

Hospital management and audit of nursing notes: integrative review

RESUMO | Objetivo: investigar o gerenciamento hospitalar quanto à auditoria das anotações de enfermagem. Método: trata-se de uma revisão integrativa realizada nas Bases de Dados da SCIELO e da LILACS cuja coleta foi realizada entre maio e julho de 2021. Após a utilização dos critérios de elegibilidade, a amostra do estudo foi composta por 13 artigos científicos publicados entre os anos de 2011 e 2021. Resultados: os estudos abordam as funcionalidades da auditoria e o seu impacto para o cliente e para a instituição. Os registros de enfermagem completos diminuem o risco de não conformidades que possam ser detectadas pela auditoria respaldando legalmente o profissional pelos procedimentos registrados evitando glosas e gerando lucro. Conclusão: a efetivação da auditoria de enfermagem facilita a avaliação da assistência oferecida, sendo que as anotações de enfermagem têm um papel fundamental e representam uma das fontes de dados de investigação na sua execução e lucro hospitalar.

Descritores: Registros de enfermagem; Auditoria de enfermagem; Qualidade da assistência à saúde.

ABSTRACT | Objective: to investigate hospital management regarding the audit of nursing notes. Method: this is an integrative review conducted in the SCIELO and LILACS databases, which were collected between May and July 2021. After using the eligibility criteria, the study sample was composed of 13 scientific articles published between the years 2011 and 2021. Results: the studies address the functionalities of auditing and its impact for the client and the institution. Complete nursing records reduce the risk of noncompliance that can be detected by the audit, legally supporting the professional for the procedures recorded, avoiding disallowances and generating profit. Conclusion: the effectiveness of the nursing audit facilitates the evaluation of the assistance offered, and the nursing notes have a fundamental role and represent one of the sources of investigation data in its execution and hospital profit.

Descriptors: Nursing records; Nursing audit; Quality of health care.

RESUMEN | Objetivo: investigar la gestión hospitalaria en cuanto a la auditoría de las cuotas de enfermería. Método: se trata de una revisión integradora realizada en las Bases de Datos del SCIELO y del LILACS cuya coleta se realizó entre mayo y julio de 2021. Tras utilizar los criterios de elegibilidad, la muestra del estudio estuvo compuesta por 13 artículos científicos publicados entre 2011 y 2021. Resultados: los estudios abordan las funcionalidades de la auditoría y su impacto para el cliente y la institución. Los registros de enfermería completos disminuyen el riesgo de que las no conformidades puedan ser detectadas por la auditoría respaldando legalmente al profesional por los procedimientos registrados evitando las pérdidas y obteniendo beneficios. Conclusión: la realización de la auditoría de enfermería facilita la evaluación de la asistencia prestada, ya que las anotaciones de enfermería tienen un papel fundamental y representan una de las fuentes de datos de investigación en su ejecución y beneficio hospitalario.

Descriptores: Registros de enfermería; Auditoría de enfermería; Calidad de la atención de salud.

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INTRODUCTION

The medical record is an important legal tool in the assessment of the quality of care provided to the client, providing vital information for possible lawsuits and health plans, as this is the set of standardized and ordered documents, intended for the registration of professional care provided by the public and private health services. ⁽¹⁾ The medical records have a view of all non-conformities that occur in these, including nursing notes (NN) and medical evolutions, which is an important resource to know the problems and propose interventions with continuing education in an attempt to eliminate or reduce the flaws in nursing records (NR). ⁽²⁾

The client's health care record was and still is carried out with the intention of promoting a means of communication among the members of the health group, in order to facilitate the coordination and continuity of planning. The NR has other functions, as follows: it acts as a legal and commercial registry of the hospital organization and the groups of professionals responsible for the treatment of the client; it serves as a basis for evaluation and efficiency, of the quality of health practices, providing useful information for research, education and planning in the short and long term.⁽³⁾

Every day, the patient's medical record has been legally established as an important tool in the assessment of the quality of care provided to clients in the hospital, providing vital information for lawsuits and health insurances. The records of the client's medical record are also used for billing/collection purposes, for internal or external auditing, to obtain statistical data on the activities carried out and for institutional analysis.⁽⁴⁾

Costs in the health area have required qualified professionals who cooperate in the institution's economy. Losses of materials and medicines, being the main profitable sources of the hospital, are poorly controlled and the audit in nursing can perform a proactive work in similarity to this aspect.⁽⁵⁾ The purpose of the audit is to verify the adequacy of the Unified Health System (SUS), its components and activities, in view of the planning and current regulations. The expected result is the indication of administrative measures and applicable penalties, aiming to guarantee the principles of the SUS.⁽⁶⁾

The purpose of auditing costs is to check and control the billing sent to health plans, verify examinations and procedures performed, carry out routine visits to hospitalized patients, crossing the information received with that contained in the patient's medical record. It also aims to investigate the ownership of expenses and payment

processes, analyze statistics, hospital and specific indicators of the organization, check the billing systems for medical bills, and also prepare processes for contractual and administrative disallowances.⁽⁷⁾

To remain in the competitive market, institutions must learn to associate low costs with quality excellence for their clients. Consequently, health-care institutions have been compelled to organize themselves as companies developing a business vision to survive these changes in the market. This global trend has required skill in cost analysis from professionals involved in the provision of health services. Auditing has emerged as an important tool for measuring the quality (Audit of care) and costs (Audit of costs) of health institutions.^(8,9) Therefore, this study aimed to investigate hospital management regarding the audit of NNs.

METHODS

This is a descriptive, exploratory study, supported by an integrative literature review (RIL), carried out through the construction of an analysis developed from six steps in order to obtain a better understanding of the theme, based on previous studies. This method systematizes research results on the delimited theme in a systematic and orderly manner, contributing to the deepening of the investigated theme.⁽¹⁰⁾ The RIL is the broadest methodological approach regarding reviews, as it allows the inclusion of experimental and non-experimental studies for a complete understanding of the phenomenon analyzed. It is developed in six steps: (1) formulation of the problem; (2) search for sampling and/or data in the literature; (3) data collection; (4) critical analysis of the included studies; (5) discussion of results; and (6) ILR's presentation.^(11,12,13,14)

For the literary survey, there was a search for Brazilian scientific publica-

tions in the LILACS and SCIELO databases, using the following descriptors: "RE" (NR), "Auditoria de enfermagem" (Nursing audit) and "Qualidade da assistência à saúde" (Quality of health care). The sample of this study consisted of publications indexed in these databases, from 2011 to 2021. This period was chosen with the aim of obtaining recent publications related to the topic. The initial sample was 106 articles.

Initially, titles and abstracts were read. The following inclusion criteria were used: articles published in indexed national and international journals, from 2011 to 2021; abstracts in Portuguese and freely available online. Publications that did not provide the full text were excluded from the study. The final sample of the study consisted of 13 publications, four of which were indexed in SCIELO and nine publications in LILACS, and all publications were in Portuguese (Table 1).

RESULT

The search was carried out between May and July 2021 using a form containing the following variables: title; year; periodical; goal; study design; results; and conclusion. After collecting and analyzing the data, the selected sample was summarized and transcribed in a table (Table 2).

DISCUSSION

The performance audit aims to review the activity or operating segments, assessing whether the organization's resources are being used effectively and efficiently to achieve the objectives.⁽⁹⁾ Business organizations, regardless of their size, their activity, whether public or private, for profit or not, aim to obtain results. To offer quality care, they need to constantly invest in specializations, technology, knowledge of economics, finance, organizational theories, including communication and

Table 1 – Sample distribution according to the descriptors and databases used.

DESCRIPTORS	BASE DE DADOS								
	SCIELO				LILACS			TOTAL	
	UA	DA	SA	SA	DA	SA	UA	DA	SA
"RE" (NR) AND "Nursing audit" (Auditoria de enfermagem)	10	09	01	26	24	02	36	33	03
"RE" (NR) AND "Quality of health care" (Qualidade da assistência à saúde)	03	02	01	18	18	00	21	20	01
"Nursing audit" (Auditoria de enfermagem) AND "Quality of health care" (Qualidade da assistência à saúde)	14	14	00	23	22	01	37	36	01
"RE" (NR) AND "Nursing audit" (Auditoria de enfermagem) AND "Quality of health care" (Qualidade da assistência à saúde)	03	01	02	09	03	06	12	04	08
Total	30	26	04	76	67	09	106	93	13

Source: Authors, 2021. UA = Used Articles. DA = Deleted Articles. SA = Selected Articles.

Table 2 – Presentation of the synthesis of articles included in the integrative review.

Title	Year	Journal	Objective	Study Outline
Evaluation of NR in pediatrics: descriptive study(15)	2020	Online Braz. J. Nurs.	To analyze the quality of records of nurses carried out in a pediatric inpatient unit.	Descriptive, cross-sectional study of document analysis.
Implementation of concurrent nursing audit: an experience report (16)	2016	Texto Contexto – Enferm.	Describe the experience of nurses regarding the implementation of concurrent nursing auditing in a hospital environment.	Experience report.
Nursing audit: integrative literature review (17)	2018	Nursing (São Paulo)	Identify current scientific evidence of auditing in the field of nursing and discuss them	ILR
Quality assessment of NN in a semi-intensive unit (18)	2012	Esc. Anna Nery	Evaluate the quality of NN in a semi-intensive unit.	Descriptive, cross-sectional study of document analysis.
NN: quality assessment in ICU (19)	2018	Enferm. Foco	To analyze the content of NN in the medical records of patients in an ICU of a tertiary public hospital.	Descriptive, cross-sectional study of document analysis.
Audit in nursing: systematic literature review (20)	2011	Rev. Bras. Enferm.	Analyze the scientific production about auditing in nursing published in national articles between 1998 and 2008.	Systematic literature review
Quality auditing of NR in medical records at a university hospital (21)	2019	Enferm. Foco	Analyze the quality of NR in medical records.	Descriptive, cross-sectional study of document analysis.

Nursing Audit in SC (22)	2013	Rev. Adm. Saúde	Report the experiences lived by the authors during their professional practice in SC	Experience report.
Audit of the quality of NR in a hospital CIU (23)	2012	Rev. Adm. Saúde	To analyze the quality of newborns in the ICU of the Hospital Foundation Medical Assistance to Rural Workers, in São Lourenço do Oeste (Santa Catarina)	Descriptive, cross-sectional study of document analysis.
Evaluation of the NR of patients admitted to the MC of a university hospital in the north of the State of Minas Gerais (24)	2019	Rev. Pesq. Cuid. Fund. Online	Evaluate the NR of patients admitted to the MC of a university hospital in the north of the State of Minas Gerais.	Descriptive, cross-sectional study of document analysis.
Evaluation of nurses' records in medical records of patients admitted to a MC unit (25)	2012	Acta Paul. Enferm.	Analyze the NO performed by nurses in the medical records of patients in the CM of a public hospital.	Descriptive, cross-sectional study of document analysis.
Quality of NRs before and after Hospital Accreditation in a university hospital (26)	2016	Rev. Latino-Am. Enferm.	Analyze the quality of NRs, comparing the period before and after preparation for hospital accreditation, using the QDIO - Brazilian version..	Observational study.
The nurse and the NR in a public teaching hospital (9)	2011	Rev. Rene	Characterize the records made by the nurse; demonstrate the information present.	Exploratory study with a quantitative approach.

Source: The Authors, 2012. N

R = Nursing Registry.

ILR = Integrative Literature Review.

NN = Nursing Notes.

ICU = Intensive Care Unit.

MC = Medical clinic.

SC = Surgical Center.

CIU = Clinical Inpatient Unit.

QDIO = Quality of Nursing Diagnoses, Interventions and Outcomes.

human relations, cost calculation techniques, financial control, internal auditing, among others. ^(15,18,20)

The nursing audit is mainly intended for proof of payment of hospital bills, reviewing glosses through the preparation of technical reports and carrying out negotiations between representatives of the hospital and heal-

th insurance companies. In the future, associated with the first purpose, the intention will be to point out inadequacies in care, reformulate practices, indicate the in-service education process and outline corrective actions. ^(20,21,23,24)

In auditing, the absence of records can mean "not performing a procedure" financially harming the institution where

the patient was assisted, which ends up not being paid for the procedure performed. ^(17,22,23,24,25)

In audits, the absence of fundamental data to clarify the actions carried out, as well as records made improperly, are frequently detected. Much of the payment for materials, medicines, procedures and other services is linked

to NR. Due to the fact that most NN are inconsistent, illegible and subjective, the practice of glossing items from hospital bills has been significant for the budget of institutions.^(18,19,21,24) The nursing audit is a process by which nursing activities are evaluated. And in a broader sense, it is about assessing the quality of nursing care provided to the client by analyzing the medical records, and verifying the compatibility between the procedure performed and the items that make up the hospital bill charged.^(1,4,9,15,17,20)

Thus, one of the essential elements of this process is the medical record, which is an important legal tool in the assessment of the quality of care provided to the client, providing vital information for possible legal proceedings and health plans, as this is the set of standardized and ordered documents, for the registration of professional care provided by public and private health services. In this way, your information is analyzed and, therefore, if there are doubts about the procedures performed or the lack of NN, it may result in disallowances of hospital bills.^(9,15,18,20,24)

The gloss is the partial or total cancellation of the budget, as they are considered illegal or improper, that is, they refer to items that the health plan auditor does not consider payment appropriate. The glosses are applied when any situation raises doubts regarding the rule and practice adopted by the health institution.^(1,7,17) The RE has other functions: it acts as a legal and commercial registry of the hospital organization and the groups of professionals responsible for the treatment of the client, it serves as a basis for evaluating and evaluating the quality of healthcare practices.^(15,18,24)

Therefore, we have administrative disallowances that result from operational failures at the time of collection, lack of interaction between the health plan and the service provider, which are linked to contractual clauses, and technical disallowances that result from the nursing or medical team, which is linked to the lack of justification or foundation that apply to the indication of a certain procedure, and the lack of nursing notes during the care provided.^(16,19)

CONCLUSION

The effectuation of the nursing audit facilitates the evaluation of the assistance offered to the client, being that the NN's have a fundamental role and represent one of the sources of investigation data in its execution and hospital profit. The performance of the audit requires the recognition of the transformations in the economic, political and technological plans that organizations have been going through, which is not an easy task and makes this field experience a deep crisis. Considering that nursing is undergoing a curricular reform, it reflects on the responsibility of educational institutions in the training of professionals to play the role of auditor in nursing and health services, who are committed to the development of people as a way of strengthening the objectives of organizations.

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