



006

Perception of the family on nursing assistance in an adult intensive therapy unit

Pâmmela Tarcila Coelho Moraes¹

¹ Serviço Nacional de Aprendizagem Comercial, São Paulo, SP, Brazil.

Category: Cardiology

DOI: 10.31744/einstein_journal/2023ABS_EISIC_MV0006

Pâmmela Tarcila Coelho Moraes - <https://orcid.org/0009-0007-2719-9485>

Corresponding author

e-mail: pammelatarcila@gmail.com

Introduction: The Intensive Care Unit (ICU) is a complex care unit that aims to safely and effectively care for the patient who needs careful attention, in order to achieve clinical improvement. Among the treatment modalities used in the ICU, several technologies can be included, either to replace or to help the patients' vital functions, inserting the support of drugs and sophisticated equipment.⁽¹⁻³⁾

Objective: To know the family perception of nursing care in an intensive care unit.

Methods: This is field research with a qualitative approach. Held at the *Hospital Beneficente Portuguesa D. Luiz*, located in the city of Belém (Pará), private hospital affiliated with the SUS (*Sistema Único de Saúde* – Unified Healthy System). The hospital has two Intensive Care Unit centers and a Coronary Intensive Care Unit, with a General Intensive Care Center that preferably handles neurology and the Cardiological Treatment Unit-UCA, with 15 beds, operating for 30 years with a technical staff in each shift formed by two physiotherapists and eight nursing technicians.

Results: It was noticed that the bureaucratized routine of the reasons that hinder or prevent the more frequent dialogue between the nursing team and the relatives of hospitalized patients. The ICU environment becomes less impersonal for patients and their families when there is effective communication. In this sense, it is understood that communication is also a determining factor for the practice of humanizing care in the ICU.

Conclusion: From this perspective, it was observed that health communication, when used properly, is an excellent work tool in health care, as it promotes greater interaction, facilitating the creation of bonds of trust and obtaining a better degree of satisfaction in the services offered, both by the client and by the team providing the service. Furthermore, it was found that family members felt welcomed by the team when professionals showed feelings of respect, affection, understanding and attention, that care transcends performing procedures. In this sense, making health professionals aware of the importance of the family member in this moment of crisis is the first step towards a change in behavior and a better acceptance of their presence in the ICU environment.

REFERENCES

1. Melo EM, Costa PO, Souza BC, Santos SA, Medeiros TF, Bastos GC, et al. Perfil clínico-epidemiológico de pacientes em ventilação mecânica internados em unidade de terapia intensiva. *Rev Enferm. UFPI*. 2015;4(3):36-41.
2. Broca PV, Ferreira MA. Processo de comunicação na equipe de enfermagem fundamentado no diálogo entre Berlo e King. *Escola Anna Nery Rev Enferm*. 2015;19(3):467-74.
3. Nascimento KC, Erdmann AL. Compreendendo as dimensões dos cuidados intensivos: a teoria do cuidado transpessoal e complexo. *Rev Lat Am Enfermagem*. 2009;17(2): 215-21.

SGPP number: Not applicable.

CAAE: 82099418.2.0000.5701

Research funding: No financial support.