

Mental Health Care in the Basic Health Care System: understanding the processes of user embracement, continuity of Patient Care, and assuming responsibility among professionals and patients.

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The Family Health Program constitutes a priority strategy for increasing basic health care coverage, valuing the principles of territorialization and interventions that go beyond curative practices, and integrated with the principles of Brazilian Psychiatric Reform. The consolidation of this strategy must be supported by consistent practices that enable dealing with the complexity surrounding the theme of health, considering subjective aspects of the health-disease process. The understanding of professionals regarding the needs of those who seek health services influence the ways in which health care teams organize themselves to meet the demands they are faced with. The objective of this study is to investigate actions in mental health services within the Basic Health Care System from the perspective of workers and users in Basic Health Care Units with respect to the processes of user embracement, continuity of patient care, and assuming responsibility. It is a qualitative study based on critical hermeneutics theory, with data collected in the field via focus groups and participant observation followed by the construction of narratives for later interpretation and analysis. A total of four focus groups were conducted with users and workers from diverse professional categories in four Basic Health Units in the southern and southeastern districts of the city of Campinas, SP. Preliminary results of the study point to some weaknesses in mental health services in the Basic Health Care System, such as a lack of preparation of professionals to cope with contents associated with emotions and subjectivity, with the medicalization of symptoms being the only possibility for dialogue between professionals and users. It can be noted that professionals have a broadened understanding of the health-disease process, considering family, territory, socioeconomic conditions, and affective relations, but this perception is not followed by the operationalization of concrete intervention activities. The importance of occupational therapy together with the health care teams is emphasized to contribute to integral health services, corroborating with the consolidation of the principles of the Brazilian Unified Health System and pointing to the formulation of new public policies in Brazil.