Gac Sanit. 2025;39(S2):701

Gaceta Sanitaria

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1083 - INTERDISCIPLINARY COMMUNICATION IN TEAM BASED CARE AS A MANAGEMENT STRATEGY TO ACHIEVE INTEGRALITY IN HEALTH

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Resumen

Background/Objectives: Communication is present in all environments where there is interaction between people, and it can be effective, assertive or not, and in the health area it is not different. Communication processes occur between professionals and patients and between professionals themselves. In this research, the focus is interprofessional communication. The objective of the study was to understand how interprofessional communication in health can be used as a management strategy to promote comprehensive care in the routine of Primary Care teams in a Brazilian Midwest city.

Methods: This is an intervention research, with a qualitative approach, based on the theoretical precepts of Minayo, using the Focus Group as a data collection instrument. The research was divided into three moments: Focus Group 1 (FG1), Intervention Workshop (IW) and Focus Group 2 (FG2), carried out with a team from Basic Health Unit and one from Family Health Support Center, from June to September 2024. In FG1, a guiding script was applied with discussions on interprofessional communication in health, identifying strengths and weaknesses of the teams in relation to the topic. In OFI, the gaps identified in FG1 were worked on. In FG2, the guiding script of FG1 was replicated to assess the impacts of the workshop on the process of constructing participants' knowledge.

Results: Both teams were successful in their professional practices, recognizing the importance of effective interdisciplinary communication, expanding their communication strategies and evidencing that interprofessional communication is a strategic tool for health management, directly reflecting on comprehensive patient care. Furthermore, they initiated processes of change in their work environments after the intervention of this research.

Conclusions/Recommendations: Interprofessional communication in health has a great influence on management, organization of work processes and comprehensive care. This study is innovative, given the scarcity of research in the area, and has great potential to contribute to improving the management of health services.

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