPORTANCE OF THE NURSE'S ACTIVITY IN THE HEALTH SERVICE URGENCY AND EMERGENCY: A BIBLIOGRAPHICAL REVIEW

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Abstract: Introduction: The nurse is extremely important in the urgency and emergency service through which the initial assessment is carried out in the risk classification, it requires a clinical look, logical reasoning to make quick decisions, in addition to this professional playing the role of leadership, staffing and coordination of the assistance process, with a view to greater responsibility, which ends up differing from other categories that are limited to a single type of assistance. **Goal:** To search for the main actions/performance of nurses denoting their effectiveness in emergency/urgency services through a bibliographical review of Brazilian literature. **Method:** This is a bibliographical review, which aims to research and explain issues through scientific literature, which were selected by inclusion and exclusion criteria, in order to analyze the data, identifying the importance of their duties in the aforementioned services. **Discussion:** A total of 9 articles were selected that met the objective and the following themes emerged: nurses' role in the emergency service, the importance of continuing education and the working conditions of professionals in these services", which well portray the main characteristics of professionals who work in emergencies. **Conclusion:** Nurses carry out their activities in a climate of unpredictability and uncertainty and are able to maintain concentration and make decisions that are fundamental to care. They understand that in order to provide quality assistance, professionals must have adequate working conditions, resources and processes. It denotes the professional's ability in pandemic situations, among others, adaptation and resolution within short deadlines. For assistance with safety, continuing education is required.

Keywords: Acting. Nurse. Emergency. Continuing education.

INTRODUCTION

The nurse is extremely important in emergency/urgency services because through him/her the initial assessment is carried out, being responsible for the classification and appropriate direction, it requires that this professional, in addition to having a clinical perspective, needs to be able to make quick decisions through his/her reasoning. precise and logical. Aguiar et al. (2019 p.83,92), corroborates that nursing professionals need a lot of study and clinical practice to develop quick reasoning, highlighting the importance of nurses' actions for emergency care, which make all the difference when it comes to patients with various injuries and those who require immediate care.

It denotes that in addition to the assistance service, the professional nurse has the connotation of management, leadership, staffing and coordination of the assistance process, with a view to greater responsibility, which differs from other categories that end up being limited to a single type of assistance (SANTOS et al., 2016).

Nurses in Brazil are regulated by Law Number: 7,498, of June 25, 1986, where Article 11 describes the private actions of the nurse manager: the direction and leadership of nursing bodies in public or private institutions; the organization of technical and auxiliary activities; and the planning, coordination, execution and evaluation of services provided by nursing (SOUSA et al., 2018).

The professional nurse needs to be qualified to carry out their highly complex tasks together with other professionals in the administrative field in the health area. In view of certain situations in which only the nurse will have to deal, it is essential at this moment to provide guidance to the team who will be persuaded regarding their professional competence. These connections are covered in the management of urgency and emergencies

that nurses face, and in their functions, they are defining points, for engagement, development, coordination for an adequate functioning of both the provision of care and the physical and operational structure (SILVEIRA; ASSUNAÇÃO, 2020).

Thus, our general objective is to search the available Brazilian literature for the role of nurses in urgent and emergency services and, as a specific objective, to identify their main responsibilities in emergency rooms and emergency care units.

Thus, studies on this topic aim to seek out the main actions/performance of nurses, denoting their effectiveness and the importance of their duties in the aforementioned services. Highlighting and giving visibility to the work carried out by this professional, who makes up the multidisciplinary team, being the first professional who has contact with the patient and participates in the entire process until its final outcome, which could be discharge, transfer or death.

METHODOLOGY

CHARACTERIZATION OF THE RESEARCH

For this research, an integrative review was developed, where we sought to explain issues, based on manuscripts and articles, identifying and analyzing the data generated based on the scientific knowledge exposed. This model aims to synthesize results obtained in research on a proposed topic, in a systematic, orderly and comprehensive manner (ERCOLE; MELO; ALCOFORADO, 2014).

RESEARCH DELIMITATION

A The integrative review took place from January to March 2023, based on the collection of information selected from the databases: Latin American and Caribbean Literature in Health Sciences (LILACS),

Scientific Electronic Library Online (SCIELO) and PubMed. The analysis body of this project includes 09 (nine) articles from 2013 to 2023, using the descriptors “Nursing Care”; “Nurse’s role”; “Urgent and emergency health services” used with the Boolean operator “and”.

INCLUSION CRITERIA

The articles and websites listed met the inclusion criteria, including availability online, with full texts, in Portuguese, published between 2013 and 2023 and which were related to the proposed subject.

EXCLUSION CRITERIA

The exclusion criteria for this study were articles that were not available in Portuguese, with a publication date prior to 2013, that offered incomplete texts outside the suggested theme, as well as theses and dissertations.

DATA COLLECT

Data collection took place from January 2023 to February 2023, during the months of March 2023 to April 2023 they were analyzed. For the integrative review, the descriptors associated with Boolean operators were used, namely: “Nursing Assistance” and “Nurse performance” and “Urgent and emergency health services” applied on the aforementioned platforms.

DATA ANALYSIS

After selecting the articles, a survey was carried out based on reading the abstracts, considering the relationship with the topic discussed, so that the parts that respond to the objectives of this research could be selected. For a better understanding and visualization of the result, a table was created which went through three stages, the first of which consisted of analyzing the titles, abstracts and objectives, comparing them with established inclusion criteria and selecting those deemed

appropriate for the second. stage which underwent a comprehensive analysis of its content and the third stage consisted of preparing a critical synthesis of the articles selected in the previous phase, to compose the results of this research

The table shows the databases used, authors of the articles, title of the article, the year of publication of the articles and proposed objectives.

The research used Levels of Evidence and sample, according to Mendes, Silveira and Galvão (2008), the definition of Levels of Evidence determines the reliability of the studies evaluated so that their results can be used, contributing to conclusions on the proposed topic.

ETHICAL ASPECTS

The study ensured ethical aspects, thus using the standards defined by the Brazilian Association of Technical Standards (ABNT) to guarantee the authorship of the texts researched, referencing and citing appropriately. It was structured according to the reporting guidelines manual, provided by Centro Educacional Dom Alberto, aiming to standardize and organize the data obtained through collection.

RESULTS

Nine articles were included in this research that describe the role of professional nurses in emergency and urgency services. Table 1 described below organizes the included articles by informing the title of the article, the authors, year of publication, periodical and objective of the studies.

DISCUSSION

When analyzing the studies, in order to answer the research problem: look for the main actions/performance of the nurse? The following categories emerged: “nurses’ role

in the emergency service, the importance of continuing education and the working conditions of professionals in these services” which clearly portray the main characteristics of professionals who work in emergencies as described in the scientific literature analyzed.

NURSE’S ROLE IN THE EMERGENCY SERVICE

The role of nurses in the emergency service is extremely important, as they play a crucial role in providing quality healthcare and promoting the well-being of patients.

The nurse is an essential member of the emergency team and performs several vital functions. Peres et al. (2018), highlights that nurses, to work in an emergency service, must have scientific technical knowledge, skills, and knowledge work as a team, in addition to skillfully coordinating the team, without neglecting administrative activities.

A study carried out by Rosa et al. (2020), with the aim of understanding nurses’ perceptions regarding professional performance in the context of mobile pre-hospital care. It highlights the role that nurses develop, such as management and direct assistance to the user and the interconnection of theoretical and practical knowledge for the good performance of the nurse, in addition to his autonomy for the numerous activities that the professional develops, together with the team, following the protocols, which allows him to take over the care, make decisions and conducts to be carried out by the team to the user.

Morais et al. (2016), highlights the importance of nursing professionals knowing the relevance of nursing regulation by the Cofen/Coren system through resolutions/opinions/decisions in full for better clarification, remembering that Coren legislation only covers the reference state of that organ. Only cofen resolutions/decisions/

Number	Title of the article	Author (s)	Year	Magazine	Goal
1	Emergency room approach: adequate provision of nursing resources.	FERREIRA, M T; FERNANDES, J F; JESUS, R A; ARAÚJO, I M	2020	Revista de Enfermagem Referência	To understand and justify the need to allocate a nurse whose function is to exclusively approach the emergency room clients at a hospital in the Lisbon region and Tagus Valley with a multipurpose emergency service.
2	Nurses' perceptions about professional performance in the context of mobile pre-hospital care.	ROSA PH; PEREIRA LC; ILHA S; ZAMBERLAN C; MACHADO KFC.	2020	Revista Enfermagem em Foco.	Understand nurses' perceptions about their work professional in the context of mobile pre-hospital care.
3	Professional skills of nurses in urgency and emergency units: mixed method study.	FERREIRA KM; BALSANELLI AP; SANTOS JLG DOS.	2023	Revista Latino-Americana de Enfermagem	Describe the professional skills of nurses who act in urgency and emergencies and understand their perception regarding the essential skills for acting and professional update.
4	Legal competence of nurses in urgency/ Emergency.	MORAIS F L A; MARTINI, J G; VARGAS, M A DEO; REIBNITZ, K S; BITENCOURT, J V DE O. V.; LAZZARI, D.	2016	Revista Enfermagem em Foco.	The study sought to find out which procedures/aspects/ situations related to urgency/ emergency services were subject of regulation by Nursing councils
5	Reception with risk classification in emergency services from the perspective of the elderly.	GONÇALVES, A. V.F., BIERHALS, C. C.K., PASKULIN, L. M. G.	2015	Revista Gaúcha de enfermagem	To evaluate Reception practices in the Risk Classification of the Emergency Service of the Hospital de Clínicas de Porto Alegre from the perspective of the elderly.
6	The work of nurses in the emergency sector: limits and perspectives.	DANTAS U, SILVA R, CAVALCANTI A, OLIVEIRA C, NÓBREGA F.	2015	Revista de Enfermagem UFPE on line	Analyze the factors that interfere in the performance of nurses in the emergency department
7	Autonomy of nurses in Urgency and Emergency in the flow assistance during the COVID-19 pandemic.	BRASILIENSE DA, TAKASHI MH.	2022	Revista de divulgação científica Sena Aires	Identify the importance and role of nurses in the flow of care for patients with suspected or COVID-19 confirmed in Urgent and Emergency services.
8	The role of the nurse in risk classification in urgent and emergency services	QUARESMA, A. DOS S.; XAVIER, D. M.; VAZ, M. R. C	2019	Revista Enfermagem Atual In Derme	To understand the role of nurses in the risk classification of urgent and emergency services
9	Nurse's role in a private pre-hospital care service.	PERES, P. S. Q.; ARBOIT, ÉDER L.; CAMPONOGARA, S.; PILAU, C. O. DE B.; MENEZES, L. P.; KAEFER, C. T.	2018	Revista de Pesquisa <i>Cuidado é Fundamental</i> Online	To understand the perception of health workers about the role of the nurse in a pre-care service hospital.

Table 1: Description title of the article, authors, year, journal of publication and objective of the research. Porto Alegre, RS, Brazil, 2023.

Source: CAMPOS, J. N.

opinions have national coverage. Through this knowledge, professionals have the basis to carry out their activities successfully, safely and ethically.

The nurse has the training and preparation to be a reference in the multidisciplinary team, in pandemic situations or in other scenarios regarding the emergency service, standing out for his performance and adaptation in a short period of time regarding restructuring, changes of care flows and institutional protocols with the aim of ensuring safe and quality care for everyone involved, supported by legislation, bioethics, ethics and technical and scientific evidence. (Brasiliense and Takashi, 2022).

WORKING CONDITIONS OF PROFESSIONALS IN THESE SERVICES

In order for us to provide quality assistance, professionals must have an adequate workplace to perform their duties successfully and safely. It is important to highlight that working conditions can vary significantly from one location to another, and the health policies and resources available in each country can influence these conditions. Ferreira et al. (2020), highlights that quality assistance is only possible when institutions promote working conditions, with physical and human resources and coherent institutional processes for safe practice.

A study carried out by Dantas et al. (2015), with the objective of analyzing the factors that interfere in the performance of nurses in the emergency sector, portrays the reality of emergency services being one of the most problematic areas within the Health System due to the increasing numbers of visits in this sector caused directly by increase in traffic accidents and cases of urban violence, which in turn has inflated healthcare costs in our country. The study showed that nurses who

work in urgent care and emergencies face numerous difficulties in performing their care functions due to: lack of supplies and medicines, inadequate physical structure, overcrowding, inadequate quantity of human resources, and stressful relationships and tension within the work environment.

Nurses working in emergency services are exposed to high-risk situations, such as serious injuries, contagious diseases and violence. Furthermore, emotional stress can be high due to the critical and unpredictable nature of the work. Ferreira et al. (2020), highlights that in addition to carrying out their activities in a climate of unpredictability and uncertainty, which requires knowledge, concentration, speed of reasoning and speed in carrying out the decision-making process, they are also activated to provide of care in the emergency room where they remain for part of the shift, leaving the remaining team overworked, emphasizes that quality care is only possible when institutions promote working conditions, with physical and human resources and coherent institutional processes for safe practice.

THE IMPORTANCE OF CONTINUING EDUCATION

Continuing education plays a fundamental role in the lives of professionals and in society as a whole. It is a continuous learning process that occurs throughout life, even after formal completion of basic or higher education. The importance of continuing education can be observed in several aspects. The implementation of continuing education activities improves nurses' critical reasoning in the emergency service. (QUARESMA et al., 2019).

In the research carried out at the Porto Alegre clinical hospital, however, the need to qualify and rethink actions in education, management and assistance was highlighted

in order to qualify the reception of elderly people in the Emergency Service. Developing training for teams, as well as expanding networking between emergency care units, basic health units and other local services. (GONÇALVES et al., 2015).

The lack of training and knowledge are factors that interfere with the emergency service, especially in situations that require agility and precise conduct. thus, expanding discussions on the training and professional practice of nurses in this area, contributing to the professional and personal growth of this category. (Peres et al., 2018).

In short, continuing education is essential to keep up with the rapid and constant changes in today's world. It offers the opportunity for continuous learning, professional development, adaptation to new job market demands and improved quality of life. Investing in continuing education is investing in your own personal and professional growth.

CONCLUSION

Health professionals who work in the emergency service carry out their activities in a climate of unpredictability and uncertainty, which demands knowledge, concentration, speed of clinical reasoning and speed in carrying out the decision-making process,

which are fundamental for care.

It denotes the professional's ability in pandemic situations, among others, the adaptation, management and coordination of flows and protocols that can assist in providing care in such a short time, but which are of utmost importance for the patient and the health institution, providing security and credibility.

Quality assistance is only possible when institutions promote working conditions, with physical and human resources and institutional processes suitable for safe practice in assistance so that this requires a holistic view, identifying the main weaknesses to be improved.

Continuing education is a tool that institutions must invest in, in addition to standardizing quality and safe service for users, thus causing satisfaction for the professionals involved and for the users who use these services.

The bibliographical research carried out achieved the main objective of this research by showing the role of nurses in emergency and urgency services, in addition to focusing on the importance of nurses' actions and their ability to make changes and improve quality on several occasions within short periods of time.

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