

~~Universitário da Universidade Federal de Uberlândia, Brazil; Simone Mendonça, Universidade Federal de Juiz de Fora, Brazil; Agnes Filardi, Universidade Federal de Minas Gerais, Brazil; Yone Nascimento, Centro Universitário Newton Paiva, Brazil; Isabela Oliveira, Universidade Federal de Minas Gerais, Brazil~~

~~Abstract: Medications are the most utilized therapeutic tool currently available. However, it is estimated that \$528.4 billion dollars are wasted per year on non-optimized medication therapy. The provision of comprehensive medication management (CMM) services is capable of fixing great part of this problem. CMM is a person-centered service in which a pharmacist works directly with patients and other healthcare professionals to assure all medications in use are appropriate, effective, safe and convenient to be utilized in the patient's routine. Even though CMM produces noteworthy results, they are not common practice worldwide. This paper aims to describe how the Centro de Estudos em Atenção Farmacêutica (CEAF-UFMG) has been conducting qualitative research to understand, transform and advance the delivery of CMM in Brazil, and, consequently, improve the process of medication use in society. This is a case study that describes the qualitative work developed by CEAF since its foundation in 2013. CEAF is a research laboratory at the Pharmacy School with the mission to develop state of the art research to optimally integrate CMM into the healthcare system. Until today, over 3,800 Brazilians have been cared for in the CMM services linked to CEAF in different levels of care. It conducts research to understand patients' trajectories and experiences with taking medications chronically and how these influence their decision-making processes, which can have a dramatic impact in health outcomes. Phenomenological studies have been conducted to understand patients' medication experiences as they live through conditions such as rheumatoid arthritis, hepatitis, breast cancer, diabetes, kidney transplant, and multiple conditions in primary care. Qualitative research has also been critical to understand the processes involved in introducing a new service in the healthcare system. Ethnography, action research, service design, and grounded theory are assisting with the development of innovative means to integrate CMM with other existent services in a manner that care is coordinated and able to produce the highest value for patients. Photovoice and autoethnography are been used to encourage professional transformation. Qualitative research has been crucial to find solutions to implement a novel health service that enhance patients' lives and avoid massive avoidable healthcare costs.~~

Oral 15 - Actions of protagonism and guarantee of rights in the CAPS in the Federal District, Presenter: Perolla Goulart-Gomes (Brazil)

Authors: Barbara Vaz, Fiocruz, Brazil; Pérolla Goulart-Gomes, Fiocruz, Brazil; Adélia Capistrano, Fiocruz, Brazil

Abstract: The Psychosocial Care Network (RAPS) of SUS is based on the protagonism and defense of the rights of its users; the Center for Psychosocial Care (CAPS) is the service responsible for care and promoting territorial organization, and it is the most strategic point for its assistance and territory input. The Federal District of Brazil is implementing its RAPS, but numerous barriers halts the adequate operationalization of actions regarding the protagonism and guarantee of rights, as the Law 10.216 / 2001 sets forth. OBJECTIVE: To list the main barriers and facilitators of the implementation of actions on strengthening the protagonism and guarantee of users' rights in two CAPS. METHODS: The present qualitative research of implementation covered three phases using different instruments: I) research on the context of the local CAPS, investigation on records of procedures in the Health Ministry information system; focal group on the history of local

service creation; specific normative acts of mental health. II) deepening the dynamics of operation of two services through 34 interviews, 150 observation hours and 2 focal groups. III) workshops to discuss the results and thus elaborate the action plan to overcome barriers and strengthen the facilitators. The users participated intensely in steps II and III. RESULTS: first phase recovered the law of The District Mental Health Day and exhibited structural difficulties regarding the report of procedures to MS. In the second stage, we identified issues such as the use of the Unique Therapeutic Project only as an instrument for organizing activities; the unconcern of workers and beneficiaries' relatives about users' role importance; the scarce variety of rights' guarantees oriented actions because of the lack of knowledge regarding acquired rights. The results pointed out the need for development of actions and strategies tailored to the territory. The research was concluded with a plan of shared actions amongst local management, workers, and CAPS users. CONCLUSIONS: The assumption of community-based care is essential for the development of quality practices within mental health care devices. It is fundamental that there is qualification to offer services which favors spaces of dialogue and the protagonism of the user; for example, the assembly and the tools of joint construction of paths and possibilities for the treatment.

~~Oral 16 – Building horizontal canals between citizens and researchers: Promoting the useful of research and use of evidence in teenagers. Lima, Peru, Presenter: Gloria Carmona Clavijo (Peru)~~

~~Authors: Gloria Maria Carmona Clavijo, Instituto Nacional de Salud, Peru; Jessica Beltran; María Calderón, London School of Hygiene and Tropical Medicine, United Kingdom; Marina Piazza, Universidad Peruana Cayetano Heredia, Peru~~

~~Abstract: In Peru, there are an important proportion of teenagers that already have information about sex behaviors risk and contraceptives. Meanwhile, the majority of these teenagers declared did not use contraceptives in their sexual practice. With the aim to identify and describe factors representing this current gap between having information and to transforming it into a preventive practice, a mixed study was developed. In its method was used a participatory approach. In addition to the analyses of the evidence and state of the art about the problem proposed, the research team worked with teenagers, as active collaborators, in different stages of the research. A widely used social media (Facebook) was used to promote the participation of teenagers. In this virtual platform was shared virtual content developed and validated for teenagers. Developed theoretical framework and applied instruments were discussed and validated by teenagers through several workshops and open discussions. These activities were fundamental for the knowledge of the current teenager sexual situation in their arena. The findings of the research were shared between adolescent peers by themselves in educational institutions. Finally, teenagers developed initial skills in research and promoted an open discussion about sexual risk behavior. All the process was developed with the guideline of the research team. This qualitative research with the participatory approach allowed to both teenagers and researchers to build communication bridge and feedback. This qualitative approach also facilitates building skills to recognize usefulness of research among teenagers. This was valuable because allowed to both actors to get a major understanding of the problem and the potential solutions. Also, the research findings were spread in their respective platforms with their natural language codes that differ from the language codes used by researchers.~~