Abstract

This research had as its object the practice of nurses’ aides and nursing technicians in service of Primary Health Care of the city of Ribeirão Preto-SP, Brazil. The aims were: characterize the work process of these agents, analyze his concepts on the constituent elements of working process and identify and analyze the difficulties and facilities in developing the work process from the perspective of integrality. It was descriptive and qualitative. To collect the data were used participant observation and the semi-structured interview and the data were dealt with thematic analysis. It was found the predominance of the organization of the work process to assist people with the need to deal with diseases/health problems and met potential for development of the work process for integrality health care. It is suggested the practice of permanent education, the qualification to listening and new training policies for these workers.

Keywords

Primary Health care, Work, Nurses' aides, Nursing, staff.