

# HUMANIZATION: THE POSITIVE CHANGE THAT NURSES CAN BRING TO THE PATIENT'S LIFE

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**Abstract:** Introduction: Humanization in nursing care has gained prominence as an essential strategy to improve the quality of healthcare services. The practice of humanization considers not only the technical aspects of care but also the emotional, social, and spiritual elements of the patient, promoting a more comprehensive and personcentered approach. Objectives: To analyze the contributions of humanization in emergency, urgent care, and intensive care services, highlighting its positive impacts

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on patients' lives and nursing practice. Methodology: This is a type of bibliographic study, with a descriptive methodological approach, with searches in health databases. The sample consisted of eight articles selected and reviewed between August and October 2024. Results: The analysis of the research indicates that humanization, when systematically applied, produces significant outcomes, such as strengthening the bond between nurses and patients, improving the quality of care, and enhancing user satisfaction. However, challenges were also identified, including a lack of resources and training, which hinder the full implementation of this approach. Humanization involves not only adhering to policy guidelines but also adopting compassionate practices, effective communication, and holistic care, factors that make the hospital environment more welcoming and efficient. Final Considerations: Despite the obstacles encountered, humanization has the potential to transform the patient experience and improve the quality of work for nursing professionals. Continuous efforts are essential to strengthen this approach in various healthcare contexts.

**Keywords:** nursing; care; humanization; impact.

## INTRODUCTION

Humanization in the field of nursing is a comprehensive process that transcends merely technical interventions, and is located at the core of care practice. It involves the establishment of a genuine relationship between the health professional and the patient, based on ethical and moral values that value respect for individuality, dignity and human rights (Calegari; Massarollo and Santos, 2015).

In this context, the nurse assumes a central role by being the closest and most constant link in patient care, acting as a bridge between biological and emotional needs. The humanization process includes the nurse's ability to understand the patient not only as a sick body, but as a complete human being, with history, emotions, fears and expectations (Calegari; Massarollo and Santos, 2015).

The presence of a humanized approach can directly impact the patient's experience in



situations of vulnerability, such as prolonged hospitalizations, invasive procedures, and serious diagnoses. Studies reveal that when nurses are willing to actively listen to patients, to create an environment of welcome and trust, the recovery process tends to be faster, more efficient and with less suffering. More than that, humanization unfolds in tangible effects such as a reduction in anxiety, stress and depression rates among patients, as well as greater adherence to the proposed treatments and a decrease in the need for medication for pain and insomnia (Nórdio; Mendes, 2021).

However, the practice of humanization is not limited to direct interaction with the patient. It requires a structural and cultural change within health institutions, which must create conditions for professionals to act in a humanized way, without the excessive pressure of exhausting routines and an often impersonal and fragmented system. For nurses to be, in fact, agents of positive transformation, it is necessary to receive institutional support, continuous training and that the work environment favors the application of empathetic practices (Silva, 2014).

In this context, How can the implementation of humanized practices in nursing improve patient experience and clinical outcomes in different care settings?

This study seeks to deepen the understanding of how humanization, when properly implemented by nurses, can represent a significant change in the lives of patients, contributing not only to more effective clinical results, but also to the promotion of more ethical care committed to integral well-being.

## **GOALS**

To analyze the role of humanization in nursing practice and its influence on the promotion of a more efficient, welcoming health care centered on the integral needs of the patient.

To identify the main humanization practices adopted by nurses in the daily care of patients.

To evaluate the effects of humanization on strengthening the nurse/patient relationship and increasing treatment adherence.



Propose strategies to overcome the challenges encountered in the implementation of humanization in hospital and clinical environments.

## **THE IMPORTANCE OF HUMANIZATION IN NURSING: PRINCIPLES AND BENEFITS FOR THE QUALITY OF CARE**

Humanization in nursing is a concept that is gaining more and more prominence in the context of health care, being considered one of the fundamental pillars to ensure quality, patient-centered care. Humanization involves the application of ethical and moral principles that value dignity, respect, empathy, and solidarity, recognizing the patient as an integral human being, with physical, emotional, social, and cultural needs. This approach goes beyond the technical and protocol practices of the profession, rescuing the essence of care as a relationship of proximity and mutual support (Rocha; Andrade, 2017).

The principles of humanization, such as empathy, welcoming, and active listening, are fundamental to creating an environment of trust, valuing the patient in their uniqueness. These principles facilitate effective communication, allowing the nurse to act as a provider of physical care and emotional and psychological support. In addition, humanization respects the patient's autonomy, encouraging their active participation in the treatment, which increases the feeling of control and adherence to treatment (Oliveira; Perez, 2023).

Humanized care improves the quality of care, as patients who feel welcomed tend to have better therapeutic results. Studies show that humanization reduces stress and anxiety, favoring recovery. The humanized posture of the nurse creates a positive therapeutic environment, facilitating healing. In addition, emotionally safe patients report lower pain perception and higher satisfaction, resulting in a more positive hospital experience and better clinical outcomes (Batista, 2020).

In addition to the benefits for the patient, humanization also positively impacts nurses and the health team. Professionals in environments that value humanization tend to feel more fulfilled



and motivated, reducing stress and improving team dynamics. Thus, humanization promotes the well-being of both patients and professionals, creating a more harmonious and collaborative work environment (Alves, 2023).

## **TO EVALUATE THE EFFECTS OF HUMANIZATION ON STRENGTHENING THE NURSE-PATIENT RELATIONSHIP AND INCREASING TREATMENT ADHERENCE**

The nurse-patient relationship is essential for the quality of health care and is profoundly influenced by humanization. By strengthening this relationship, humanization promotes trust, open communication, and a therapeutic bond that facilitates adherence to treatment. When nurses act in a humanized way, respecting the emotional, psychological and social needs of the patient, they create an environment that encourages the patient's engagement in their own healing process (Pereira, 2015).

Humanization strengthens the nurse-patient relationship by creating an environment of trust, where the patient feels heard and valued. By practicing active listening and demonstrating empathy, the nurse provides the patient with security, reducing fear and anxiety common in hospital environments. This bond of trust encourages the patient to express doubts and concerns, allowing for a more accurate and personalized approach. Trust also increases the patient's commitment to the treatment, making them feel like an active part in decision-making about their health (Guillaumie, et al., 2022).

Humanization facilitates effective communication, which is essential for therapeutic success. By explaining the diagnosis, procedures, and treatments clearly, the nurse helps the patient understand their condition and the importance of following medical guidelines. This reduces communicative barriers that can cause confusion and lack of adherence to treatment. Patients who understand their health and the benefits of treatments well are more collaborative and become active partners in managing their own health (Ribeiro, 2023).

A crucial aspect of humanization is the emotional support that nurses provide. Patients often



feel vulnerable and fragile during treatment or hospitalization, and emotional support from the nurse can be essential for treatment adherence. When patients feel that their emotions are validated and given help to cope with stress and fear, they tend to be more motivated to follow treatment appropriately. This humanized emotional support improves psychological well-being, reducing depression and anxiety, factors that can impair treatment adherence (Nascimento; Lima and Passos, 2023).

Humanized nursing practice strengthens the nurse-patient relationship and positively impacts clinical outcomes. Patients who establish a close bond with their nurses tend to better adhere to medications, therapies, and treatment routines, resulting in more favorable health outcomes.

Humanization creates a welcoming environment that increases the patient's commitment to therapeutic recommendations. Studies show that trust and mutual respect in a humanized relationship reduce non-adherence, improve health indicators, reduce complications, and shorten hospitalization time (Santos, 2019).

## **CHALLENGES AND STRATEGIES FOR THE IMPLEMENTATION OF HUMANIZATION IN NURSING PRACTICES**

Although humanization in nursing practices is recognized for improving the quality of care, its implementation faces significant challenges. These obstacles are linked to structural, organizational and cultural factors in health institutions, in addition to working conditions and the training of nursing professionals. For humanization to become a sustainable practice, it is essential to understand these barriers and develop strategies to overcome them (Silva, et al., 2024).

One of the main challenges is the work overload of nurses, caused by exhausting working hours, reduced teams and constant demands. This pressure limits the ability of professionals to dedicate time and individualized attention to each patient, often transforming interactions into technical and operational acts. As a result, welcoming and empathy, which are crucial for humanization, end up being compromised (Alves, et al., 2015).



Another important challenge is the lack of specific training for humanized practices. Although humanization is addressed in theoretical training, its practical application is not always well developed. Technical and protocol training, although essential, often predominates over the development of emotional and communicational skills (Bôas, et al., 2017).

Culturally, humanization may face resistance within health institutions. In environments with an organizational culture focused on efficiency and quick results, humanized care can be seen as secondary or an obstacle to workflow. The absence of institutional policies that promote humanization reinforces this view, leading nurses to prioritize automated and impersonal tasks instead of individualized and attentive care (Giordani, 2015).

To promote the effective implementation of humanization in nursing practices, it is essential to readjust working conditions, reducing overload and increasing the number of teams. This will allow nurses to spend more time interacting with patients. In addition, investing in efficient human resource management to balance tasks and provide adequate support will help alleviate employee fatigue (Silva, 2019).

Continuous training is also crucial; training programs focused on emotional and communication skills, such as active listening and empathy, should be integrated into hospital routine to ensure that professionals develop the confidence necessary for a humanized approach, even under pressure (Dias, 2023).

In addition, it is crucial that institutions promote a culture that values humanization as part of the quality of care. This can be done through policies that recognize and reward humanized practices and by including humanization indicators in performance evaluation. Encouraging humanization as an institutional value helps to create a more welcoming and collaborative environment (Silva; Chagas, 2020).



## METHODOLOGY

This is a detailed literature review on the theme “Humanization: The positive change that nurses can bring to the patient’s life”. This review will be conducted in a systematic and comprehensive manner, with the aim of exploring humanized practices in nursing and their influence on patient care and recovery. To ensure the accuracy and relevance of the results, rigorously defined steps will be followed, from the search and selection of studies to the critical evaluation of the findings.

Initially, a thorough search was carried out in several recognized databases, such as PubMed, Scielo, LILACS, ScienceDirect and Google Scholar, in order to identify relevant studies published in the last 10 years. The search was refined using Boolean operators such as “AND”, “NOT” and “OR”, and the main search terms will include “Nursing”, “Care”, “Humanization” and “impact”. Books, dissertations and reports from health institutions that address the theme of humanization in the hospital environment were also consulted.

The selection of studies was carried out carefully, based on previously defined inclusion and exclusion criteria. Studies that specifically investigate the impact of humanized practices on the nurse-patient relationship and treatment adherence were considered, in addition to the emotional and clinical benefits that result from these interactions. Priority was given to studies that analyzed in detail the application of humanization in different care contexts and its consequences for the well-being of patients, as well as those that presented comparisons with more traditional approaches to care. The exclusion criterion for the studies was for those that did not directly address humanization in nursing, that were not available in full, or that did not meet the established quality criteria.

After selecting the studies, a critical evaluation of the evidence obtained was carried out, with the aim of synthesizing the main findings and identifying trends, gaps, and limitations present in the literature. Potential biases and factors that may interfere in the results of the studies were investigated, seeking to understand the practical implications of humanized practices in nursing. In addition, the impact of humanization was discussed both in improving clinical outcomes and in increasing patient





satisfaction and emotional well-being.

This literature review aims to provide a comprehensive and up-to-date view of how humanization can positively transform nursing care. By analyzing humanized practices and their impact, it is expected to offer valuable contributions to the development of strategies that promote more empathetic, efficient care centered on patients' needs, emphasizing the fundamental role of nurses in promoting a more welcoming and humanized care experience.

## **FINDINGS**

The results of the research were obtained from systematic searches carried out in the main databases relevant to the theme of humanization in nursing. Using the previously mentioned descriptors, 62 articles were identified distributed among the PubMed (11 articles), LILACS (43 articles), Scielo (3 articles), ScienceDirect (5 articles) databases, and along with the help of the Google Scholar search engine.

After the initial reading of the titles, 6 articles were excluded because they were repeated in more than one database, resulting in a preliminary sample of 56 articles. Then, a more detailed analysis was carried out, with the application of the inclusion and exclusion criteria. Review articles and those written in languages other than Portuguese, Spanish and English were excluded, which reduced the number of relevant studies to 21 articles.

The full reading of the 21 selected articles was then conducted, and, based on methodological quality and relevance to the research objective, 8 articles were finally included in the integrative review. These 8 articles provided the basis for an in-depth analysis of the effects of humanization on nursing care, addressing issues such as the impact on the nurse-patient relationship, treatment adherence, patients' emotional well-being, and improvements in clinical outcomes. (Figure 1)



Figure 1. Flowchart of the selection of articles for the elaboration of the integrative review. Bauru, SP, 2024.

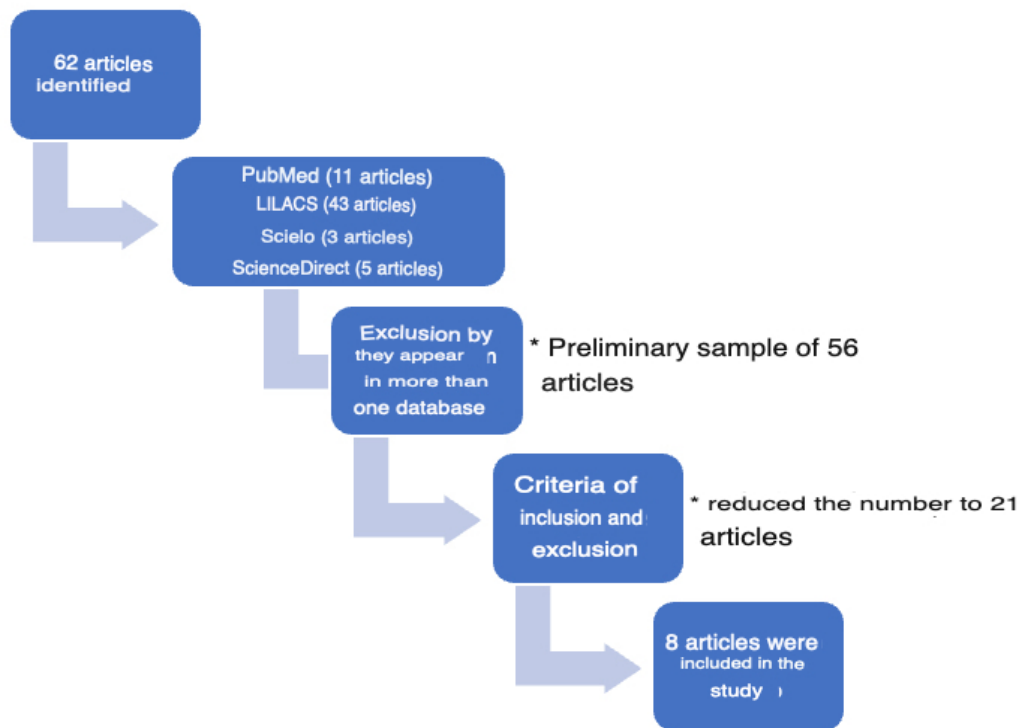


Table 1 describes the search process in the databases, with a description of the findings, those excluded, and which articles remained.

Table 1 - Description of the search process

Database	Articles found	Studies included after reading the titles and abstracts	Studies selected after full-text analysis
PubMed	11	3	2
LILACS	43	12	4
Scielo	3	2	2
Science Direct	5	1	0
Number of studies included in the work	62	17	8



Source: Prepared by the authors.

Table 2 - Description of the articles

Article Title	Author	Goals	Findings
Humanization in urgent and emergency services: contributions to nursing care	SHAH et al., 2019.	Analyze the evidence of the research developed on humanization in urgent and emergency care, in view of its contributions to nursing care.	The search resulted in a total of 133 publications, 17 of which were included in the scope of this review. The analysis enabled the elaboration of the units of evidence: Reception with risk classification: device with good results and Barriers and difficulties for the use of the guidelines of the National Humanization Policy.
Humanizing intensive nursing care for people with COVID-19	SILVA JUNIOR, et al., 2021.	Understanding the impact of music in intensive care for COVID-19 as a tool for humanization provides assistance from the perspective of clinical nurses.	The following discursive categories emerged: Feelings of health professionals and humanized actions in the intensive care environment; Music therapy providing comprehensive care to people with COVID19 in the context of intensive care; experiencing the moment; Music therapy as an instrument of spirituality in the intensive care environment.
Strategies to strengthen the humanization of emergency health services	ORTÍZ, et al., 2021.	Describe strategies that strengthen the humanization component of emergency health care delivery in a fourth-level hospital.	The strategies reported as effective and that have an impact on the factors related to the lack of humanization are: absence of training in compassion, care and competence in soft skills; as well as misinformation in the area of specialization and increase in the nurse-patient relationship
Implementation of user embracement with risk classification in the hospital network and its impact on primary health care.	PEAR TREE; RABBIT. 2019.	To describe the experience of the implementation of user embracement with risk classification in the hospital environment and its impact on the planning and execution of actions carried out in primary health care.	The results showed that the reception and classification service, when systematized, corroborates the effectiveness of Municipal Health Management.



Quality indicators in humanized care for people with mental suffering in the acute phase.	DOTTIRÍOS, OTÁROLA A COSTA, 2021.	To carry out a reflective analysis on health quality indicators of people with mental suffering in the acute phase, to evaluate the work carried out by occupational diseases and their impact on their health.	Although many nursing professionals apply humanized care framed by the policy, it is essential to redirect actions to empower the person.
Comprehensiveness and humanization in the management of nursing care in the Intensive Care Unit.	MEDEIROS, et al., 2016.	To identify the elements capable of promoting comprehensiveness and humanization in the management of nursing care in the Intensive Care Unit, with an ecosystem focus.	The results of the study show that comprehensiveness in the management of nursing care in the ICU points to some challenges in relation to the complementarity of actions in a broad and integrative way
Care Humanized nursing care units in an intensive care unit in Angola: facilitating and difficult factors revealed.	SILI, et al., 2024.	Describe the facilities and difficulties of nursing professionals in the Humanized care in intensive care in Angola	Five central ideas emerged from the testimonies: two involving the facilities; and three, the difficulties in offering humanized care. The facilities refer to the involvement of the Multiprofessional team in the care and interpersonal relationships of the nursing team. The difficulties are linked to the lack of material resources, equipment and inputs; scarce human resources and little specialized preparation of the nursing team.
Implementation of the Care Methodology Humanitude: contribution to the quality of health care	HENRIQUES, et al., 2019.	To evaluate the contribution of the implementation of the Humanitude Care Methodology to the quality of health care in a Care Unit Continued.	Health professionals manifested difficulties in providing care to agitated, confused, disoriented, aggressive people who refused care, and also in communicating with patients who did not express themselves verbally

Source: Prepared by the authors.



## DISCUSSION

Humanization in nursing care has been a widely discussed topic and is seen as an essential aspect to improve the quality of patient care. Throughout the article, it was found that each author mentioned addresses different perspectives and contributions that humanization can bring to nursing practice.

Sousa et al., (2019) highlight that the implementation of user embracement with risk classification in urgent and emergency services has shown good results, contributing to greater efficiency in nursing care. However, they also recognize significant barriers to the full application of the guidelines of the National Humanization Policy, such as the lack of training and difficulties in its execution.

Silva Junior et al., (2021) address the humanization of intensive care care during the COVID-19 pandemic. They emphasize music therapy as a strategy that promotes integrality of care and spirituality, helping to alleviate emotional distress for both patients and nurses, demonstrating how humanized practices can improve well-being in the hospital setting.

Ortíz et al., (2021) suggest that the absence of training in soft skills, such as compassion and caring, negatively impacts humanization in emergency services. They propose that, in order to strengthen humanization, it is necessary for nurses to receive adequate training to deal with emotional and relational demands, in addition to technical skills.

Pereira and Coelho (2019) point out that the adoption of user embracement with risk classification in the hospital environment positively influences the planning of actions in primary care, helping to create a more efficient and humanized health system. They demonstrate how humanization can have a positive impact beyond emergency services, reaching the entire health care network.

Dotti Ríos and Otárola Acosta (2021) focus on quality indicators in the care of people with mental suffering in the acute phase. They state that, although many professionals follow humanized guidelines, it is still necessary to reevaluate practices to ensure that care is centered on patient



empowerment, highlighting the importance of a more reflective and integrative approach.

Medeiros et al., (2016) identify challenges in the management of care in the ICU, where humanization must be combined with comprehensiveness. They argue that, in order to promote complete and holistic care, it is necessary to overcome difficulties related to the coordination of actions between different professionals and health services.

Sili et al., (2024) point out the difficulties faced by nurses in Angola in offering humanized care in intensive care. They note that, although there are facilities, such as the collaboration of the multiprofessional team, professionals still face challenges such as the lack of material and human resources, in addition to inadequate preparation to deal with complex situations.

Finally, Henriques et al., (2019) discuss the implementation of the Humanitude Care Methodology, which has contributed to humanization in long-term care units. However, they highlight the challenges related to providing care to patients who are agitated, confused, or refuse care, which can hinder communication and the effectiveness of care.

These authors, when approaching humanization in different ways and contexts, suggest that humanized practice is a continuous and essential process to promote a positive change in the lives of patients, directly impacting the quality of care and the general well-being of those who receive nursing care.

## **FINAL CONSIDERATIONS**

In view of the aspects presented by the studies of the articles, it is evident that humanization in nursing care is an essential pillar to raise the quality of care in various areas of health. By prioritizing an approach that considers the emotional, social, and spiritual dimensions of the patient, it is possible to promote more complete and person-centered care. This practice strengthens the relationship between nurse and patient, resulting in greater satisfaction and better therapeutic outcomes.

However, the full implementation of humanization still faces obstacles, such as the lack



of adequate resources and the lack of specific training. Overcoming these challenges requires the adoption of health policies that value the continuous training of professionals and ensure working conditions conducive to the application of humanized practices.

By integrating compassion, effective communication, and a holistic view of care, humanization transforms the patient experience and benefits both the care and the work environment of nursing professionals. Consolidating this approach is key to building a more inclusive, welcoming, and efficient health system.

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