

## Continuing education as management strategy in a mobile emergency care service

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The doors of emergency constitute an important observatory of the population's health status and health system performance. In recent years, there has been a growing demand for services in emergency care, but there is a low investment in human resources and permanent education projects that improve the quality of professionals working in these services and in the care provided to the population. This study aims to identify the use of permanent and/or continuing education as management strategies in the service of Mobile Emergency Care of a city in the state of Sao Paulo-Brazil, in view of the coordinator and the nursing staff. It is a qualitative study that used the thematic content analysis proposed by Bardin for data analysis. Interviews were conducted with 7 nurses, 22 nursing assistants and team coordinator. The present study found that permanent education is still incipient in this service and that workers are not aware about the difference between this strategy and continuing education. There are gaps in communication and supervision as well as incipient use of protocols. The educational needs reported by the workers have not been addressed, since there is little participation or debate. Thus, to have an improvement in quality of care, emergency services required the listening to the difficulties pointed out by workers, the development of more frequent educational activities focusing on the reality of the service, besides the use of permanent education as a strategy to resolve the problems.

### Biography

Andrea Bernardes is a registered nurse and obtained Ph.D. from the College of Nursing at Ribeirao Preto, University of Sao Paulo, Brazil (USP-RP). She is currently a faculty member in the Department of General and Specialized Nursing. She has completed her Ph.D. in 2005 from University of Sao Paulo in Brazil and postdoctoral studies in 2010 from University of Alberta in Canada. She is a researcher in the nursing management and emergency fields. She is a member of the Health Human Resources Observatory and has published several articles, contributed to chapters in published books in Brazil and presented at numerous conferences and symposia.

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