



HOSPITAL HUMANIZATION IN PEDIATRICS: PROJECT "NURSES OF JOY"
HUMANIZAÇÃO HOSPITALAR NA PEDIATRIA: PROJETO "ENFERMEIROS DA ALEGRIA"
HUMANIZACIÓN HOSPITALARIA EN LA PEDIATRÍA: PROYECTO "ENFERMEROS DE LA ALEGRÍA"

Eduardo Bassani Dal'Bosco¹, Marcia Domenica Cunico Barancelli², Mariangela Gobatto³, Clenise Liliane Schmidt⁴

ABSTRACT

Objective: to report on the relevance of hospital humanization in pediatrics through academic practice in play therapies. **Method:** it is a descriptive study, type of experience report, of the academic practice in extension project "Nurses of Joy". **Results:** through the play, the development of the child's cognitive behaviors and their potentialities was enabled, making them able to demonstrate their feelings, creativity, motor skills and to discover themselves. It was revealed that, through play activities, children and caregivers were able to express feelings and express unpleasant events that occur during hospitalization, providing children distraction, greater interaction between the students and the children, as well as between these and the companions, thus promoting a relationship of empathy, a more welcoming and relaxed environment for the children. **Conclusion:** the objective was to provide a moment of distraction to the child by the Nurses of Joy group, by positively impacting family members and the hospital staff in their context. It has been shown that initiatives such as that of the Nurses of Joy, which makes possible the presence of the clown and children's games in the hospital environment, provide new meanings when caring. **Descriptors:** Pediatric Nursing; Humanization of Assistance; Pediatrics; Playful Therapies; Hospitalized Child; Confrontation.

RESUMO

Objetivo: relatar sobre a relevância da humanização hospitalar na Pediatria por meio da prática acadêmica em terapias lúdicas. **Método:** trata-se de estudo descritivo, tipo relato de experiência, da prática acadêmica em projeto de extensão "Enfermeiros da Alegria". **Resultados:** permitiu-se, pelo ato de brincar, o desenvolvimento de comportamentos cognitivos da criança e suas potencialidades, tornando-a capaz de demonstrar seus sentimentos, criatividade, habilidades motoras e de descobrir a si mesma. Revelou-se que, por meio das atividades lúdicas, as crianças e os acompanhantes puderam expressar sentimentos e manifestar os acontecimentos desagradáveis que ocorrem durante a internação, proporcionando a distração das crianças, maior interação entre os acadêmicos e as crianças, como, também, entre estes e os acompanhantes, promovendo, assim, uma relação de empatia, um ambiente mais acolhedor e descontraído para as crianças. **Conclusão:** efetivou-se, pelo grupo Enfermeiros da Alegria, com o intuito de proporcionar um momento de distração à criança, seu objetivo, ao impactar positivamente os familiares e a equipe hospitalar no seu contexto. Evidenciou-se que iniciativas como a do Enfermeiros da Alegria, que possibilita a presença do palhaço e das brincadeiras infantis no ambiente hospitalar, proporcionam novos significados ao cuidar. **Descritores:** Enfermagem Pediátrica; Humanização da Assistência; Pediatria; Terapias Lúdicas; Criança Hospitalizada; Enfrentamento.

RESUMEN

Objetivo: relatar sobre la relevancia de la humanización hospitalaria en la Pediatría por medio de la práctica académica en terapias lúdicas. **Método:** se trata de un estudio descriptivo, tipo relato de experiencia, de la práctica académica en proyecto de extensión "Enfermeros de la Alegria". **Resultados:** se permitió, por el acto de jugar, el desarrollo de comportamientos cognitivos del niño y sus potencialidades, haciéndolo capaz de demostrar sus sentimientos, creatividad, habilidades motoras y de descubrir a sí mismo. Se reveló que, a través de las actividades lúdicas, los niños y los acompañantes pudieron expresar sentimientos y manifestar los acontecimientos desagradables que ocurren durante la internación, proporcionando la distracción de los niños, mayor interacción entre los académicos y los niños, como también, entre estos y los acompañantes, promoviendo así una relación de empatía, un ambiente más acogedor y relajado para los niños. **Conclusión:** se efectuó, por el grupo Enfermeros de la Alegria, con el propósito de proporcionar un momento de distracción al niño, su objetivo, al impactar positivamente a los familiares y al equipo hospitalario en su contexto. Se evidenció que iniciativas como la de los enfermeros de la alegría, que posibilita la presencia del payaso y de los juegos infantiles en el ambiente hospitalario, proporcionan nuevos significados al cuidar. **Descritores:** Enfermería pediátrica; Humanización de la Asistencia; Pediatría; Terapias Lúdicas; Niños Hospitalizados; Afrontamiento,

¹Nursing student, Federal Institute of Paraná / IFPR. Palmas (PR), Brazil. Email: bassani_eduardo@outlook.com ORCID iD: <https://orcid.org/0000-0001-7591-485X>; ^{2,3,4}Masters, Federal Institute of Paraná / IFPR. Palmas (PR), Brazil. Email: marcia.barancelli@ifpr.edu.br ORCID iD: <https://orcid.org/0000-0002-0547-8148>; Email: mariangela.gobatto@ifpr.edu.br ORCID iD: <http://orcid.org/0000-0002-5427-7297>; Email: clenise.schmidt@ifpr.edu.br ORCID iD: <https://orcid.org/0000-0002-8229-2005>

INTRODUCTION

Humanization emerges in a hospital environment of the need to make the hospital environment less cold and impersonal in order to provide adequate care to the users of the health services with regard to the integral care of their needs. From this perspective, in 2003, the Ministry of Health implemented the National Humanization Policy (NHP) in order to promote the humanization of all subjects involved in health production.¹

Humanization is a process of interdisciplinary collaboration between the user, the professional and the family, capable of producing quality of service with a primary focus on the patient's well-being and well-being. Through the process of humanizing hospital care for children, a major concern of civil society has been one of the main objectives of public and private health services, health care providers and governments.²

In the pediatric context, the child's health care is even more challenging, requiring permanent evaluation of the health professionals, both in the physiological aspects and in the subjective aspects of the child, which are indicative of the vulnerability imposed by the hospital environment, by the lack of understanding of the clinical situation, by family withdrawal and deprivation of play that, together with people with unknown characteristics, has the potential to produce discomfort, insecurity, fear and anxiety.

Studies indicate that children feel helpless and may exhibit regressive behavior, phobias, changes in sleep, and behavioral changes. It is understood, in view of this situation, that the investment of humanization in a pediatric hospital environment is indispensable in order to promote actions that allow the child to feel welcomed, loved and cared for.³

In this context, it is extremely important to adopt strategies that facilitate the adaptation of the child to the condition of hospitalization, enhancing the coping capacity, as well as promoting the strengthening of bond with the child and his / her relatives.⁴

In the perspective of the integral care of the child, care for the family is extended since hospitalization causes distress and insecurity in the family, feelings that are sometimes devalued by health professionals.

It is emphasized that the presence of the family member is not only important because it fulfills a legal requirement, but because it is part of the child care, since "the present

family minimizes the stressors due to hospitalization, it favors nursing when the family becomes a collaborator, adding efforts for a humanized care".^{5:48}

It can be affirmed, therefore, that promoting care and attention to the family is a valuable resource for the care of hospitalized children.

In Europe, the model of humanization is designed to design services for the child and his family. They focus interventions not only on the management of the child's health status, but also on their physical or social environment, encouraging children to exercise their right to participate.⁶

In this perspective, the care team should implement care actions aimed at adapting to the hospital environment, making the child know the place so that he understands the hospital's functioning and procedures,⁷ as well as involving the family members in the routines of care and in the decision-making. It was shown, in humanized models in the USA, when evaluated, data on the family involvement and understanding of the care of hospitalized children were also demonstrated, as well as effective team communication.²

It is understood, therefore, that play activities have the potential to promote physical and social well-being by establishing a more pleasant environment, consequently, reducing stress, as they produce joy and distraction to the child, as well as parents' satisfaction during hospitalization.⁴

Thus, the act of playing as a communication scenario between user, professional and family, in order to generate information that enables a better assistance of Nursing, a humanized care and the cognitive development of the child. In this context, the purpose of this study is to report the experience of academic practice in lithic therapies as a strategy for hospital humanization in Pediatrics.

OBJECTIVE

- To report on the relevance of hospital humanization in pediatrics through the academic practice in play therapies.

METHOD

This is a descriptive study, as an experience report, from the academic practice in play therapies developed by academics from the Federal Institute of Paraná, in the extension project "Nurses of Joy", in the hospital context in Pediatrics, in the period of April to November 2016.

The project seeks to establish a closer relationship between Nursing students and hospitalized children, through play activities, in order to reduce trauma, facilitate the implementation of procedures and shorten hospitalization time. In this perspective, it is triggered by the product, which is the play, although it is consumed at the moment it is produced, a therapeutic process so effective with healing potential. Thus, it is sought to establish links with these children through activities that extrapolate care, such as playfulness, improve the user / service / health worker interrelationship, and constitute a way of humanizing, often, the bureaucratized health services.

It is revealed that the method applied in this extension project are the weekly visits by small groups of academics in a hospital in the southwestern region of Paraná to attend hospitalized children, both in the bed and in a space outside the hospitalization unit. In addition to the exploration of play activities using resources such as dolls (puppets), educational games, toys, children's books and magazines, use of fairytale costumes to perform dynamics and play with children, basic guidelines for responsible for children on "everyday" topics, such as: body hygiene, healthy eating, quality of life, vaccination and others perceived as needs of the target audience.

It is added that, in addition to the use of pediatrics room space, the meetings took place in the hospital auditorium due to the reduced space of the toy library. The children, who had the parental consent and conditions, were taught by the academics. Children and their families were involved in the games by offering a pleasant environment and a humane treatment for children and the sound of children's songs, infecting and relaxing all.

Initially, three academics were initially assigned to conduct the games, however, in view of the increase in the number of hospitalized children and the need to direct the games to the child's specific age range, clinical condition or interest of the child, it was decided to climb six academics.

It should be noted that visits always took place on Tuesdays, from 2 to 3 pm. The academics were in the toy library at 1 pm for the decoration of the environment and the characterization of the children's characters, moment of expectation, but above all, a lot of fun. The units were hospitalized in pairs, in search of the consent of the health professionals and of the parents, so that, by approaching the bed.

The play activities were performed in "storytelling", with staging of the students and participation of the children, making the moment of greater freedom on their part; educational games such as jigsaw puzzles, dominoes, and chess, all of which demanded more concentration on the activity and made the children even forget that they were hospitalized. In addition to these, wheel games were used, such as the dance of the chairs, with children's songs to allow greater movement and expressiveness, and the smaller children were offered a balloon, whereas for the larger ones, they were offered illustrative books for painting.

RESULTS

It is worth noting that the factor that most caused hospitalization of children in the hospital unit where the extension activities of the Nurses of Joy Project took place is associated with the respiratory system, with respect to acute respiratory infections due to the cold climate of the region. In the course of the meetings, the interaction of the students with the hospital environment and with the professionals who work in it became perceptible, which possibly contributed to their adaptation during the course practices.

There was a good acceptance of the professional team in relation to the project activities, corroborating the importance of humanized actions within the hospital environment.

Due to the lack of space in the toy library, the hospital provided the auditorium for carrying out the activities envisaged in the project, thus allowing more space and accommodation for children and companions, as well as academics for the development of play.

It is described that, somewhat frightened and perplexed at the possibility of playing with the children's characters, the children, along with their companions, were taken to the auditorium. The parents or companions were surprised and satisfied with the possibility of offering the child activities that provided relief and distraction at the time of hospitalization, stimulating the child's healthy essence.

In most meetings, the shyness / fear / fear of a large part of the children's public was noticed when they started to play with the academics, and only gradually did they interact and correspond to the play's proposal. It is common, as already mentioned, that the hospital environment is sad and stressful, and many children remained in this condition and

returned to the hospital room without wanting to play. It is understood as relevant to understand the clinical condition of children and be aware that they are in a strange environment, sometimes closed with pain and / or use of catheters that prevent or hinder movement.

It became effective, through the interaction of the parents in the moment of play, the participation of the child, stimulating and collaborating in all the games, becoming great allies. It is described that, while they were playing, it was possible that the representative of the academics had a dialogue with the relatives, in order to identify the reasons for hospitalization, passing on some relevant guidelines, and among the subjects addressed were the corporal hygiene, healthy eating and Vaccine calendar update. It is inferred that most parents / caregivers were aware of the reason why the children were hospitalized, but they did not know for sure the necessary care or even how to prevent certain situations.

They were able to express, through play activities, the children and their companions, their feelings and express unpleasant events that occur during hospitalization, which makes it possible for such situations to be discussed with the hospital staff. Children's distraction and greater interaction among them were provided by the play, also favoring the interaction between the students and the children, as well as between them and the companions, thus promoting a relationship of empathy and a more welcoming, humanized and relaxed atmosphere.

In relation to academic participation, it was found that some students were shy about the games, identifying, from this, the need and the importance of carrying out more training on how to conduct activities with children internships and new ways to play. It is noteworthy, analyzing the positive points, that humanization occurred effectively in the hospital environment, providing greater acceptance to the children and their families, as well as satisfaction to those involved in the project, because they acquired knowledge about humanization in the academic environment.

DISCUSSION

The hospitalization represents a moment of family disruption due to the detachment of the companions by the social work tasks, care with the house and the family in general. It is believed that it is up to the health professional to strengthen human relations in order for the family to understand the process

of hospitalization, the illness and the necessary care.

It is believed, in this sense, that a well-oriented family regarding the diagnoses and necessary care allows a better adherence to the treatment, besides promoting the perception of the alterations of the healing process/improvement of the clinical picture, and also stimulates the approximation and affective bonds are improved through the dialogical relationship.

It is essential to approach the family member, who plays an important role in the care of the child and in the management of the difficulties experienced during the hospitalization process, and this includes listening to him and allowing his opinions to be taken into account.

In some hospitals there are conditions that are unfit for humanization as regards visiting and feeding times, which are adequate according to the institution's needs and not to the needs of the family and the child; moreover, in many cases, the lack of spaces that allow an individualized and guaranteed privacy approach negatively interferes with the humanization process of care, and this reflects in more traumatic experiences in the children in relation to the period of hospitalization.⁸

In this sense, the child's cognitive development and potentialities are enabled through the act of playing, and it is possible to express their feelings, improving their capacity for concentration, creativity, stimulating the imagination and also making possible the discovery of itself, which may contribute to the improvement of the pathological.⁹

It is known that play is a natural occurrence in which the child learns about himself and the world in which he lives, and the play is essential for physical, motor, cognitive, emotional and social developments. It is also emphasized for the author, that play should be understood as a vital necessity of the child that is capable of contributing to its overall development. It is possible, when understood to play in this way, that the hospital environment becomes a more joyful and magical environment, making it less hostile and aggressive in the eyes of the child.¹⁰

In a study carried out in Manaus on the perception of parents / caregivers regarding the influence of insertion of play during hospitalization, that play changes the child's mood, minimizing the stress caused by hospitalization, makes the environment more

cheerful and accelerates the recovery process. It is also seen as an auxiliary method to suppress the fear of the procedures, acting as reassuring and consolidating the need for recreational activities as an important tool in the humanization of care.¹¹

It is emphasized that the interaction of the parents at the moment of play makes effective the participation of the child, stimulating and collaborating in all the proposed games, becoming great allies in this process.

CONCLUSION

It interferes, by hospital admission in the pediatric context, negatively, in the general well-being of the child and the relative when the practice of humanization does not occur effectively. There is a need to raise the awareness of the health team regarding family involvement in child care, and that playing is a powerful ally to effect interaction and communication, but above all, the integrality of care.

It is possible, by the approximation of the child and the parents / caretakers, the establishment of bond and, with this, the identification of stressors during hospitalization. The discussion and insertion of humanization actions based on the work of Nursing in a pediatric unit are encouraged by this survey, which may make the hospitalization period a less traumatic and shorter moment for the child.

It was concluded that the group Nurses of Joy, with the intention of providing moments of distraction to the hospitalized child, accomplished its objective and positively impacted the children, the relatives and the care team in this context. It was evidenced by the project that initiatives such as the Nursing of Joy, which makes possible the children's play in the hospital environment, provide new meanings in caring for and contribute to the humanization of pediatric care.

REFERENCES

- Oliveira LC, Silva RAR, Medeiros MN, Queiroz JC, Guimarães J. Humanized care: discovering the possibilities in the practice of nursing in mental health. *J res fundam care online*. 2015 Jan/Mar; 2015;7(1):1774-82. Doi: [10.9789/2175-5361.2015.v7i1.1774-1782](https://doi.org/10.9789/2175-5361.2015.v7i1.1774-1782)
- Pettoello-Mantovani M, Campanozzi A, Maiuri L, Giardino I. Family-oriented and family-centered care in pediatrics. *Ital J Pediatr*. 2009 May;35(1):12. Doi: [10.1186/1824-7288-35-12](https://doi.org/10.1186/1824-7288-35-12)
- Gomes GC, Oliveira PK. Family experience in the hospital during child hospitalization. *Rev Gaúcha Enferm*. 2012 Dec; 33(4):165-71. Doi: <http://dx.doi.org/10.1590/S1983-14472012000400021>
- Silva LSR, Correia NS, Cordeiro EL, Silva TT, Costa LTO, Maia PCV. Nursing angels: the playfulness as an instrument of citizenship and Humanization in health. *J Nurse UFPE On line*. 2017 June; 11(6):2294-2301. Doi: [10.5205/reuol.10827-96111-1-ED.1106201706](https://doi.org/10.5205/reuol.10827-96111-1-ED.1106201706)
- Dias SMZ, Motta MGC. Processo de cuidar a criança hospitalizada e família: percepção de enfermeiras. *Rev Gaúcha Enferm [Internet]*. 2006 Dec [cited 2018 June 15]; 27(4):575-82. Available from: <https://seer.ufrgs.br/RevistaGauchadeEnfermagem/article/view/4643/2559>
- Mittal VS, Sigrest T, Ottolini MC, Rauch D, Lin H, Kit B, Landrigan CP, Flores G. Family-centered rounds on pediatric wards: a PRIS network survey of US and Canadian hospitalists. *Pediatrics*. 2010 July;126(1):37-43. Doi: [10.1542/peds.2009-2364](https://doi.org/10.1542/peds.2009-2364).
- Gonçalves KG, Figueiredo JR, Oliveira SX, Davim RMB, Camboim JCA, Camboim FEF. Hospitalized child and the nursing team: opinion of caregivers. *J Nurs UFPE On line*. 2017 June; 11(Suppl 6):2586-93. Doi: [10.5205/reuol.9799-86079-1-RV.1106sup201713](https://doi.org/10.5205/reuol.9799-86079-1-RV.1106sup201713)
- Floss M, Porto BL, Dall'agnol AF, Costa MMG, Susin LRO. Humanization through the "Recrutadas da Alegria" (Recruits of Happiness) program at FURG: a case report. *Rev Bras Educ Med*. 2013 July/Sept; 37(3):464-70. Doi: <http://dx.doi.org/10.1590/S0100-55022013000300020>
- Dominico E, Lira ACM. A infância e o brincar: o lugar da ludicidade na vida das crianças do campo. *Cad Pedagogia [Internet]*. 2014 July/Dec [cited 2018 Aug 10]; 8(15):18-30. Available from: <http://www.cadernosdapedagogia.ufscar.br/index.php/cp/article/view/669/259>
- Cibeiros SA, Oliveira ICS. A comunicação do escolar por intermédio dos brinquedos: um enfoque para à assistência de enfermagem nas Unidades de Cirurgia Pediátrica. Rio de Janeiro: [s. n]; 2000.
- Sabino AS, Esteves AVF, Oliveira APP, Silva MVG. The parents' knowledge on the care process through play. *Cogitare Enferm*. 2018 July;23(2):e52849. Doi: <http://dx.doi.org/10.5380/ce.v23i2.52849>

Dal’Bosco EB, Barancelli MDC, Gobatto M et al.

Hospital humanization in pediatrics: project...

Submission: 2018/07/09

Accepted: 2019/02/13

Publishing: 2019/04/01

Corresponding Address

Eduardo Bassani Dal’Bosco
Rua José Joaquim Balhs, 100 / Ap. 102
Bairro Centro
CEP: 85555-000 – Palmas (PR), Brazil