Perception of patient’s family about health care professionals at a Intensive Care Unit (ICU) of a Brazilian Hospital - Relationship Based Care

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VISION

The hospitalization period is stressful for both patients and their families and in the ICU the stress and anxiety increase significantly. It is no longer acceptable to think of hospitalization without considering humanization and caregiver-patient interaction.

INSPIRATION

The way the nursing team is organized to deliver health care reflects their philosophy and orientates their actions.

The better the relationship between the nurse, patient and family the greater the possibility of improving patient care and care becomes more humanized. It’s necessary respect for ethical, cultural, spiritual and social values, which will strengthen the relationship between those involved.

RESULTS

We recognize that it’s very important to provide a more individualized and humanized care, in which families’ experiences, feelings, habits and expectations are taken into consideration.

It is critical to use strategies and efforts to adequate the new reality with the aim of meeting the main needs of patients and their family members, creating an environment of care and healing.

“I have a gratitude feeling because of the nurse that works at the night shift. My father was terrified because he knew he had to be transferred to the ICU, he believed it was a place to die... He held tight in the nurse’s hand and she explaining what was happening and that they would not let him alone.” M.S.T.

“I will never forget how nice was to my mother because she could listen to the radio at the same time she was used. It was like she was at home, in her room, even though it was a ICU. Her smile of joy was just like a smile of a child.” J.P.C.

A nurse interviewing a patient’s family

A Intensive Care Unit of a Brazilian hospital with 34 beds in this unit. We started the patient’s family meetings in 2012, in a comfortable meeting room, at the ICU. One of the inclusion criteria was that patients have a relative in the hospital and if he was admitted in the ICU for at least seven days.