

The particularities of communication in the mobile pre-hospital care in Brazil

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Specifically in the emergency area, the communication process should be used as a continuous tool to provide security and clarity to professionals, as they deal with stressful situations on a daily basis, what requires extra attention and perfect understanding of the information transmitted. This qualitative study aims to characterize the communicative process among professionals who work in the ambulances for the basic life support of the Mobile Emergency Care Service, the coordination of this service and the Medical Regulation Center of a city in the state of Sao Paulo, Brazil. Thematic content analysis proposed by Bardin was used for data analysis. Results show that nursing auxiliaries recognize communication as an important tool in ensuring the success in nursing care delivery to patients who are in emergency situations. However, communication difficulties were detected at both the Medical Regulation Center and the coordination. Among the highlighted aspects, the lack of qualified radio operators, the constant failure of radio transmission equipments, lack of information collected by radio operators, difficulty to contact with those responsible for the nursing service during night shifts and weekends, difficulty to have meetings between coordinators and workers, lack of managers and supervisors at the Medical Regulation Center at all times of day and every day of the week, besides the lack of supervision of nursing auxiliaries. Despite the mentioned difficulties, it was possible to detect proposals of solution that aim to improve the service offered by the Mobile Emergency Care Service, such as the intermittent allocation of nurse supervisors in different ambulances.

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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