



## HEALTH ASSISTANCE: SATISFACTION OF RURAL WORKERS IN THE VALLEY RIO PARDO-RS

1<sup>1</sup>William Vinicius Kleinpaul, 2<sup>2</sup> Suzane Beatriz Frantz Krug 3<sup>3</sup> Hildegard Hedwig Pohl

**Introduction:** Basic health care in Brazil has as a model of care the Family Health Strategy (ESF). The ESF seek to comply with the principles of the Unified Health System, structuring the work of the multiprofessional teams in an attached territory. The search for care in ESF can be influenced by cultural factors, access and reception, as a result of these factors there are different characteristics between urban and rural population. People living in rural areas have lower levels of education and have difficulty accessing social and health services. It should be emphasized that health practices should be associated with the loyalty of users with health services and from this the expectation and experience with this service is derived. Satisfaction of users can be identified through satisfaction surveys, which are tools of social control, which allow characterizing the care provided by the health care system, making it more efficient and centralized in the individual. **Objective:** To evaluate the satisfaction of rural workers in the municipalities of Passo do Sobrado, Encruzilhada, Vale Verde and Candelária, regarding the assistance offered by ESF. **Method:** A cross-sectional, qualitative and quantitative study of the exploratory and descriptive type, in which 65 rural workers of both sexes living in the municipalities mentioned above will participate. Data collection will be performed by semi-structured interview (questionnaire), containing open and closed questions. Qualitative data will be analyzed by content analysis, specifically the thematic analysis, consisting of the steps of pre-analysis, material exploration and interpretation, while the quantitative data will be analyzed in the SPSS software version 23. It will be analyzed the analysis of the categorical variables, using the Qui-Square statistical test, presented in frequencies and percentages. **Results and expected impacts:** To characterize the needs, demands and satisfactions / dissatisfactions pointed out by rural workers, regarding the assistance provided or not by the health services purpose of this study will be to provide solid subsidies for the implementation of measures that may contribute to the fulfillment of the demands of this population, as well as in the increase of the satisfaction of the users that attend the ESF, and to allow greater appropriation of the assisted community for preventive and health promotion measures.

(DIAS et al, 2014)

**(MOREIRA et al, 2015).**

(CAMPOS et al., 2014)

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<sup>1</sup> Enf. Mst. Mestrado em Promoção da Saúde, Universidade de Santa Cruz do Sul.

<sup>2</sup> Enf. Dr. <sup>(a)</sup>Co-orientadora Mestrado em Promoção da Saúde, Universidade de Santa Cruz do Sul.

<sup>3</sup> Ed. Física. Dr. <sup>(a)</sup> Orientadora, Mestrado em Promoção da Saúde, Universidade de Santa Cruz do Sul.