DOCCOM ONLINE PLATFORM: OPPORTUNITY FOR ADVANCEMENT IN THE TEACHING AND LEARNING OF NURSING SKILLS AND COMPETENCES?

A theme increasingly approached and valued within work environments, especially in healthcare services, is teamwork. This joint exercise directly related to leadership requires skills and competences for professionals to solve problems emerging from the work routine, which have undergone major transformations in the face of technological changes and demands for care and health, in addition to expectations of patients and families.

In this context, it is worth highlighting the importance of nurses in healthcare teams and in leadership within the nursing team, requiring from them competences and skills inherent to their activities, especially for care management. However, in practice, many nurses, especially newly graduates, show insecurity when leading and working in a team due to poor theoretical and practical basis, which may generate obstacles for the conduction of activities and for the quality of the service provided.

In an attempt to overcome this reality it is necessary to reflect on the training and specialization courses for nurses, aiming at preparing them technically and scientifically so they can step into the labor world.

In order to advance in the teaching-learning improvement on the field of skills and competences of undergraduate and graduate programs in nursing and better contemplate their National Curriculum Guidelines, mainly concerning communication, leadership, decision-making, management and ongoing training, which are essential for teamwork⁽¹⁾, it is necessary to bet on the implementation of innovative and viable strategies in order to align technical and scientific knowledge with actions applicable to the reality of healthcare services.

Even with the notorious advances in the improvement of Nursing curricula, skills and competences required in healthcare are taught in just a few universities, especially in medicine courses and through individual initiatives. Therefore, it is desirable that a national proposal is structured so as to systematize the training of healthcare professionals, mainly physicians and nurses⁽²⁾.

One of these resources intended to the teaching of skills and competences for students and residents of the healthcare area is the DocCom online platform developed by a team of American professors linked to the American Academy on Communication in Healthcare and to the Drexel University College of Medicine, Philadelphia, USA. DocCom contains several modules with multimedia resources, including evidence-based theory, demonstrations and role plays in videos – which should be used together with classroom discussions –, and has been accepted in North-American and Japanese universities⁽³⁾.

The use of technology and interactivity, with the nurse being the protagonist of his/her own learning process, favors the transforming action of reality toward exercising critical and active thinking as well as reflection on his/her professional practice that permeates the work routine in nursing. An individual's knowledge should be considered so new pieces of knowledge that make sense can be aggregated into his/her professional practice, resulting in meaningful learning.

This new design for teaching and learning in universities enables students to approach a globalized context in relation to the development of skills, competences and knowledge. Nurses' training should not be restricted to the Undergraduate scenario because, currently, the quest for improvement of knowledge must be permanent to help them face the challenges derived from constant transformations of the work process.

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