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Ombudsman tool for helping manage changes in work processes through the Occupational Therapy

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The ombudsman has an important role at the framework of a hospital. They serve as instruments able to promote changes due to its reliable indicators; they also supply reliable indicators of satisfaction from the users and employees that are users of the health service. This work, with an exploratory nature, aims to point out and analyze the actions and solutions promoted by the Ombudsman, as a tool of management, to reduce the number of demands from the disciplines that are identified with the higher indexes. Therefore, it will be analyzed the statistic information for the year of 2008, focusing the actuation of the Ombudsman's disciplines in order to compare and evaluate the outcome of the developed work and also point out appropriate strategies to be developed by the Occupational Therapy aiming changes in this section of work.