134 - HUMANIZATION ISSUE: NURSING CARE IN OPERATING ROOMS

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With scientific and technologic improvements, as well as the modernization of procedures, nurses have been responsible for more administrative duties. This gradually puts nurses far from patient care, making it necessary to rescue nursing assistance humanistic values.

Nursing is a science that has been going through several transformations since the beginning of civilization. This profession plays an important role in the pursuit of human welfare, when considering freedom, individuality, and real needs presented by patients, seeking health promotion, disease prevention and rehabilitation of the individual in their disabilities (BEDIN; RIBEIRO; BARRETO, 2006).

In order to achieve these goals, it is essential that nurses seek improvement and magnification of knowledge and skills that involve care provision related to technological innovations.

Until a few years ago, the role of the nurse in the operating room was related to managerial aspects, and it was depriving the nurse from the contact with the patient and their family. But with some modifications in the care system, nurses from operating rooms felt the need to provide patients and their families with more direct assistance in all stages of the surgical process, highlighting its importance for treatment success and fast recovery of the patient.

The impersonal conduct of professionals working in the operating room may be due to the high demand for services, whose clients are often seen in imminent death situations. These factors, undoubtedly, generate stress; it is physically and psychologically tiring for both the patient's family and the nurse, which reduces mutual interactions.

Figueiredo (2007) states that nursing professionals who work in operating rooms are generally responsible for receiving patients in their respective unit, respecting their individualities. The professional should be courteous, polite and understanding, seeking to comprehend and consider customer conditions.

Being the surgery center environment the place where the technological focus is more present, nurses eventually occupy most of their time in running administrative work, thus contributing to the estrangement of important actions, such as touching patients, hearing them, explaining them the surgical procedure, understanding their fears and frustrations, trying to make them more relaxed about the unknown, providing an opening for understanding how complex it is and the consequences of this procedure for their life (BAGGIO, 2006).

Therefore, humanized actions must be encouraged among professional nurses, since the closeness between the profession and the client is what will make the individual care as unique as the technical procedure. The relationship between the caring and mastery of technology aims to achieve this care in a systematic way, so that it is satisfactory regarding fulfilling patients' needs.

The study is based on the quest to expand knowledge of nursing professionals regarding the humanization in the operating room, in order to provide understanding about the topic being discussed. The literary analysis aimed to point out the main articles related to humanization of the operating room, identifying key needs and highlighting the importance of humanizing nursing care in patients under surgery

This study consists of a systematic literature search, in which a literature review in scientific journals was conducted, focusing on articles from the SciELO database, considering the content published between the years 2006 and 2012, through the key words: nursing care, operating room and humanization.

In order to achieve the objective proposed by this research, the selected articles had the following inclusion criteria: references to the humanization of nursing care; humanization in the operating room and intensive environments, due to the lack of literature specifically regarding the humanization in the operating room; articles written in Portuguese, found within the chronological time previously established. It was decided not to include theses, dissertations and monographs, since the papers were the most questioning sources for the study, sticking to them.

18 (eighteen) articles related to the topic were found after having performed the search in the database mentioned above, discarding 6 (six), since they did not fulfil the agreed inclusion criteria. Therefore, the 12 (twelve) left were used, and later were submitted to analysis.

The operating room is naturally stressful: an atmosphere of crisis, characterized by the life/death risk, work overload, constant contact with people under stress. The inadequate medical care and lack of professionals contribute for the patient, in such circumstances, to be exposed to loss of identity and lack of privacy

The operating room requirements become increasingly sophisticated and make the environment mischaracterized for the patient, as they are under unknown care which is provided by strangers, equipment and devices, totally different habits from their regular basis. (VILA; ROSSI, 2006).

According to the studied literature, it was observed that nursing care and technology are linked, and the professional gets engaged in theories and principles that result in the expression of technical and scientific knowledge.

What is done in the operating environment contributes to the maintenance of life, delighting and frightening, at the same time, those who provide and receive care. The management and supervision of equipment allow the continuity of life and the monitoring of patient stability (MARQUES; SOUZA, 2010).

The precariousness and lack of materials and equipment in the operating room are constant in everyday nursing, ranging from the simplest to the most complex. Therefore, this situation generates dissatisfaction in the team, passing the responsibility for the professional nurse. Therefore, the nurse's role should be in accordance with the administration of the hospital, aiming at supplying and maintaining necessary materials and equipment to carry out various surgical procedures, without harming the patient (SANTOS, 2006).

It is important to highlight that nurses, who work in the operating room, relate to heterogeneous professionals, and this

may be one of the factors that cause conflicts, disagreements, dissatisfaction, reaching the state of high stress. They need to interact continuously so that the work can be carried out efficiently and effectively. The health care professional has human relationships – no matter if with the patient or with a multidisciplinary team - as the basis of their work (SILVA, 2006).

Daily situations and relationships experienced by nurses in operating rooms trigger sensations of pleasure and pain. When facing conflict situations, the nurse should minimize them, talk to the patient in a participative way. Thus, the conflict may turn out to be something creative, innovative and that helps the surgical unit to grow. (CAREGNATO, 2009).

In this sense, another difficulty, which was seen in the researched articles, concerns the poor communication between those walking in the corridor and wards – medical and surgical clinics. Thus, it is evident that the communication between the staff in the operating room and the other hospital units interferes in the center operation dynamic.

It is important to note that communication is identified as a work tool, for both the staff and the nurse. The proper communication reduces possible friction and clarifies questions, since besides being the nursing essential assistance basic tool, it enables the professional to understand the customer in its complexity and realize what the clinical picture means to the patient. Patients can express themselves using verbal and non-verbal communication, demonstrated through gestures, postures, facial movements that complement and/or certify the verbal dialogue (BARBOSA, SILVA, 2007).

It was also found that most of nurses are concerned about how the family is, guiding and informing about the surgical procedure, due to the need for something that can comfort them and act directly on the minimization of anxiety, nervousness and anguish.

It may be mentioned, as a limiting factor for the implementation of Preoperative Nursing Assistance Systematic (SAEP), the small number of nurses, since there is often only one professional per shift to develop administrative and assistive activities, which requires from nurses to prioritize activities to meet legal and institutional requirements (CAMPOS, 2009). Moreover, Santos (2006) states that nurses in the operating room should, therefore, get rid of their purely technical role and engage themselves in giving their best when it comes to the care of their patients.

Humanizing nursing care in the operating room has been a constant challenge because some employees - doctors and nurses - and various professionals from other fields still resist to it. However, it is necessary to change this situation, since it is believed that the humanized care is essential to the nursing practice (RODRIGUES, 2010).

CONCLUSIONS

Nursing humanization is based on the concept of human being integrity, so that the family is also welcomed in all its aspects. This should result from a sensible behavior of the segments involved and not from duties and obligations; and, since it is about people relationship, there can only be humanized assistance if there is an attitude of respect for human beings, of warmth and constant dialogue.

Ethical actions contemplated in the graduation course should be practiced by nurses when assisting their patients, however, the daily repetition of activities induce the professional to mechanically; work overload and even the indulgence affect considerably the relationship practice/theory, showing indications of customer dissatisfaction regarding the care received..

The complexity of factors that affect the essential therapeutic communication has been considered an issue, because besides being responsible for technical and scientific assistance, the nurse in the operating room is under tension, in a critical environment and in complex conditions concerning doing their duties.

The accomplishment of a holistic care for the work performed by nurses results, substantially, in humanization. The unification of all nursing care areas is a challenging dynamic for meeting the main needs of the patient. Thus, the present study highlights the importance of changes regarding professionals, for questioning the need for innovation in the surgical assistance concepts, deploying it in a humanistic way, seeking not only results in what concerns bureaucratic, structural and technical issues, but also in issues that require attitudes, behaviors, values, moral and professional ethics.

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ABSTRACT

Until a few years ago, the role of the nurse in the operating room was related to managerial aspects, the impersonal conduct of professionals working in the operating room, which may be due to the high demand for services and constant contact with people under stress, but, at times, the inadequate medical care and the lack of professionals left the patient, in such circumstances, exposed to the loss of identity and lack of privacy. This paper points out, as the objective, the main articles related to humanization of the operating room, identifying key needs and highlighting the importance of humanizing nursing care in patients under surgery. This study consists of a systematic literature search, with qualitative approach, in which a literature review in scientific journals was conducted, focusing on articles from the SciELO database, considering the content published between the years 2006 and 2012. 18 (eighteen) articles related to the topic were found after having performed the search in the database mentioned above, discarding 6 (six), since they did not fulfil the agreed inclusion criteria. Then, twelve (12) articles were used, subjected to analysis. According to the studied literature, it was observed that nursing care and technology are linked, and the professional gets engaged in theories and principles that result in the expression of technical and scientific knowledge. Daily situations and relationships experienced by nurses in operating rooms trigger sensations of pleasure and pain. When facing conflict situations, the nurse should minimize them, talk to the patient, in a participative way, itinerant. Ethical actions, contemplated in the graduation course, should be practiced by nurses when assisting their patients. However, the repetition of daily activities induces the professional to act mechanically. Work overload and even the indulgence affect considerably the relationship practice/theory, showing indications of customer dissatisfaction regarding the care received.

KEY WORDS: Humanization, nursing, operating rooms

QUESTION D'UMANISATION :ASSISTENCE DU SERVICE D'INFIRMERIE DANS LE CENTRE CHIRURGICAL
RÉSUMÉ

Il y a quelques années, la fonction de l'infirmier dans l'unité du centre chirurgical était dirigé pour les aspects gérentiels dans la conduite impersonnelle des professionnels qui agissent dans le centre chirurgical,pouvant être alors d^à la grande demande pour des services et des contacts constants avec des personnes sous tension, étant donné que, dans quelques moments,l'inéquation de l'assistence médicale et le manque de préparation des professionnels ont contribué pour que le patient, dans ces circonstances reste exposé à la perte d'identité et au manque de privacité. L'étude actuelle apporte comme objectif une levée des articles principaux qui se réfèrent à l'humanisation dans le centre chirurgical, identifiant les principales nécessités et montrant l'importance de l'humanisation de l'assistence de l'infirmerie pour des patients dans l'enceinte chirurgicale. L'étude se constitue d'une recherche littéraire systématique, d'un abordage qualitatif, où s'est réalisée une révision de la littérature dans des revues scientifiques focalisant des articles de base de données SCIELO, considérant les contenus publiés entre 2006 et 2012. Au moyen d'une recherche réalisée dans les banques de données déjà mentio0nnées, nous avons trouvé 18 artices relationnés à la thématique, en en laissant6 qui ne s'encadraient pas dans les critères d'inclusion sccordés. Nous avons donc utilisé 12 articles soumis à l'analyse. Selon la littérature étudiée, nous avons observé que l'assistence du service d'infirmerie et la technologie sont liées, de manière que le professionnel soit en contact en théories et principes qui résultent dans l'expression de cette connaissance technico-scientifique. Les situations et les relations quotidiennes vécues par l'infirmier du centre chirurgical entrainent de sensations de plaisir et de souffrance. En affrontant des situations de conflit, l'infirmier doit leur donner moins d'importance, dialoguer de manière participative itinérante. Les actions éthiques remarquées pendant la licence, doivent être pratiquées par les infirmiers quand ils s'occupent de leurs patients. Cependant,les répétitions quotidiennes des activités poussent le professionnel à agir de manière mécanique. La suscharge de travail et, même, le commodisme affectent considérablement la relation pratique-thèorie laissant avec cela des indices d'insatisfaction des clients en relation aux soins reçus.

MOTS CLÈS : umanisation, infirmerie , centre chirurgical

CUESTIÓN DE HUMANIZACIÓN: ASISTENCIA DE LA ENFERMERÍA EN EL CENTRO QUIRÚRGICO
RESUMEN

Hasta hace algunos años, la función del enfermero de la unidad de Centro Quirúrgico era dirigida para los aspectos gerenciales, la conducta impersonal de los profesionales que actúan en el centro quirúrgico, pudiendo ser, entonces, debido a la grande demanda por los servicios y el contacto constante con personas sobre tensión, siendo que, en algunos momentos, la inadecuación de la asistencia médica y la falta de preparación de los profesionales contribuían para que el paciente, en esas circunstancias, quedara expuesto a la pérdida de identidad y ausencia de privacidad. El presente estudio trae como objetivo, un levantamiento de los principales artículos referentes a humanización en centro quirúrgico, identificando las principales necesidades y destacando la importancia de humanización de asistencia de enfermería en pacientes del ámbito quirúrgico. El estudio se constituye en una investigación literaria sistemática, de abordaje cualitativo, donde se realizó una revisión de literatura en revistas científicas, enfocando en artículos de la base de datos SciELO, considerando los contenidos publicados entre los años 2006 y 2012. Mediante la búsqueda realizada en los bancos de datos ya mencionados, se encontró 18 (dieciocho) artículos relacionados a la temática, descartándose 6 (seis), por no encuadrarse dentro de los criterios de inclusión acordados. Asimismo, se utilizó 12 (doce) artículos, sometidos a análisis. De acuerdo con la literatura estudiada, se observó que la asistencia de enfermería y la tecnología están intercomunicadas, de modo que el profesional se envuelve en teorías y principios que resultan en la expresión de ese conocimiento técnico – científico. Las situaciones y las relaciones diarias vivenciadas por el enfermero del centro quirúrgico desencadenan sensaciones de placer y de sufrimiento. Al enfrentar situaciones conflictivas, el enfermero debe minimizarlas, dialogar de forma participativa, itinerante. Las acciones éticas, contempladas en la graduación, deben ser practicadas por los enfermeros al asistir a sus pacientes. Entretanto, las repeticiones diarias de las actividades inducen al profesional a actuar de forma mecánica. La sobrecarga de trabajo, y hasta mismo, el comodismo, afectan considerablemente la relación práctica/ teórica, dejando con eso indicios de insatisfacción de los clientes con relación a los cuidados recibidos.

PALABRAS CLAVES: Humanización, Enfermería, Centro Quirúrgico

QUESTÃO DE HUMANIZAÇÃO: ASSISTÊNCIA DA ENFERMAGEM NO CENTRO CIRÚRGICO
RESUMO

Há, até, alguns anos, a função do enfermeiro na unidade de centro cirúrgico era dirigida para os aspectos gerenciais, na conduta impessoal dos profissionais que atuam no centro cirúrgico, podendo ser então decorrência da grande demanda por serviços e contato constante com pessoas sob tensão, sendo que, em alguns momentos, a inadequação de assistência médica e o despreparo dos profissionais contribuíam para que o paciente, nessas circunstâncias, ficassem exposto à perda de

identidade e ausência de privacidade. O presente estudo traz, como objetivo, um levantamento dos principais artigos referentes à humanização em centro cirúrgico, identificando as principais necessidades e destacando a importância da humanização da assistência de enfermagem em pacientes do âmbito cirúrgico. O estudo constitui-se em uma pesquisa literária sistemática, de abordagem qualitativa, onde se realizou uma revisão de literatura em revistas científicas , focando artigos da base de dados SciELO, considerando os conteúdos publicados entre os anos de 2006 e 2012. Mediante busca realizada nos bancos de dados já mencionados, encontrou-se 18 (dezoito) artigos relacionados à temática, descartando-se 6 (seis), por não se enquadrarem dentro de critérios de inclusão acordados. Utilizou-se, assim, 12 (doze) artigos, submetidos à análise. De acordo com a literatura estudada, observou-se que a assistência de enfermagem e a tecnologia estão interligadas, de modo que o profissional se envolve em teorias e princípios que resultam na expressão desse conhecimento técnico-científico. As situações e as relações diárias vivenciadas pelo enfermeiro de centro cirúrgico desencadeiam sensações de prazer e de sofrimento. Ao enfrentar situações conflituosas, o enfermeiro deve minimizá-las, dialogar, de forma participativa, itinerante. As ações éticas, contempladas na graduação, devem ser praticadas pelos enfermeiros ao assistirem seus pacientes. Entretanto, as repetições diárias das atividades induzem o profissional a agir de forma mecânica. A sobrecarga de trabalho e, até mesmo, o comodismo afetam, consideravelmente, a relação prática/teoria, deixando com isso indícios de insatisfação dos clientes com relação aos cuidados recebidos.

PALAVRAS CHAVES: humanização, enfermagem, centro cirúrgico