

## A SATISFAÇÃO DE INDIVÍDUOS COM ARTRITE REUMATÓIDE COM O USO DE TECNOLOGIA ASSISTIVA \*

The satisfaction individuals with reumathoid arthritis and assistive technology usage

La satisfacción de individuos con artrite reumatoide con el uso de tecnologia asistiva

### Resumo

**Introdução:** A artrite reumatoide (AR) é uma doença autoimune e progressiva que afeta as articulações, causando problema no desempenho ocupacional. O terapeuta ocupacional interviem na conservação de energia, proteção articular e prescrição dos recursos de Tecnologia Assistiva (TA) para favorecer a funcionalidade. Compreender a satisfação com uso da TA é importante para melhorar o desenvolvimento, indicação e uso dos recursos. **Objetivo:** Identificar o grau de satisfação com uso da Tecnologia Assistiva por indivíduos com artrite reumatoide. **Métodos:** Estudo observacional, transversal, descritivo, do tipo série de casos. Realizado no ambulatório de Terapia Ocupacional de um Hospital de referência em Recife, no período de março a agosto de 2016. A amostra foi composta por 10 pacientes. Foi aplicado o instrumento B-QUEST (2.0) e como dados secundários utilizou-se a ficha de avaliação inicial (aspectos sociodemográficos e clínicos). Para análise dos dados, foi realizada estatística descritiva para cálculo da frequência das variáveis. **Resultados:** Os pacientes apresentaram média de idade de 52,7 anos. Todas do sexo feminino, a maioria com escolaridade de ensino fundamental incompleto e usavam mais de um recurso de TA. De acordo com o B-QUEST (2.0) o grau de satisfação foi 4,59 ( $\pm 0,37$ ). **Discussão:** Os indivíduos com AR se mostraram totalmente satisfeitos com a utilização dos recursos de TA e com os serviços de assistência recebidos. Entende-se, pois, que o uso da TA pode minimizar a dor, prevenir deformidades e promover melhor desempenho ocupacional. **Conclusão:** O estudo possibilitou afirmar que os indivíduos com AR estavam totalmente satisfeitos com a utilização da TA. **Palavras-chave:** Artrite Reumatoide, Terapia Ocupacional, Equipamentos de autoajuda, Satisfação do paciente

### Abstract

**Introduction:** Rheumatoid Arthritis (RA) is an autoimmune and progressive disease that affects articulations and causes occupational performance's problem. In order to improve functionality, the occupational therapist works improving energy conservation, protection of articulation and prescription of Assistive Technology (AT) resources. It is important to understand the satisfaction of TA usage for improvement in the development, indication and use of these resources. It is important to understand the satisfaction of TA usage to improve the development, indication and use of these resources. **Objective:** To identify the satisfaction level of AT usage by individuals with Rheumatoid Arthritis. **Methods:** It is presented an observational, cross-sectional, descriptive and case series study. The study was completed between March and August of 2016, in a rheumatology outpatient clinic of a reference Hospital in Recife city. The sample consists of 10 patients. The instrument B-QUEST (2.0) was used associated with the initial evaluation form (sociodemographic and clinical factors). The data analysis incorporated a descriptive statistic for frequency of variables' calculation. **Results:** The patient's average age was 52,7 years, all females. Majority of participants presented incomplete elementary school and adopted more than one AT resource. According to the B-QUEST (2.0) the satisfaction level was 4,59 ( $\pm 0,37$ ). **Discussion:** The individuals with RA were fully satisfied with the AT resources and the assistance services received. Therefore, the use of AT can minimize pain, prevent deformities and promote occupational performance. **Conclusion:** The study concluded that individuals with RA were completely satisfied with the AT usage. **Key words:** Rheumatoid arthritis, Occupational therapy, Self-help equipment, Patient satisfaction.

### Resumen

**Introducción:** La artritis reumatoide (AR) es una enfermedad autoinmune y progresiva que afecta las articulaciones, causando un problema en el desempeño ocupacional. El terapeuta ocupacional interviene en la conservación de energía, protección articular y prescripción de los recursos de Tecnología Asistiva (TA) para favorecer la funcionalidad. Comprender la satisfacción con el uso de la TA es importante para mejorar el desarrollo, la indicación y el uso de los recursos. **Objetivo:** Identificar el grado de satisfacción con el uso de la Tecnología Asistiva por individuos con artritis reumatoide. **Métodos:** Estudio observacional, transversal, descriptivo, del tipo serie de casos. Realizado en el ambulatorio de Terapia Ocupacional de un Hospital de referencia en Recife, en el período de marzo a agosto de 2016. La muestra fue compuesta por 10 pacientes. Se aplicó el instrumento B-QUEST (2.0) y como datos secundarios utilizamos el formulario de evaluación inicial (aspectos sociodemográficos y clínicos). Para el análisis de los datos, se realizó la estadística descriptiva para el cálculo de la frecuencia de las variables. **Resultados:** Los pacientes presentaron un promedio de edad de 52,7 años. Todas las mujeres, la mayoría con escolaridad de enseñanza básica incompleta y usaban más de un recurso de TA. De acuerdo con el B-QUEST (2.0) el grado de satisfacción fue 4,59 ( $\pm 0,37$ ). **Discusión:** Los individuos con AR se mostraron totalmente satisfechos con la utilización de los recursos de TA y con los servicios de asistencia recibidos. Se entiende, pues, que el uso de la TA puede minimizar el dolor, prevenir deformidades y promover mejor desempeño ocupacional. **Conclusión:** El estudio permitió afirmar que los individuos con AR estaban totalmente satisfechos con la utilización de la TA. **Palabras clave:** Artritis reumatoide, Terapia ocupacional, Equipos de autoayuda, Satisfacción del paciente.

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GH 7\$ XWLOLJDGR(V 5HFLIH

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3DFLHQWH

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7RWDOPHQWH7RWDOPHQWH7RWDOPHQWH %DVWDQWH  
VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD

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3DFLHQWH

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VDWLVIHLWD

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VDWLVIHLWD

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3DFLHQWH

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7RWDOPHQWH7RWDOPHQWH7RWDOPHQWH  
VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD

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3DFLHQWH

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7RWDOPHQWH%DVWDQWH 7RWDOPHQWH  
6DWLVIHLWD VDWLVIHLWD VDWLVIHLWD

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3DFLHQWH

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VDWLVIHLWD VDWLVIHLWD

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3DFLHQWH

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7RWDOPHQWH7RWDOPHQWH0DLV RX PHQRV  
VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD

&RQWLQXDomR 7\$5HEDHQWDomR GRV QtYHLV GH VDWLVIDomR GDV  
QDGRV DR UHFXUVR GH 7\$ X3(LOLJDGRV 5HFLIH

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3DFLHQWH

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7RWDOPHQWH DVWDQWH 7RWDOPHQWH 7RWDOPHQWH 7RWDOPHQWH  
VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD

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3DFLHQWH

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7RWDOPHQWH RWDOPHQWH 7RWDOPHQWH  
VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD

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3DFLHQWH

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7RWDOPHQWH DVWDQWH 7RWDOPHQWH 7RWDOPHQWH  
VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD VDWLVIHLWD

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\$V SDFLHQWHV FRP DUWULWH UHXPDWRLGHV \$5RHWDCBDCOM FBV  
WLVIHLWDV FRP D XWLOLJDomR GRV UHFXUVRV GH 7HFQRORJLD \$VVLV  
DVVLVWrQFLD UHFHELGRV 5HVXOWDGR VHPHOKDQWH IRTXHYLGHQFLD  
UHDOLJDUDP XP HVWXGR WUDQVYHUVD0 HP WUrV DPEXODWyULRV GH 5  
SDFLHQWHV TXH WLQKDP GLDJQyVWLFGR GH \$5 )RL GHPRQVWUDGR TXH  
GRV SRVVXtDP XP RX PDLV GLVSRVLWLYRV GH DVVLVWrQFLD H TXH RV  
VDWLVIHLWRV RX PXLWR VDWLVIHLWRV FRP RV GLVSRVLWLYRV H R SU

(P UHODomR j XWLOLJDomR GRV UHFXUVRV GH 7\$ D VDWLVIDomR  
FRQWUDGD QHVWH HVWXGR SRGH HVWDU UHODFLRQDGD j HILFiFLD G  
FHVVLGDGHV GH FDGD XP GXUDQWH R GHVHPHQKR GDV DWLYLGDGHV  
ERUDGRDHLV PDP TXH D 7\$ WHP SRU REMHWLYR PDQWHU PHOKRUDU RX  
QKR QDV DWLYLGDGHV GH DXWRFXLGDGR LQVWUXPHQWDLV HGXFDFL  
LQGLYtGXRV FRP \$5 RV GLVSRVLWLYRV GH DVVLVWrQFLD H yUWHVHV  
GH SURPRYHU D PHOKRULD GD IXQomR PDQXDO UHGXomR H SUHYHQom  
SHUPLWLQGR DVVLP PDLRU SDUWLFLSDomR QDV DWLYLGDGHV H RFX  
RQDOLGDGH H DXWRQRPLD GHVVHV LQGLYtGXRV

'H DFRUGR FRP %RUJHV ~~SDUD TXH~~ WHQKD XVR VDWLVIDWyULR  
GH 7\$ p QHFHVViULR TXH RV SUySULRV SDFLHQWHV LGHQWLILTXHP V  
GH YLGD GLiULD H SDUWLFLSHP GD HVFROKD GRV GLVSRVLWLYRV R T  
OKRU DGHVmR DR XVR GRV UHFXUVRV \$ UHVSrvWD SRVLWLYD HP U  
GH HVWDU UHODFLRQDGD WDPEpP j LPSRUWkQFLD GDGD j RSLQLmR H  
HVWXGR GXUDQWH R SURFHVV R GH SUHVFULomR GRV HTXLSDPHQWRV  
5HXP72 QR TXDO HQIDWLJDUDP DV QHFHVVLGDGHV GH FDGD VXMHLW  
GH 7HUDSLD 2FX\$Df\$RQSDH TXH RV WHUDSHXWDV RFXSDFLRQDLV DWX  
FRODERUDWLYD FRP R FOLHQWH SDFLHQWH LQGLYtGXR SDUD FRPSUH  
H SRVVtYHLV UHVXOWDGRV VDWLVIDWyULRV DR ILQDO GD LQWHUYHQo

4XDQGR FRPSDUDGDV DV UHVSrvWDV GD VDWLVIDomR SHOR XVR  
omR SHOR VHUYLoR SUHVWDGR WRGDV DV SDFLHQWHV GR HVWXGR U  
ORV VHUYLoRV (VWXGR FRP HVVH IRFR IRL UHDOLJDGR QR ,Um FRP  
YDP VHTXHODV GH DFLGHQWHV GH WUDEDOKR H GH WUKQVLWR H XWL  
PpGLD GH VDWLVIDomR IRL PDLV DOWD SDUD RV VHUYLoRV HP UHODo  
DXWRUHV GR HVWXGR RV LQGLYtGXRV UHODWDUDP TXH IRUDP WUDW  
WHVLD H UHVSHLWR SHOD HTXLSH

)HGHULFL ~~DMLUPDP~~ TXH R XVR VDWLVIDWyULR GH XPD 7\$ SRGH VH  
TXDOLGDGH GRV VHUYLoRV TXH RV XVXiULRV UHFHEHP GXUDQWH R SU  
omR H RULHQWDomR 1R SUHVHQWH HVWXGR ILFRX HYLGHQFLDGR TXH  
HTXLSDPHQWRV MXQWDPHQWH FRP DV RULHQWDo}HV H R WUHLQR GH  
HQWHQGM ~~QR~~ RUHDO GLILFXOGDGH TXH YLYHQFLDYDP QR GLD D GLD H  
GDGH GH FDGD XPD (VVH SURFHGLPHQR SRGH WHU SURSRUFLRQDG  
IDomR FRP R VHUYLoR UHFHELGR

&RP UHODomR DRV LWHQV PDLV LPSRUWDQWHV H GH PDLRU VDWL  
SDFLHQWHV GHVWH HVWXGR IRUDP LGHQWLILFDGRV VHUYLoRV SURII  
JXUDQoD VHJXLGRV GR FRQIRUWR H ~~DSRUWDH TXH RV DV HVVDO~~ RV SURII  
QDLV HVWmR UHODFLRQDGRV DR YtQFXOR GD HTXLSH FRP RV SDFLHQ  
o}HV GDGDV DFHUFD GR GLDJQyVWLFR j WHUDSLD H D DSURSULDomR  
VXJHUH TXH D DWHQomR RIHUHFLGD SHOD HTXLSH D FDGD SDUWLFLSD  
TXH DV SDFLHQWHV SDUWLFLSDUDP GH XP SURMHWR GH H[WHQVmR R  
YLGXDOLJDGD H JUXSDO FRP DSUR[LPDomR HIRUPDomR GH YtQFXOR

\$ IDFLOLGDGH GH XVR LPSOLFD QD DSWLGmR SDUD XVDU R UHFX  
GLILFXOGDGHV SRLV R iFLO PDQXVHLR FRQWULEXL SDUD D LQFOXVm  
GH IRUPD HIHWLYD &DVR FRQWUiULR DXWRUHV DILUPDP TXH D GLILF  
YRV VH WRUQD PXLWDV YH]HV XP ~~MDWRV VWGKG B EDDXG RDSRU~~ HVHQWDGR  
FLSDQWHV LQGLFDUDP R LWHP 3IDFLOLGDGH GH XVR' FRPR XP GRV PD  
VDWLVIDomR R TXH VXJHUH TXH RV GLVSRVLWLYRV IRUDP IDFLOPHQW  
GH HVWDU UHODFLRQDGR DR IDWR GH TXH D PDLRULD GRV GLVSRVLW  
PR VLPSOHV H SUIWLFD H DV yUWHVHV IRUPD EHP RULHQWDGDV TXDO

EHP FRPR j IRUPD GH FRORFDU UHWLUDU R DSDUHOKR H VXD KLJLHQ

4XDQWR DR LWHP 3VHJXUDQoD' GRHJHXMUDAR SDFUHQWWD HOHJHUU  
PR PDLV LPSRUWDQWH-SRUWVHXUWUJER DMXVWDU H RX PDQXVHDU RV  
DVVLVWVrQFLD H D yUWHVH GXUDQWH DV DWLYLGDGHV 2 PHVPR S{GH  
/RXUHQoR HWXDODYDOLDUDP R XVR GH 7\$ SRU SHVVRDV FRP GHILFLrQ  
FRQVLGHUDDP HVVH LWHP FRPR VHQGR XP GRV PDLV LPSRUWDQWHV  
3FRQIRUWR' RXWUR LWHP GH VDWLVIDomR SUHVHQWH QR HVWXGR S  
SUHVFULomR H XVR DGHTXDGRV GRV UHFUVRV GH 7\$ SDUD LVVR R S  
LQGLYLGXDOLDGDGH GH FDGD SDFLHQWH ELRPHFKQLFD DVSHFWRV VH

\$V SDFLHQWHV WDPEpP DYDOLDUDP FRPR VDWLVIDWyULR R LWHP  
DWULEXtGD DR FXUWR SHUtRGR WHPSR GH HVSHUD SHOR GLVSRVLWLY  
5RJJHUV H +BQRJ PDP TXH D HQWUHJD WDUGLD GR HTXLSDPHQWR SRGH  
GD 7\$ H RFDVLRQDU UHSHUFVv}HV QHJDWLYDV QR TXDGUR FOtQLFR  
[D iOJLFD H GHIRUPLGDGHV R TXH UHSHUFXWH GLUHWDPHQWH QR GH

2V GLYHUVRV HTXLSDPHQWRV GH 7\$ SUHVFULWRV SDUD DV SDFLH  
PR REMHWLYR IDYRUHFHU R GHVHPHQKR GDV \$WLYLGDGHV GH 9LGD  
WDomR EDQKR DXWRFXLGDGR KLJLHQH SHVVRDO QR YHVWXiULR H  
GH 9LGD 'LiULD \$,9' FRPR R SUHSDUR GH UHIHLo}HV H PDQXWHQomR  
(VVDV DWLYLGDGHV VmR FRPXPHQWH SUHMxGLFDV SHOD \$5 GHFRUHH  
IXQomR PDQXDO

1RRUGKRHN H )HUUHRLDD TXH FRP D DGDSWDomR GRV XWHQVtOLR  
FRP \$5 GHVHPHQKD DV DWLYLGDGHV H H[HFXWD PRYLPHQWRV JORED  
UHV R TXH IDYRUHFH D SURWHomR GDV DUWLFXODo}HV DFRPHWLGDV

2V UHFUVRV GH 7\$ TXH PDLV DSDUHFHUDP QHVWH HVWXGR IRUD  
WH XWLOLJDGR SDUD DEULU SRWHV H WRUQHLLDV R HVFRYmR GH ED  
FLRQDPHQWR \$OpP GLVVR DV SDFLHQWHV ILFDUDP WRWDOPHQWH VD  
DFRUGR FRP \$OPHLGDGDVWDomR GRV HTXLSDPHQWRV UHTXHU DQiOLV  
SDUD HQWHQGHU RV SRVVtYHLV GHVDILRV HQFRQWUDGRV QD UHDOLJD  
GLILFDo}HV QR WDPDQKR SHVR H IRUPDWR GRV XWHQVtOLRV VmR QH  
JURVVDGRV GH WDOKHUHV H PDWHULLDV GH KLJLHQH SHVVRDO TXH  
YHP D LQGSHQGrQFLD QR GHVHPHQKR RFXSDFLRQDO GRV LQGLYtGX

1R SUHVHQWH HVWXGR QHQKXP UHFUVR IRL DYDOLDGR FRPR L  
TXH RV UHFUVRV GHYHP WHU VLGR XWLOLJDGRV GH IRUPD HIHWLYD  
QR e QHFHVViULR VDOLHQWU TXH TXDQGR XP UHFUVR GH 7\$ QmR  
QHFHVVLGDGHV GR SDFLHQWH TXH R XWLOLJD DFDL SRU JHUU R D  
GRQR SRGH DFRQWHFHU GHFRUHHQWH GH DOJXQV IDWRUHV TXH VmR  
GXRV WDLV FRPR D IDWRUHV SHVVRDLV TXH HQYROYHP D LGDGH V  
GD GHILFLrQFLD GRHQoD D PXGDQoD QD JUDYLGDGH GD GRHQoD E I

VLVWrQFLD FRPR TXDOLGDGH GR PDWHULDO GHVLJQHU IXQomR HQV  
WDLV FRPR DSRLR VRFLDO H IDPLOLDU H EDUUHLUDV ItVLFDV G IDW  
FRQVLGHUDomR DV RSLQL}HV GRV XVXiULRV R WUHLQDPHQWR RIHUW  
PHQWR

e LPSRUWDQWH TXH RV SURILVVLRQDLV HVWHMDP DWHQWRV GXU  
oRV GH DFRPSDQKDPHQWR H FRQKHoDP D VDWLVIDomR GR XVXiULR FR  
VHX GHVXVR IDRRUHPfLPR GH IXQFLRQDOLGDGH SRVvtYHO H IDFLOLW  
HQWDo}HV SHORV SURILVVLRQDLVQGR SOYHSDUWDTXH R SDFLHQWH ID  
XVR GR VHX GLVSRVLWLYR GH DVVLVWrQFLD p QHFHVViULR TXH R WH  
SUHVFULomR GD 7\$ FRQKHFHQGR RV DVSHFWRV HUIRQ{PLFRV IXQFLR  
PpWRGRV VmR XWLOLJDGRV SDUD WUHLQDU H RULHQWU R SDFLHQWH  
EH DR WHUDSHXWD RFXSDFLRQDO H[HFxWU D DYDOLomR GD 7\$ WRU  
QR GHVHPHQKR RFXSDFLRQDO GRV SDFLHQWHV

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'H DFRUGR FRP R HVWXGR UHDOLJDGR RV LQGLYtGXRV FRP DUWU  
WRWDOPHQWH VDWLVIHLWRV FRP D XWLOLJDomR GRV UHFxUVRV GH 7  
YLoRV GH DVVLVWrQFLD UHFHELGRV H GHVWDFDUDP DOJXPDV FDUDFW  
PR D IDFLOLGDGH GH XVR VHJXUDQoD H RV VHUyLoRV SURILVVLRQDL  
PHOKRU DGHVmR DR UHFxUVR GH 7\$

6DOLHQWD LPSRUWkQFLD GH VHUHP GHVHQYROYLGRV PDLV HVWX  
DSUHVHQWDQGR XP PDLRU Q~PHUR GH SDUWLFLSDQWHV IDLQGRU PHW  
UHODFLRQDU D VDWLVIDomR FRP R XVR GR UHFxUVR FRP D IXQFLRQD  
SOLDQGR R SDQRUDP GH DQiOLVH H FRQWULEXLQGR SDUD D LQGLFD  
HVSHFLDOLJDGD

5HIHUrQFLDV

ORWD /0+ &UX] %\$ %UHQRO &9 3H5HL%JDUV\$RORRQ%D)UHLWDV 09& 6  
1\$ -XQLRU 3/ \*LRUJL 5'1 /LPD 5\$& 3LQKHLUR \*5& &RQVHQVR GD 6RF  
5HXPDWRRRJLD SDUD R GLDJQyVWLFH H DYDOLDomR LQLFLDO GD DUW  
PDWRomR 3DXOR -

1DJD\RVKL %\$ /RXUHQomR /\* .RED\DVH <16 3DXOD 306 0L\DJDNL 08  
PDWRLGH SHUILO GH SDFLHQWHV H VREUHFDUJD GH FXLGLR RUHV 5H  
GH -DQHLUR -

3DUUHLUD 00 &DYDOFDQWL \$ &XQKD -+6 &RUGHLUR --5 3DSpLV R  
HP FRQGLo}HV UHXPDWROyJLFDV 5HY 7HU 2FXS 8QLY 6mR 3DXOR



\$OYHV \$&- (PPHO 0/\* 0DWVXNXUD 76 )RUPDomR H SUIWLF D GR WH  
TXH XWLOLJD D WHFQRORJLD DVVLVWLYD FRPR UHFUXVR WHUDSrXWLF  
OR -

5RGULJXHV \$91 &DYDOFDQWL \$ \*DOYmR & İUWHVH H SUyWHVH ,  
7HUDSLD 2FXSDFLRQDO )XQGDPRQV Dm-R QHSLWLF D 3

5RJHUV -& +ROP 0% \$VVLVWLYH 7HFKQRORJ\ 'HYLFH 8VH LQ 3DWL  
HDVH \$ /LWHUDWXUH 5HYLH D \$PRU2FBXS-DWL RQDO 7KHU D S\

(VWXGR UHDOLJDGR QR +RVSLWDO GDV &OtQLFDV GH 3HUQDPEXFR VRE DSURYDomR G  
6HUHV +XPDQRV GR &HQWUR GH &LrQFLDV GD 6D~GH 8QLYHUVLGDGH )HGHUDO GH 3HU  
omR Qž GR &RQVHOKR 1DFLRQDO GH 6D~GH &16 &\$\$ ( 3HVTXLVD  
DSRLR ILQDQFHLUR 6HQGR XPD FRQWULEXLoM R RULJLQDO H LQpGLWD HP DSUHFLDom

&RQWULEXLo}HV GDV5 DQWVDDDDULD GD &RQFHVSRQViyHO SHOD FRQFHSomR FROHWD  
GDGRV UHGDomR GR WH|WR H RUJDQLHDDn R DGDVGRQRV DWHVDSRQViyHO SHOD RULHQWDo  
WRGDV HWDSDV FROHWD H DQiOLVH GH GDGRV UHYLVmR GRHW D H &DHU GDLVRU G H RHLQ  
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VmR GR DUWLJR

6XEPHWLGR HP  
\$SURYDGR HP  
3XEOLFDGR HP