



International Journal of Pediatric Research and Reviews
(ISSN:2637-4978)



PROFESSIONAL SENSITIZATION IN A NEONATAL INTENSIVE THERAPY UNIT AS A HUMANIZATION STRATEGY IN THE CARE

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ABSTRACT

Introduction: Humanization in the Neonatal Intensive Care Unit depends on the encounter involving the caregiver and the care. Moments of awareness and reflection on the work process are fundamental in order to review the assistance. **Objective:** To promote the sensitization and reflection of the professionals regarding the humanized care of the newborn through simulated life activity. **Method:** The activity happens individually in four moments (stress management, appropriate / humanized management, kangaroo positioning and qualified listening), conducted by nursing, occupational therapists and psychology residents. At this moment all the professionals involved directly and indirectly in the care of the newborn of the Neonatal Intensive Care Unit of a Maternity School take part. The action was developed weekly in the internal space of the sector itself during the period of July and August of 2018. **Results:** 72 professionals were involved in the sensitization activity, bringing feelings and emotions after the simulated experiences. As for the first moment of the intervention (stress management), the participants report anguish, fear and impotence. On the following moments, which relate to the appropriate / humanized handling and kangaroo positioning, their reports revolve around the reception, protection and care. In addition, after the intervention, a significant number of professionals refer to reflect on their daily practice. **Conclusion:** The simulated experience generated a change in attitudes in the practice of the NICU professionals regarding the care of the newborn in order to generate more comfort and well-being and thus provide a better growth, development and recovery of the baby, with reduced effects and sequelae caused by hospitalization. With this, it is indispensable to invest in the work process so that humanized action becomes more and more accomplished with quality, uniqueness and completeness, and above all with respect to life. However, even with the efforts made to humanize care in the NICU, it is known that this is a difficult task, since it demands individual attitudes against a whole dominant technological system.

Keywords: Humanization; Neonatal Intensive Care Unit.

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How to cite this article:

Tacyanne Bilro de Miranda; Cecília Maria Bezerra Freire Campos; Robson Mechel Berto da Silva; Janine Conceição de Araújo Silva; Sheila Duarte de Mendonça Fernandes. PROFESSIONAL SENSITIZATION IN A NEONATAL INTENSIVE THERAPY UNIT AS A HUMANIZATION STRATEGY IN THE CARE. International Journal of Pediatric Research and Reviews, 2019, 2:13

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