



# **Nursing Humanized Care: acting with respect in a University Hospital**

***Ingrid de Almeida Barbosa<sup>1</sup>***

***Maria Júlia Paes Silva<sup>2</sup>***

***1-Graduate Student, 8th semester from EEUSP, São Paulo, Brazil  
(ingridusp@gmail.com)***

***2-Titular Professor of medical-surgery department from EEUSP, São  
Paulo, Brazil***

# The need for humanized care



- ❖ Sometimes there's a view that healthcare team withholds the knowing and the power, underestimating the sick's person capacity for making judgments related to itself and its health;
- ❖ The advances in medical technology made the care becomes the application of a technician procedure;
- ❖ Seeing Human being as somebody with only biological necessities;

# Respect and Bioethics Principles



To humanize the cares include respecting the Human being.

To respect involve hearing what the other has to say, to interpret what we hear, to be tolerant and considerate the individuality and subjectivity of the patient.

We do respect in way of doing things and to respect includes to consider bioethics principles of ***autonomy, justice, beneficence*** and ***not-slander***.

# Specific objectives

To verify the aspects of the hospital routine where the nurse notes the bioethics principles in the attendance and to verify in what situations the nurse notes the conception of respect becomes an essential component of his routine by the patient's side.

# Methodology



It was an exploratory, descriptive and it had a qualitative approach research, it was carried out at a great General Governmental Hospital in São Paulo, Brazil.

Polulation: 18 nurses from medical and surgical clinics. The total depended on the saturation of the data, that is, when the speeches had been repeated we suspended the interviews.

The nurses answered four questions in a recorded and an appointed time interview. The data had been analyzed according to Bardin's proposal, who proposes three stages of the discourse analysis: 1- pre-analyses, 2- analytic description 3- inferential interpretation

# Characterizing the studied population

## Academic years of the nurses

0-5 years	33,3%
6-10 years	33,3%
11-15 years	27,8%
16-20 years	5,6%

## Time of work in the Institution

55,6%
16,6%
27,8%
0%

# Results



**The following categories were met:**

**1- The interference of the bioethics principles in nursing practice** (Orienting the action, helping to respect the patient, taking the hospital routine as something that makes the application of these principles more difficult);

**2- How to respect the patient despite of the hospital routines** (Considering each patient, having a good communication and breaking the routines);

**3- How to take care of in a humanized way** (Having an appropriated interpersonal relationship, being able to identify the individualities, and taking care of own team);

**4- How to practice humanization theory** (Having the communication properly, respecting, empathy, and good mood, breaking the hospital routines, and humanizing the team).

# Category 1- The interference of the bioethics principles in nursing practice

We find in this category that, to follow the bioethics principles guides the nurse to act in a humanized way, helps him to respect the patient and, at last, that there is a factor which makes more difficult the respect to autonomy and other principles.

*“The principles help me because I treat him by his names, not by his pathology I permit him to choose the treatment that he wants for himself.” (N11)*

*The autonomy is something that, with the hospital routines, you take off.” (N4)*

## Category 2- How to respect the patient despite of the hospital routines

To respect despite of routines, at first the nurse must consider each patient, because it helps the nurse to be more flexible even if he must follow the norms of the hospital. Having a good communication it was the second subcategory cited as something important to the nurse in order to respect the patient despite of the hospital routines and, at last, according to the nurses, a way to respect the patient despite of the hospital routines is breaking them.

*“Sometimes the technician says: ‘Someone doesn’t want to take a shower now’. So, allow him to sleep a little bit more, maybe later he’ll feel fresh.” (N9)*

## **Category 3- How to take care of in a humanized way**

**We found in this category that to care in a humanized way, the nurse must: have an appropriated interpersonal relationship, be able to identify the individualities, and take care of his own team properly.**

***“Humanization is trying to always individualize, thinking that each person has his own habit.” (N4)***

***“The humanization is not only related with the patient, but also with the employees. You must respect the patient, his values and principles, and the employees too.” (N16)***

# Category 4- How to practice humanization theory

When the nurse practices the Humanization theory, he is respecting the patient. In this category we found that the nurse must have a proper communication, empathy, respect and good mood, and humanize the team. Having in mind (and in the heart) the bioethics principles, he will be able to act in his best way.

*“You make humanization when you do little things, little gestures. You must be polite, you must say: ‘Good morning, how was your night?’” (N7)*

*“The same way that I’m giving humanized care, I’m able to see if my employees, that I’m coordinating, are giving the humanized care, and then guide them.” (N15)*

# Conclusions

❖ We concluded that the nurse has knowledge that the bioethics principles help him in his action, because they guide him in his action, making the respect to the patient happens naturally. But, they understand that the hospital norms and routines make it difficult to put into practice these principles.

## Final considerations

❖ It's necessary that the nurse reconsider his care, so that he'll be able to notice that the bioethics principle must guide his practice helping with the respect to the patient and with the Nursing humanized care, in order that make the care not becomes just an application of the nursing care technician, but a complex practice, which consider the one to whom care is being provided, is Worthy, and not only with biological necessity, but also with psychological, social and spiritual.