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INDICATORS OF QUALITY OF NURSING CARE: STRATIFICATION FOR THE SPECIALIZED SERVICE

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OBJECTIVE: To identify the dimensions of quality indicators of nursing care, more appropriate to the reality of the Hospital for Rehabilitation of Craniofacial Anomalies. **METHODOLOGY:** Exploratory study of descriptive and literature review. Articles were surveyed in the national literature published in the last decade, indexed in the following databases: Lilacs, BIREME, PubMed and SciELO using the descriptors: quality indicators in healthcare, nursing, quality indicators and nursing care. **RESULTS:** Thirty articles were selected. The amount of quality indicators identified according to size was: 55% in administrative / management, 36% in the biological / clinical, and 9% in educational / psychosocial, adding a total of 197 quality indicators found. The quality indicators were further divided according to their coverage area, 72 indicators of a biological / clinical quality indicators ranked 17 in the educational dimension / psychosocial. Also, 108 indicators of quality were found in the administrative dimension, also known as management dimension; 177 quality indicators were selected as most suitable to the reality of HRAC / USP. **CONCLUSION:** The quality indicators selected according to the reality of HRAC-USP were: systematization of nursing care, professional performance and production, medications, probes, catheters and drains, educational, skin injury, falls, blood products, pulmonary / respiratory and swallowing.