INTRODUCTION

Based on Relationship Based Care (RBC) and its model of care concepts, the ideal caring and healing environment is the one that, in a pleasant and welcoming way, stimulates the rapid recovery of the patient. The strengthening encourages an environment of union in critical situations. The prospect of death is one of the moments that causes a deep analysis due to the possibility of human finitude. In both experiments the music has been introduced in order to provide a tranquility environment.

OBJECTIVE

Using the music as a tool for promoting a peace and recovery environment for patients, families members and healthcare team.

METHOD

It is an experience report conducted in a Intensive Care Unit of a Brazilian Hospital. The Hospital Alemão Oswaldo Cruz is a privated general hospital, with 323 beds for hospitalization, 34 beds in the ICU, 16 surgical rooms and 2100 employees.

RESULTS

An caring and healing environment is the one that not just allow patients and family members to discovery their greatest needs, but also enables to create these experiences promoting satisfaction even in the most difficult moments. Employees are involved on the environment transformation process and can share the results of their effort through an appreciative vision. The RBC model in addition to providing greater awareness of stakeholders allows development of the potential and creativity of human beings, where virtues such as kindness, understanding, acceptance contribute to the transformation.