



REVIEW ARTICLE

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## ADVANCES AND CHALLENGES IN THE ORGANIZATION OF PRIMARY CARE CARE PRACTICES: AN INTEGRATIVE REVIEW

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### ABSTRACT

This study aimed to identify the advances and challenges in the organization of primary care care practices in the last decade. For this, an integrative literature review was performed in the databases BDNF, LILACS, SCIELO, SCOPUS and COCHRANE. As a result, 43 articles were found, of which only 9 met the inclusion criteria. After a thorough analysis of the content of each study, the advances indicated by the review were: multidisciplinary and integrated care, willingness to improve care and holistic treatment of the patient. Regarding the challenges, the following were found: lack of professional training for the reception and care of the client and the community, care based on the biomedical model and the need for greater investment in teaching and continuing education. It is concluded that these findings may be useful for the management and management of primary care services, allowing to know the advances and face the challenges.

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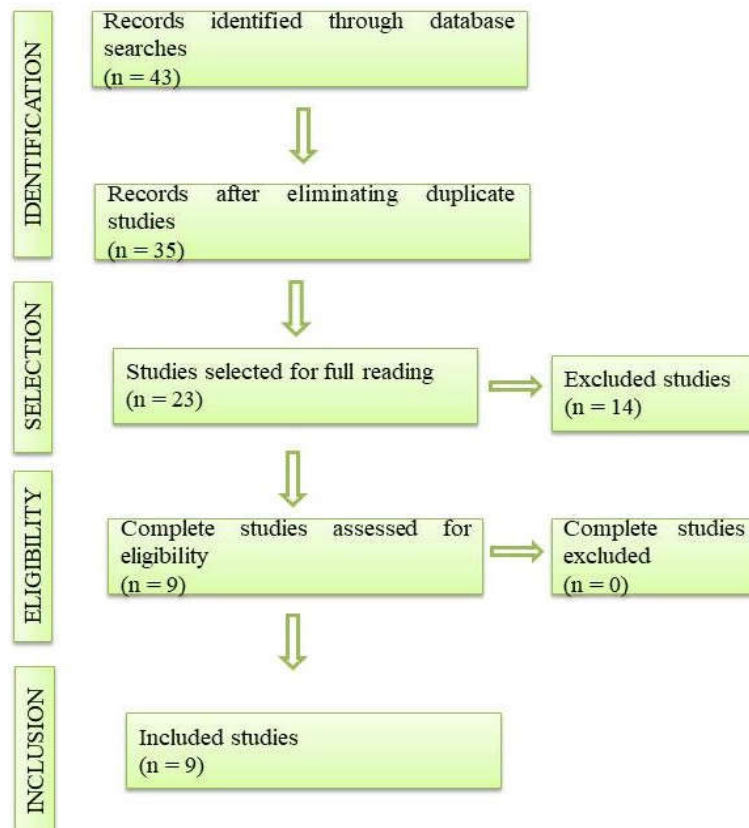
## INTRODUCTION

In Brazil, Primary Health Care (PHC) has received a lot of attention in recent years, assuming a strategic role in strengthening the Unified Health System (SUS), such as ensuring universal access and achieving integrality. Imbued with this role, PHC should take health care actions as close as possible to the community, seeking to solve the most prevalent health problems of major importance to the population

(Cavalcanti, 2019 and Facchini, 2019). In this sense, the consolidation of PHC in recent decades constitutes one of the most significant advances of SUS as a public health policy and Brazilian universal system. This advance is associated with the scope of the Family Health Strategy (FHS), which, from its implementation, produced an increase in the provision of broad spectrum services and contributed to positive health outcomes in the communities assisted by its services (Facchini, 2019 and Gonçalves, 2017). However, it is important to

**Table Distribution of found and selected articles - Redenção (CE), Brazil – 2019.**

Databases bibliographic	Articles found	Articlesexcluded	Partial sample	Excluded partial sample	Sampleend
BDEFN	09 (21%)	01 (2.3%)	08 (18.6%)	07 (16.3%)	01 (2.3%)
LILACS	07 (16.3%)	04 (9.3%)	03 (7%)	01 (2.3%)	02 (4.6%)
SCOPUS	02 (4.6%)	00 (0%)	02 (4, 6%)	00 (0%)	02 (4.6%)
SCIELO	11 (25.6%)	04 (9.3%)	07 (16.3%)	03 (7%)	04 (9.3%)
COCHRANE	14 (32.5%)	11 (25.6%)	03 (7%)	03 (7%)	00 (0%)
TOTAL	43 (100%)	20 (46.5%)	23 (53.5%)	14 (32.5)	9 (21%)



Source: Prism Flow Chart of the selection of articles for the study according to Galvão et al. (2015)<sup>6</sup>

**Figure 1. Selection process of articles included in the integrative review. Brazil – 2019.**

highlight that the health field is built on permanent tensions, which can serve as levers and potential sources for transformative actions. Thus, despite the advances that PHC has brought to the country's health, there are still many issues that make it difficult to overcome current tensions and challenges. Many of them are related to the organizational processes of care and reflect on the quality of actions and services offered to the population (Cavalcanti, 2019 and Facchini, 2003; Gonçalves, 2017 and Ferreira, 2017). The organization of care practices in PHC involves, in addition to the action of health managers, the collaboration of professionals working in the service, who must know both advances and challenges. This is because the quality of care offered is linked to the issues to be faced and the development of goals to solve them (Ferreira, 2017). Thus, it was considered necessary and relevant to perform this study, given the lack of scientific investigations directed to the identification of advances and challenges in the organization of care practices in primary care. This shortage occurs mainly when searching for literature review studies, which, when well

designed, constitute a reliable source of scientific evidence, even serving to update the knowledge of professionals in clinical practice. This fact justifies the conduction of this research that, together with others, highlights the advances achieved and the challenges to be faced for the implementation of PHC care practices. Therefore, the question that guided this study was: what have been the advances and challenges found in the organization of care practices in Primary Health Care? Therefore, the objective was to identify the advances and challenges in the organization of care practices in Primary Health Care in the last decade.

## MATERIALS AND METHODS

This is an integrative review, characterized as a research method that enables the gathering, analysis and synthesis of research available on certain topics in a systematic way. For the elaboration of this integrative review, six steps were followed: 1) identification of the theme and construction of the guiding question of the research; 2) problem identification and

study objective; 3) literature search; 4) data collection; 5) critical analysis of the results; and 6) presentation of the synthesis (Soares, 2014). The topic of interest was the organization of care practices in Primary Health Care. In these terms, the following guiding question was formulated: what have been the advances and challenges found in the organization of care practices in Primary Health Care? Health in the last decade?

Thus, data were collected in the following databases: Nursing Database (BDENF), accessed through the portal of the Virtual Health Library; *Latin American and Caribbean Health Science Literature Database* (LILACS), accessed through the Virtual Health Library portal; *Scientific Electronic Library Online* (SCIELO), accessed directly through the portal *SciELO*; *Scopus*, accessed by the portal *SciVerse Scopus*; *Cochrane*, accessed through the portal *Cochrane*. The BDENF, LILACS, SCIELO and SCOPUS databases used the Health Sciences Descriptors (DeCS), which were crossed as follows: "Primary Health Care" AND "Nursing Care" AND "Comprehensive Health Care" " Within the COCHRANE database, the descriptors controlled by the *Medical Subject Headings of the US National Library of Medicine* (MeSH) were adopted, adopting the following crossings: "Primary Health Care" AND "Nursing Care" AND "Comprehensive Health Care "The intersection between the descriptors and the Boolean operator "AND" was necessary in order to identify only articles that presented both terms in the same study. Thus, the following inclusion criteria were defined: scientific articles published since 2009 available electronically in full in Portuguese, English or Spanish and answering the guiding question of the research. Considering the studies that were not available in the databases, we searched the CAPES portal. Those that were repeated in the databases and those that were an integrative review were excluded.

The bibliographic search stage took place between January and March 2019 and the databases were accessed through a university computer linked to the world wide web, which were sold out in a single day with the search page recorded. Thus, 43 records were obtained and, as they were located, a fluctuating reading was made from the appreciation of the titles and abstracts, selecting those that had an interface with the subject of study for a reading in the literature whole. At the end, 9 articles (21%) related to the subject were exhaustively analyzed, as can be seen in Table 0 and Figure 1. A validated data collection form was used to collect data from each article in the final sample. This instrument allowed the acquisition of information about the article identification, study host institution, type of publication, methodological characteristics of the study and level of evidence (Ursi, 2019). Regarding the level of evidence, the studies were classified according to the following design: level 1 - evidence resulting from the meta-analysis of multiple randomized controlled clinical trials; level 2 - evidence obtained in individual studies with experimental design; level 3 - evidence from quasi-experimental studies; level 4 - evidence from descriptive (non-experimental) or qualitative approach studies; level 5 - evidence from case or experience reports; and level 6 - evidence based on expert opinion (Stetler, 1998). Based on thematic and content analysis, ()<sup>(9)</sup>The results found in the following categories were organized: 1) advances in the organization of health care practices in Primary Care; 2) challenges in the organization of health care practices in Primary Care.

## RESULTS

The articles selected for the final sample (n = 09) were organized according to the identification, data base and year of publication, title, journal and country, objective, method and level of evidence of the study (Table 1).

**Table 1. Summary of articles on the subject published in databases from 2009 to 2019. Redemption (EC), Brazil, 2019**

Identification, Database / Virtual Library and year	Title	Periodicand Country	Objective	Method and Level of Evidence
A1 BDENF (2012).	Adolescent care in primary care: perspectives of comprehensiveness <sup>(10)</sup>	School Magazine Ana Nery- Brazil	Describe actions of managers and nurses with adolescents in primary care, based on the perspectives of comprehensiveness.	Descriptive study with qualitative approach. Level of Evidence 4.
A2 LILACS (2014).	Reception: screening or strategy for universality of access in health care <sup>(11)</sup>	Magazine Mineira of Nursing- Brazil	Characterize the reception as one of the strategies to achieve access in the conception of Family Health Strategy professionals.	Qualitative case study. Level of Evidence 5.
A3 LILACS (2011).	Nursing and collective action: following the growth and development of children <sup>(12)</sup>	Journal of the Northeast Nursing Network of Brazil	Aimed to describe the process of implementation and development of collective monitoring of children's growth and development by nursing.	Qualitative study. Level of Evidence 4.
A4 SCOPUS (2018).	Care management of a patient with Devic's Disease in Primary Health Care <sup>(13)</sup>	USP-Brazil School of Nursing Journal	Describing care management in the context of primary care for a person affected by Devic's Disease.	Qualitative study. Level of Evidence 4.
A5 SCOPUS (2018).	Health care of lesbian, gay, bisexual, transvestite and transgender people in the Family Health Strategy <sup>(14)</sup>	Magazine Baiana of Nursing- Brazil	Analyzing the health care provided to the Lesbian, Gay, Bisexual, Transvestite and Transgender population in the Family Health Strategy	Descriptive exploratory study with qualitative approach. Level of Evidence 4.
A6 SCIELO (2018).	First week integral health of the newborn: actions of nurses of the Family Health Strategy <sup>(15)</sup>	Magazine Gaúcha ofNursing - Brazil	Describe the actions of nurses of the Family Health Strategy about the First Week of Integral Health in newborn care.	Descriptive exploratory study with qualitative approach. Level of Evidence 4.
A7 SCIELO (2013).	Evaluating the care of children under one year in Primary Health Care <sup>(16)</sup>	Latin American Journal of Nursing- Brazil	Analyze the presence and extent of attributes of Primary Health Care and the strength of children under one year of age in a Family Health Unit.	Cross-sectional and descriptive study. Level of Evidence 4.
A8 SCIELO (2012).	Elements of comprehensiveness in health professional practices for rural women victims of violence <sup>(17)</sup>	Journal of the School of Nursing of USP - Brazil	To know and analyze care practices of health professionals and services to rural women victims of violence from the perspective of comprehensive care, in municipalities of the southern half of Rio Grande do Sul.	Qualitative study. Level of Evidence 4.
A9 SCIELO (2012).	Nurses and care delivery to elderly women: a social phenomenological approach <sup>(18)</sup>	Latin American Journal of Nursing - Brazil	Understanding how nurses assist the care of elderly women.	Phenomenological study. Level of Evidence 4.

In the analysis of the data of the articles selected for this integrative review, as described in Table 1, it was found that 100% of the articles in the final sample were of Brazilian origin published between 2011 and 2018. In the methodological approach of the articles, there was a prevalence of studies with level of evidence 4 (8 articles - 88.8%). A single selected study, as it was a case study, had level of evidence 5 (11.1%). Based on the content similarity of the articles, the results were distributed in two categories, as shown in table 2. After analyzing the content and thematic of the selected studies and included in the final sample of this study, it was observed that six (66.6%) of them fell into the first category and eight (88.8%) on Monday. Thus, most articles were found to be allocated to both categories. Then, in table 3, the advances in the organization of PHC care practices pointed out by the literature over the last decade were grouped.

**Advances in the organization of care practices in Primary Health care:** With respect to these advances, 44.4% of the articles dealt the multidisciplinary and integrated care, 22.2% and provision for improvement of care and 11, 1% holistic treatment of the patient. In this context, considering what was pointed out by 44.4% of the articles, the performance of professionals from different backgrounds and specialties provides a diversified integration of specific technical knowledge, in addition to contributing to health interventions that would not be produced by any of the professionals in isolation. When it comes to primary care, care by a multidisciplinary team not only contributes to the integral approach of users of these services, but also to the exchange of experiences, respect for the opinion of others and the continuity of care, being an important advance for organizational processes of care (Fernandes, 2015; Silva, 2013

**Table 2. Organization of articles in categories according to content similarity - Redenção (CE), Brazil – 2019**

Categories	Articles. (% of sample)
1. Advances in the organization of health care practices in Primary Care.	A3; A5; A6; A7; A8; A9 (66.6%)
2. Challenges in the organization of health care practices in Primary Care	A1; A2; A3; A4; A5; A6; A7; A9 (88.8%)

**Table 3. Advances in the organization of primary health care practices in the last decade - Redenção (CE), Brazil – 2019**

Category 1 - Advances in the organization of primary health care practices	Articles. (% of sample)
Multidisciplinary and integrated care	A3; A4; A8; A9 (44.4%)
Willingness to improve care provided	A6; A7 (22.2%)
Patient holistic treatment	A9. (11.1%)

**Table 4. Challenges in the organization of Primary Health Care care practices in the last decade - Redenção (CE), Brazil – 2019**

Category 2 - Challenges in the organization of Primary Health Care care practices	Articles. (% of sample)
Lack of professional qualification for the reception and care of the client and collectivity	A1; A2; A5; A6; A7; A9 (66.6%)
Service based on the biomedical model.	A3; A4 (22.2%)
Need for greater investment in teaching and continuing education aimed at appropriating the health promotion and surveillance model	A3; A5 (22.2%)

The advances in the organization of PHC care practices pointed out by the literature in the last decade were: the multidisciplinary and integrated care of the individual and the community; the willingness to improve the care provided; and treating the patient with a holistic design. Most articles discussed the quality of care that this level of health care has provided to the population, especially through multidisciplinary. Following, in table 4, the challenges that PHC has faced in organizing its health care practices in the last decade were elucidated. As challenges in the organization of care practices in PHC in the last decade, it was noticed that the studies analyzed pointed to the lack of professional training for the reception and care of the client and the community, the care based on the model. biomedical research and the need for greater investment in the teaching and continuing education of health professionals working in primary care.

## DISCUSSION

According to the purpose of this study, the selected articles address the advances and challenges encountered in the organization of PHC care practices, especially those related to reports of scientific investigations of the last decade. Considering the similarity of content between the findings of the sample of this study, it was considered appropriate to classify them into two categories, namely: advances in the organization of care practices in Primary Health Care and the challenges in the organization of care practices. Primary Health care.

and Santos, 2016). Regarding the willingness to improve the care provided, it should be emphasized that it must involve cooperation between the professional categories of care, seeking, above all, a clinical relationship focused on the integrality and progress of clients' health outcomes. of primary care. However, for this to happen, it is necessary that each component of the service knows the constituent elements of the assistance provided by it, including the user himself, who is also the co-responsible agent for his care (Carnut, 2017). This means that the improvement of care includes mutuality and is a continuous process of updating and restructuring care delivery. When referring to the holistic treatment of the patient as an advance in the organization of care practices in primary care, we consider the need to understand the individual in its entirety, thereby seeking the integrality of care.<sup>(23)</sup> When this is done, care becomes more effective, meeting the users' life context and not just the aspects related to the disease itself. It is notorious, however, that although this new approach to care is a breakthrough for primary care, there are still some obstacles to counteract this proposal for integrating care. Among them, we can highlight the lack of resources, structure, political management and greater investments in vocational training and health education. It is understood that all these topics become obstacles to a holistic approach to treatment because they interfere with the attainment of positive health outcomes, most of the time avoiding primary care professionals' resolute intervention capacity (Oliveira, 2016). Considering the above, it should be emphasized that the

advances in the organization of primary care care practices include beyond the individual, meeting the integration of the service team, the holistic approach to patient care and other spheres of care. Society.

**Challenges in the organization of care practices in Primary Health Care:** Regarding this category, we extracted from the analyzed articles three challenges to be overcome by PHC as a way to achieve effectiveness in the organization of care practices dispensed by it. In this sense, the following challenges were identified: lack of professional training for the reception and care of the client and the community, corroborating a low resolution and increased demand for the service; care based on the biomedical model and the need for greater investment in teaching and continuing education of professionals focused on the appropriation of the health promotion and surveillance model. As evidenced by the integrative review carried out, the lack of professional qualification for welcoming and caring for the client is one of the challenges for the organizational process of care practices in primary care, especially regarding nursing care. In this regard, a study about the training and qualification of professionals working in PHC showed that there is an association between the qualification profile of professionals and the quality of services offered (Oliveira, 2016). Although this is a crucial point for advancing care at this point of attention, it is still an obstacle to overcome. This explains the fact that it was pointed out in this integrative review as a challenge for the organization of care practices. In this context, regarding care based on the biomedical model, it is known that this type of care paradigm interferes with the progress of care performed by other professionals in PHC. Among them are the nursing staff, who end up harmed by care centered on the figure of the doctor. The predominance of the biomedical model only contributes to strengthen and nurture the culture that most users still have to seek assistance only when ill, aiming only to resolve that complaint in a timely manner. This is a challenge for the integration of the multidisciplinary team performance proposal in primary care, since it overestimates clinical care over other actions (Esmeraldo, 2017).

In addition to the challenge of the focused medical model still present in most primary care services, there is a need for greater investment in the teaching and continuing education of health promotion and surveillance professionals. In this regard, a systematic review study showed that, in Brazil, the number of courses in the field of health being created with easy access is still high, allowing students to enter universities without considering the qualitative character of training. This fact affects the health care provided by primary care nurses, as they are the main actors of this service (Silva, 2013). In addition, the lack of investments in continuing education of these professionals has a direct effect on the quality of care provided, and directly reflects on the work of teams and health surveillance actions (Silva, 2013). This explains the fact that it has been identified as one of the challenges for the organization of primary care care practices. The findings of this study, both those related to advances and those related to challenges for the organization of care practices in PHC, are important for improving care and reflect directly on the development of means for service growth, dispensing comprehensive care and care based on the performance of diversified professionals, not only centered on the figure of the physician. Thus, the advances pointed out by the results should be further driven to raise the quality of care and the challenges

must be faced through the creation of strategies that involve all members of primary care care practices in the Brazilian public health system.

## Conclusion

The objective of this study was achieved. Thus, the results showed that the main advances for the organization of care practices in PHC are the multidisciplinary and integrated care, the willingness to improve the care provided and the holistic treatment of the patient. On the other hand, it was found that the biggest challenges to achieve this organization is the lack of professional training for the reception and care of the client and the community, the care based on the biomedical model and the need for greater investment in education and education continued. Nevertheless, this study has some limitations to be overcome in further investigations. Among them, we can highlight the sample size, which may be larger in integrative reviews that use the same descriptors of this study, but in different databases. This is because, although a significant sample of articles was obtained, it was not possible to exhaust all existing databases. Thus, throughout the study, some issues related to the advances and challenges of care practices in PHC were identified, which may be the object of further research. Examples of such issues are the lack of professional training for integrating the care of the population and the lack of effective means for continuing education at this level of health care.

In this sense, the need for further research along the same thematic line is reinforced, in order to identify other advances and challenges for the organization of care practices in PHC. Such research can be directed to the investigation of the causality of factors associated with the challenges to the effectiveness of health care in primary care services, as well as the effects of the main advances identified in this integrative review on the quality of health and nursing care. users of this point of attention. In summary, the results of this study bring considerable contributions to the health area, especially to the work context of PHC. One is the provision of information based on the scientific literature of the last decade about the challenges and advances related to the organization of care practices. From this information, health managers and PHC professionals, especially nurses who, in most cases, assume the management of this point of care, will be able to set goals for the improvement and facing the challenges for the organization of health practices caution.

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