

PERCEPTION OF USERS FROM THE UNIFIED HEALTH SYSTEM REGARDING THE PRESENCE OF MEDICAL STUDENTS IN SCHOOL CLINICS: A REVIEW ARTICLE

PERCEPÇÃO DOS USUÁRIOS DO SISTEMA ÚNICO DE SAÚDE QUANTO À PRESENÇA DE ACADÊMICOS DE MEDICINA NAS CLÍNICAS-ESCOLA: REVISÃO BIBLIOGRÁFICA

Petrus Augusto Dornelas Câmara¹; Paulo Eugênio Matozo Azevedo da Costa²; Iago Henrique Pinheiro Bezerra²; Luanna Gabrielle Vieira Leite²; Andreza Mayanna da Silva²

¹ MD, PhD, Prof. at the Universidade Federal de Pernambuco and FMO; ² Student at the Faculdade de Medicina de Olinda – FMO

ABSTRACT

Introduction: The assessment of patient satisfaction with healthcare services has become an increasingly used indicator of the quality of care provided, as it evidences the perceptions of patients regarding medical students in patient care. **Objectives:** To evaluate the perception of patients in school clinics regarding the participation of medical students during consultations. **Methods:** This narrative review was conducted using the LILACS, MEDLINE, and SciELO databases. A total of 14 full-text studies published in Portuguese, English, and Spanish over the past decade were included. **Results:** Most patients reported satisfaction with consultation involving medical students, perceiving an enhancement in the quality of care. However, a few patients reported discomfort during physical examinations, preferring consultations without the presence of students. **Conclusion:** Most patients expressed satisfaction in contributing to the education of medical students, believing that this collaboration improves the healthcare quality.

Keywords: Patient Satisfaction; Health Evaluation; Quality Control; Medical Education; Unified Health System.

RESUMO

Introdução: A avaliação da satisfação dos pacientes quanto aos serviços na *área* da saúde, tem sido cada vez mais utilizada como variável da qualidade da assistência prestada. Enfatizando assim a importância de conhecer a percepção dos usuários frente à assistência realizada por estudantes de medicina. **Objetivos:** Avaliar a percepção dos usuários em serviços de clínica escola, quanto à participação de estudantes de medicina durante os atendimentos médicos. **Métodos:** Foram utilizadas as bases de Literatura: LILACS, MEDLINE e SciELO. Foram selecionados 14 artigos completos redigidos em língua portuguesa, inglesa e espanhola, publicados nos últimos 10 anos. **Comentários:** Os estudos mostraram que a grande maioria dos usuários relatam estarem satisfeitos com o atendimento quando os estudantes estão presentes, trazendo mais qualidade ao atendimento. Entretanto, uma pequena parcela, demonstram-se intimidados no exame físico, optando pelo atendimento sem a presença dos estudantes. **Conclusão:** Evidenciou-se a satisfação da maioria dos usuários em poder colaborar para a construção do aprendizado dos estudantes e assim, contribuir para a melhoria da qualidade da atenção à saúde.

Palavras-chave: Satisfação do paciente; Avaliação em saúde; Controle de qualidade; Educação médica; Sistema único de saúde.

INTRODUCTION

The assessment of patient satisfaction with the healthcare services has been increasingly used as an important variable for defining service quality¹⁻⁴. Patients have contributed to medical education since ancient times. Great masters transmitted their knowledge at the bedside of the sick or in outpatient clinics⁵⁻⁷.

Undergraduate students gain diversified learning experiences that extend beyond theoretical knowledge of clinical protocols and procedures. Direct interaction with patients, embedded within their social contexts and unique health needs, is essential for developing professional maturity and clinical competence within teaching environments⁵⁻⁶.

Most patients naturally accept the presence of medical students during their care; however, their perception may differ regarding consultations conducted solely by the physician compared with those involving the physician and medical students. Additionally, patients may question whether the behavior of the students is adequate⁴.

Patient-centered care assessment tools provide valuable insights into the perception of patients about healthcare services, enabling the implementation of strategies to improve the quality of care⁷.

Although Brazilian studies on patient satisfaction with healthcare services began in the 1990s, research in this area remains limited⁵⁻⁶. Moreover, research on instruments for measuring patient satisfaction with healthcare services is scarce⁵⁻⁷.

Given the importance of delivering humane, high-quality care within teaching clinics, this study aimed to explore the perceptions of patients regarding the involvement of medical students in clinical care, identifying positive and negative aspects of healthcare to enhance its quality.

METHODS

A narrative review was conducted using the LILACS, MEDLINE, and SCIELO databases. The Health Sciences Descriptors terms encompassed patient satisfaction, healthcare evaluation, quality control, medical education, and Unified Health System. A total of 14 full-text studies published in Portuguese, English, and Spanish over the past decade were included. They addressed patient perceptions regarding the presence of medical students during clinical consultations.

RESULTS

Patients are fundamental to the teaching process, as direct observation and clinical practice foster scientific and humanistic development among medical students⁹.

Most studies indicated that patients generally report satisfaction with the care they received when students are present. The participation of medical students was associated with the delivery of detailed information, as the students present increased proactive behavior and engagement, contributing to the understanding of patients about their condition and the treatment process⁹.

Nevertheless, a few patients reported discomfort and embarrassment related to their privacy during consultations and physical examinations involving students, particularly in the gynecology and urology. This discomfort may occur during physical examination and sometimes leads patients to withhold essential health information⁹.

Understanding the opinions of patients regarding healthcare services is a valuable strategy for reflecting on patient reception and improving team-based care. Thus, patient profiles must be evaluated to identify factors that influence satisfaction and dissatisfaction¹¹.

Evaluating patient experience is the most relevant component in assessing healthcare quality and is commonly investigated using patient satisfaction surveys¹⁻³.

These surveys serve as final evaluative tools conducted after interaction of the patient with healthcare services, directly reflecting the perceived quality of the service received^{14,15}.

CONCLUSION

Most patients expressed satisfaction with participating in the educational process of medical students, perceiving their involvement as a contribution to improving the quality of healthcare. The patient perspective represents a reliable indicator of healthcare quality and may refine the teaching-learning process and healthcare management practices.

REFERENCES

1. Gabe MB, Rosa AMS, Garcia LSB, et. al. Avaliação do grau de satisfação de pacientes atendidos no serviço de medicina de uma clínica escola. *Arq. Catarin Med.* 2018; 47(3):146- 58.

2. Van Fleet DD, Peterson TO. Improving healthcare practice behaviors: an exploratory study identifying effective and ineffective behaviors in healthcare. *Int J Health Care Qual Assur.* 2016; 29(2):141-61. doi: 10.1108/IJHC-QA-07-2015-0089.
3. Jardim DS, Maciel FJ, Piastrelli MT, Lemos SM. Hearing Health Care: perception of the users of a public service. *Codas.* 2017; 29(2):e20150259. doi: 10.1590/23171782/20172015259.
4. Valerio AGA, Poza DC, Aguirre RH, et. al. Interpersonal relationships: perception of the communication, treatment and adverse experiences encountered by users of medical units that belong to the Coordinating Commission of the National Institutes of Health and High Specialty Hospitals. *Gac Med Mex.* 2013;149(2):134-42.
5. Liljedahl M. On learning in the clinical environment. *Perspect Med Educ.* 2018; 7(4):272-275. doi: 10.1007/s40037018-0441-x.
6. Almeida FCM, Maciel APP, Bastos AR, et. al. Avaliação da Inserção do Estudante na Unidade Básica de Saúde: Visão do Usuário. *Revis Brasil Edu Méd.* 2012; 36(1): 33-9.
7. Berwanger J, Geroni GD, Bonamigo EL. Estudantes de medicina na percepção dos pacientes. *Rev Bioét.* 2015; 23(3):552-62
8. Almeida RS. Instrumentos para mensuração de satisfação de usuários de serviços de saúde - uma adaptação transcultural do instrumento MedRisk para o contexto brasileiro. 2015. Escola Nacional de Saúde Pública Sergio Arouca, Fundação Oswaldo Cruz, Rio de Janeiro, 2015.
9. Berwanger J, Geroni GD, Bonamigo EL. Estudantes de medicina na percepção dos pacientes. *Rev Bioét.* 2015; 23(3):552-62
10. Moraes SA, Lopes DA, Freitas ICM. Diferenças sexo-específicas na prevalência e nos fatores associados à procura por serviços de saúde em estudo epidemiológico de base populacional. *Rev. bras. epidemiol.* 2014; 17(2):323-340.
11. Neves MAB. Avaliação da qualidade da prestação de serviços de saúde: um enfoque baseado no valor para o paciente. In: *Anais do III Congresso Consad de Gestão Pública; 2010; Brasília.* p.1-18.
12. Souza PC, Scatena JHG. Satisfação do usuário da assistência hospitalar no mix públicoprivado do SUS do estado de Mato Grosso. *Espaç. saúde* 2014; 15(3):30-41.
13. Rocha LRM, Veiga DF, Oliveira PR, et. al. Health service quality scale: Brazilian Portuguese translation, reliability and validity. *BMC Health Serv Res.* 2013 ;13 :24.
14. Moimaz SAS, Marques JAM, Saliba O, et. al. Satisfação e percepção do usuário do SUS sobre o serviço público de saúde. 2010. *Physis Revista de Saúde Coletiva*, Rio de Janeiro, 20 [4]: 1419-1440.