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ORIGINAL ARTICLE

QUALITY CARE OF THE BANK OF HUMAN MILK: THE PERCEPTION OF USERS

QUALIDADE ASSISTENCIAL DO BANCO DE LEITE HUMANO: PERCEPÇÃO DE USUÁRIAS

CALIDAD ASISTENCIAL DEL BANCO DE LECHE HUMANA: PERCEPCIÓN DE LOS USUARIOS

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ABSTRACT

Objective: to describe the role of the Human Milk Bank of Antonio Pedro University Hospital in assisting users. ***Method***: a descriptive exploratory study with a qualitative approach, with 13 of the Human Milk Bank who experienced some complications during breastfeeding. Data were collected through individual semi-structured interviews, analyzed according to the method proposed by Bardin content. The research project was approved by the Research Ethics in the opinion paragraph 0175.0.258.000-09. ***Results***: data analysis revealed the importance of implementing the line of care for women with breastfeeding problems and the existence of inadequate structure factors can be detrimental to care. ***Conclusion***: problems in lactation may be reflections of a line not set properly care and quality of care Human Milk Bank satisfactorily shown to the users. ***Descriptors:*** Breastfeeding; Nursing; Human Milk.

RESUMO

***Objetivo*:** descrever o papel do Banco de Leite Humano do Hospital Universitário Antônio Pedro na assistência às usuárias. ***Método*:** estudo descritivo-exploratório com abordagem qualitativa, com 13 usuárias do Banco de Leite Humano que sofreram alguma intercorrência durante a amamentação. Os dados foram coletados por meio de entrevista semiestruturada individual, analisados segundo o método de conteúdo proposto por Bardin. O projeto de pesquisa foi aprovado pelo Comitê de Ética em Pesquisa sob o parecer nº 0175.0.258.000-09. ***Resultados*:** a análise dos dados evidenciou a importância da implantação da linha de cuidado à mulher com problemas de lactação e a existência de condições inadequadas de estrutura podem ser fatores prejudiciais ao atendimento. ***Conclusão*:** problemas na lactação podem ser reflexos de uma linha de cuidado não instituída corretamente e a qualidade assistencial do Banco de Leite Humano se mostra de forma satisfatória às usuárias. ***Descritores*:** Aleitamento Materno; Enfermagem; Leite Humano.

RESUMEN

Objetivo: describir el papel del Banco de Leche Humana del Hospital Universitario Antonio Pedro en la asistencia a los usuarios. ***Método***: se realizó un estudio descriptivo exploratorio con abordaje cualitativo, con el 13 del Banco de Leche Humana que sufrieron algunas complicaciones durante la lactancia. Los datos fueron colectados a través de entrevista semi-estructurada individual, analizados según el método de contenido propuesto por Bardin. El proyecto de investigación fue aprobado por el Comité de Ética de Investigación en el párrafo de opinión 0175.0.258.000-09. ***Resultados***: el análisis de datos reveló la importancia de la aplicación de la línea de atención a mujeres con problemas de lactancia y la existencia de factores de estructura inadecuada puede ser perjudicial a la atención. ***Conclusión***: los problemas en la lactancia puede ser reflejo de una línea no se establece correctamente el cuidado y la calidad de Banco de Leche Humana cuidado demostrado satisfactoriamente a los usuarios. ***Descriptores:*** Lactancia Materna; Enfermería; Leche Humana.

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INTRODUCTION

The history of breastfeeding is not only determined by natural and biological aspects, but also built for everyday families, shown in scientific studies of the benefits of breastfeeding, especially after childbirth.[1]

Breastfeeding is a natural act between a woman and her baby nurse. In this form of relationship is established an emotional bond starting a trusting relationship between mother and newborn. The practice of breastfeeding offers numerous benefits to both the growth and the development of infants, for its nutritional and anti-infective properties to the woman's point of view biological and psychosocial, contributes to uterine involution, return to body weight before pregnancy, besides contributing as contraception - lactational amenorrhea when offered exclusively on demand.[2]

Breastfeeding is the optimal source of nutrition for the baby and should be unique within six months of life. The difficult period for breastfeeding occurs in the first two weeks at the residence of the woman, because the inexperience of puerperal facing a new situation, different from all his experience, leaves the mother frightened and often the feeling of helplessness lingers.[3] Thus, some problems related to the initial difficulty breastfeeding, or ignorance about breastfeeding, can cause complications and lead to early weaning.[4]

During the pre and post-natal care, it is important that issues related to breastfeeding are worked in order to promote your success. However, this does not happen and when complications arise as cracked nipple, engorgement and breast abscess, the Human Milk Bank (HMB) is the greatest ally for nursing mothers in this learning process.

The Human Milk Bank is a specialized center, nonprofit, responsible for promoting, supporting and encouraging exclusive breastfeeding, its importance is strengthened by public health policies aimed at encouraging breastfeeding.[4]

Lactating women, before turning to complications in breastfeeding care professionals Human Milk Bank, specializing in direct and perform techniques that facilitate the maintenance of lactation. Among these actions include the circular massage the breasts and manual extraction technique milk, guidelines not to use any product besides the nipples of breastmilk in the presence of possible cracks. The quality of care is important in order to gain confidence and promote the comfort and well-being of its users, and offer the user the service as best as possible, given the resources available.

Assessing the quality of health care set today in a technical and social imperative must be viewed under the aspect of structure that covers the material resources, human resources and organizational characteristics; process that includes all customer care, the contributions coming from family routines and administrative procedures and results include changes submitted by customers and satisfaction after the allocation of health services.[5]

OBJECTIVES

- To describe the role of the Human Milk Bank of Antonio Pedro University Hospital in assisting users.
- To identify the needs of users are met by the Human Milk Bank.
- To analyze the satisfaction of the users towards the quality of care the Human Milk Bank of Antonio Pedro University Hospital.

METHODOLOGY

Study of descriptive, exploratory and qualitative approach. The investigation was conducted after review and approval of the Ethics Committee of the University Hospital Antonio Pedro (HUAP) under the No 0175.0.258.000-09 opinion, as required by Resolution 196/96 of the National Health Council (CNS).

The research was setting the unity of the Human Milk Bank of Antonio Pedro University Hospital. The study population was composed of thirteen (13) women who use the service experienced some problems during breastfeeding, linked to the criterion for inclusion in the study. All voluntaries signed the Instrument of Consent, and the anonymity and confidentiality of the information, confirmed with the use of an alpha-numeric code "Women" (M1...M13) in the analysis and discussion of the data.

The technique for data collection was the semi-structured interviews conducted in the home of individual users, in the period from February to July 2010. The interviews were recorded on tape with the permission of the interviewees, transcribed by the researchers and validated by the interviewees, prior to data analysis.

To accomplish it, we chose to formulate the content analysis Bardin.6 units of meaning that emerged after analysis. This enabled discuss and establish the point of view of the

interviewees in order to achieve the purpose of the study and resulting two thematic categories, namely: Care nurse to complications with lactation and human milk bank in the eyes of users.

RESULTS

The participants in this study was a predominance of subjects between 30 and 39 years, white ethnicity, low education (eight years or more of study), stable relationship with the presence of a companion, and who had received prenatal care.

Regarding the emergence mammary complications occurred during their stay in the maternity ward; four (4) women reported having been affected, with three (3) by engorgement and one (1) for cracked nipples. Also nine (9) mothers reported that their breast problems arose after that went to his residence. The four women who had complications with breastfeeding in maternity reported not having had any kind of guidance from health professionals.

This shows lack of preparation by the team regarding the clinical management of complications. Thus, several factors may interfere with breastfeeding practices, such as the unpreparedness of healthcare professionals, who often are unaware of the proper conduct to act with the woman in the process of breastfeeding.[7] Interviewees reported that they resorted to meeting in the Human Milk Bank of Antonio Pedro University Hospital after the appearance of breast complications. Among the 13 women, 11 sought the Human Milk Bank due to engorgement, one due to cracked nipples and mastitis by presence.

♦ Care for nursing mothers with complications during lactation

When the line of caution is not set properly, it can affect the smooth running of breastfeeding and breast complications may arise during the period of breastfeeding, certainly the complications can be prevented when women are targeted during the prenatal, delivery and puerperium.

We found that prenatal care is an area relevant to women's demands towards breastfeeding as the discourses of the interviewees:

> *They said it was to get sun in the morning or at the very end of the afternoon. And always do when I take a shower massage. (M9)*

> *They said it would crack my chest, it would hurt a lot, and it would last about 15 days. What would harden the breast, and then later I would not have more problems. (M1)*

Prenatal care is a right time to educational activities, because the mother feels open to the guidance on breastfeeding, labor and birth, and also immediately after birth the mother should put the baby to the breast for the first contact with son and begin to recognize the importance of breastfeeding.

But often, the nurse does not know how to care and feed the newborn and according to the statements of the interviewees this criterion is not implemented systematically, as recommended by the Ministry of Health Among the subjects, only two (2) women breastfed their children inside the delivery room, the first half hour of the baby's life. The other breastfed their children after that time, as evidenced in the reports:

> *They did not do any work for breastfeeding. Only when the children went to the room who spoke so boot to breastfeed. (M13)*

> *It was then suck about 10 hours. (M5)*

Rooming is also an appropriate location for educational, health professionals should conduct the clinical management of breastfeeding, avoiding the involvement of breast pathologies. But in reality maternity not always take advantage of this opportunity to encourage this practice.

Moreover, there is resistance from health professionals and institutions in approaches to humanizing the labor and birth. The evaluation of the national breastfeeding promotion revealed a lack of guidance on breastfeeding in maternities.[8] In the study we found that most of the women who reported not received information about breastfeeding, as illustrated by interviewee:

> *She almost paved (breast), in the maternity hospital yet. So much so that I went to the Human Milk Bank of the University Hospital Antonio Pedro to empty the breast. In maternity sent me to go to the Milk Bank. (M4)*

Thus, according to the data it appears that the mothers need support for the effectiveness of breastfeeding and avoiding early weaning. We conclude that, in addition to the specific objectives, the Milk Bank also acts as an important reference to support women facing difficulties in breastfeeding.[9]

♦ Human milk bank through the eyes of users

The Human Milk Bank, University Hospital Antonio Pedro has advocated in their work process assist women with breast complications through attendance at the service itself, by phone and in the users

home. Thus, the complications reported by respondents indicate that breast engorgement, mastitis and nipple fissures are the most common problems experienced in the postpartum period. The search for help and support lead these women to seek reference centers for care:

> *When just born on the second day began to fill. He felt pain, was hard. Then the nurses came to help me because I was not holding. Began to fever. Then she was there and took me down to the Milk Bank. (M7)*

This statement shows how the Human Milk Bank is essential to contribute to the resolution of complications, mainly due to the comfort and safety as a referral center for breastfeeding support in the clinical management of breastfeeding correctly, preventing the onset of complications.

In the line of care perspective, the Human Milk Bank should contemplate the woman at all, watching it from the beginning of her pregnancy, maternity seeking empowerment so that they feel confident in the breastfeeding process.

The care protocols emphasize address the needs of the users meet the demands of mammary complications, especially obstruction, fissures and mastitis. This studies these diseases that predominated. Therefore, banks should find milk in places of high visibility and easy access to population:

> *I think much hidden. It is far from motherhood. So, I had no problem, but suddenly a person who wants to go down there, the eighth floor to go, gets a little distant. (M4)*

The speech of the interviewee draws attention to the installation location of the seat of milk is not suitable to meet the needs of women admitted to the maternity ward, since mothers moving throughout the hospital to care. However, as the questioning of the available space to meet the users, if the opinions differ, as noted in the testimony:

> *So, as I was alone, I thought it was good, but I think if I had more than one person, I think tighter. I think if more people [...] I do not know how the process is working, but I think it looks pretty complicated. (M5)*

> *Because not all people are looking, they go there, they have kids there, and they will come back and look for the Milk Bank. Not all people are not. I think that is an appropriate size. (M10)*

The vast majority of respondents said that despite having their needs supplied the milk bank has a small frame. Another issue raised by users was privacy.

> *It's something that, when I was with my husband, if someone came, he would have to leave. [...] So well, so a few things were better, more privacy. [...] Once, for example, my brother was with me, he could not stay because I had a girl milking. Then I had to be alone. (M6)*

As for privacy is essential at the time of service, although customers are fragile and need someone you trust around as emotional support. The presence of a chaperone is recognized as a valuable aid in the breastfeeding process.[10]

Some procedures performed by professional milk bank were cited by users.

> Lowland areas not cold compress to produce more. They told me to do at home. (M6)

The use of cold compresses becomes important in the treatment of breast engorgement, since it causes vasoconstriction, preventing there is a large milk yield. Furthermore, they must be used between feedings to relieve pain and swelling.[11] However, such conduct is not part of protocols, for not actually using hot or cold applications, but apply massage with hand milking milk.[12]

The circular massage the breasts should be used for the treatment of breast pathologies. The gentle breast massage is important in thinning and viscous milk in stimulating the milk ejection reflex. In Human Milk Bank, [13] University Hospital Antonio Pedro professionals will use this technique and teach the users, as shown in the illustration:

> *They said they had to do massage, which would open the ducts, where the milk was releasing. (M10)*

The emptying of the breast was also one of the techniques used in the Human Milk Bank is essential to give relief to the woman nursing mother, decreasing the mechanical pressure in the alveoli, relieving the obstruction and drainage of lymph edema, decrease the risk of impaired production of milk and particularly the occurrence of mastitis.[14]

> Always removing the milk for it may not pave. (M9)

When the breast has been affected mainly by cracks mammary uses his own breastmilk for healing, for aims to form a protective layer that allows dehydration of the deeper layers of epiderme.13 This knowledge was also transmitted to users:

> *Taught to pass the milk itself around [...] that crack to close. (M12)*

After all, it was stressed that if they used no methods other than breastfeeding.

> *Continue encouraging, offering, and diminish the bottles. (M12)*

The introduction of other forms of feeding the newborn this time is unnecessary. When there is a complication with breast mother feels uncomfortable offering the child the breast. The best way is to supplement the technique of the cup in which milk is removed manually and then provides the child. In supplemental feeding bottles and probes not use that often, are at risk of harmful infections, reducing time sucking the breast, interferes with breastfeeding on demand and alters the dynamics oral.[11]

With respect to quality, health, the result focuses on the satisfaction of service users in front of the Human Milk Bank of Antonio Pedro University Hospital. When asked about the importance of solving their mammary complications and clinical management of breastfeeding, the responses did not differ:

> *If it were not for them I would never have breastfed my daughter. The chest filled, paved, and then I had mastitis, nipple loss of a lot of stuff. I had several things, postpartum depression, and they all were. They have detected. It was because of them. It was all the milk bank was not my doctor, they were. (M6)*

> *It was relief, comfort, makes sure I was doing the right thing; the feeling that what you're doing may worsen the situation is very bad. (M1)*

After the speeches, the line of care of women became essential in the lives of users. The Human Milk Bank offers attention, affection; comfort helps women become safer breastfeeding. Moreover, often found in HMB support seeking, and often do not receive the relatives, as noted in the illustration of M2:

> *I wanted to breastfeed, breastfeeding needed. The family did not support, everyone "gives milk for the child," a desperation, the father "to it, just give milk." So without the support of anyone here I just thought there support. So when I got there, "ah, I'm home." (M4)*

A witness reported that the assistance provided by the Human Milk Bank in addition to treatment of complications during lactation, provides emotional support to users, support, security and tranquility to continue breastfeeding.

DISCUSSION

The line encompasses the full care of women from the prenatal, labor and delivery and postpartum period are strategies that establish the route care in order to organize the flow of individuals according to their needs.[15]

In relation to pre-natal care, studies show that the preparation of pregnant women has significant positive effects on the proper handling and feeding time. Listening to their concerns pregnant, questions, experiments and experiences and guide individually and collectively can be the foundation.[16]

The study found that in speeches nine (9) women not receiving prenatal guidance, and only four received. The prenatal care is an excellent opportunity for women to increase their knowledge regarding breastfeeding.[15]

The reports describe the need for professional training in the field of promotion and prevention with scientific evidence supporting the clinical management of breastfeeding not only develops actions in line essentially curative.

To rescue the culture of breastfeeding, institutions must invest in training of health professionals in the management of breastfeeding, this line of thought the nursing staff providing prenatal care should carry actions to prevent complications, thus facilitating the management of clinical breastfeeding. [11] Is noteworthy that, in rooming complications occur and that moment becomes ideal for actions that encourage breastfeeding, avoiding early weaning.

In the 90s, the Ministry of Health has prepared the project "Baby Friendly Hospital Initiative (BFHI)" which aims to support, protect and promote breastfeeding and to this end it is necessary that institutions have an organization in its differentiated services team qualified health and support services to women in their pregnancy and childbirth period. And to achieve a set of measures called "Ten Steps to Successful Breastfeeding"; among the ten goals the 4th step is to help mothers initiate breastfeeding within half an hour after birth. [17]

The Human Milk Bank is a specialized center responsible for the execution of activities of collection, processing and quality control of colostrum, transition milk and mature human milk for later distribution. It also accounts for the promotion and encouragement of breastfeeding maternal.[14]

The Human Milk Bank must be installed in a location easily accessible to the public, and this case should be located close to motherhood, to facilitate access to mothers and thus achieve their objectives.[14] However, the existence of inadequate structure as the distance motherhood and physical space, was cited by women as a factor detrimental to the proper care of the service. There should be a well-structured in order to adequately serve

their users designated areas in order to sufficient and proportionate to the achievement of all activities to which that unit is proposed. You must have place to receive human milk, donor registry, donors and employees of hygiene, milk processing and storage, quality control and sterilization of materials.

The quality of care in health is achieving the greatest benefits in terms of available resources and social existing values.[18]

The structure is essential for the proper functioning of the Human Milk Bank, brings as an evaluator of healthcare quality as the process develops in line care in compliance with established clientele in accordance with the recommendations, or completeness of the woman.

A line of care settles in Human Milk Bank through the structure, process and outcomes and follows a path of comprehensive care of women from the prenatal to postpartum.

The result indicator "degree of satisfaction with the assistance of the Human Milk Bank University Hospital Antonio Pedro" according to the opinion of most respondents obtained satisfactory degree.

The users in "structure" be considered important to review the distance from the maternity sector to provide women hospitalized ease of access. As for the physical space of the Human Milk Bank of the University Hospital Antonio Pedro proved inadequate to meet.

Regarding the item "process" showed that there was the field of management techniques in breast complications, professionals are working in the attention to clients effectively in the process of breastfeeding support.

CONCLUSION

This study revealed clearly the role of the reference centers - a milk bank in attention to nursing mothers. It is a great demand for help and support breastfeeding. It is emphasized that the problems in lactation may be reflections of a line of care not adequately established, covering the care of women strengthening their entirety upon the practice of breastfeeding. Furthermore, it was found that attention, affection, comfort helped women become safer to perform the act of breastfeeding.

The quality of care the Human Milk Bank of the University Hospital Antonio Pedro evidenced by the illustrations of women achieved a satisfactory degree of media. And, to achieve a quality of care should provide a structure and suitable processes, so that the expected results are obtained, thus allowing that the triple structure-process-results is interconnected.

Importantly, in relation to addressing the needs presented by women in Human Milk Bank, it was found that were resolved during the study period.

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