

WORK PROCESSES OF NURSES IN HEALTH PRODUCTION IN A UNIVERSITY HOSPITAL IN MURCIA / SPAIN

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ABSTRACT

This study aimed to know the process of working nurses in a university hospital in Murcia / Spain in terms of composition of labor in the production process in health. Data collected from November 2011 to January 2012 through focus groups and 14 nurses participated in this research. Two themes emerged from the thematic analysis of the data: "perception of nurses about their work in the process of work in health" and "important aspects in nursing work." It found that nurses perceive themselves as managers of health work in both situations: as human resources when they articulate the relationships between professionals and professionals-patients in team conflict management as well as when they organize materials and request working tools for the other categories of health work. The aspects considered important and influential in nursing work were healthy relationship between professionals, patients, and family, job satisfaction related to enjoying the work, recognition of the team and the patients for their work and the bonds of trust in the performance of professional task.

Keywords: Work. Hospitals, University. Nursing.

INTRODUCTION

Nursing as profession has transformed over the years along with the changes suffered in the world of work, permeated by modifications that occurred because of the economic, social, technical contexts, cultural and political. In the scenario of the scientific management of labour and in series production, in the mid-' 60 and 70, consolidated the capitalist mode of production, translating a radical separation between knowing and doing; between plan and execute tasks; i.e. the workers, with their hands held the job and management adopted the intellectual work⁽¹⁾. The nursing profession is suffering repercussions of these changes adopts transformations arising from fragmentation of work, mostly in hospital space.

The guidelines established by organization charts classics, vertical tiered structures, the partialization work, the responsibilities and the formalization of relations are still present in the

daily life of work in health⁽²⁾. The historical reflection of management models Taylorist-Fordist in health institutions around the world boosted by knowledge of other forms of health working process, aiming at the exploration of other ways of thinking about health and nursing management.

Nursing makes up part of the health work, in that along with other professional categories make up the health working process. This work aims to process the therapeutic action; as the object of work, sick or healthy individuals with the potential to sicken requiring preserve health or prevent disease; as a working tool the instruments materials and ducts that represent the technical level of knowledge, which is the knowledge of health⁽³⁾. Thus, the work on health involves various occupational categories, each with their training and working practices features consisting of specific professional cores, but that have a relationship that unites them is the health service user to whom this work will be provided⁽⁴⁾.

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In organizing the hospital nurse is considered a health service manager, develops a key role in team Affairs, because it articulates and interacts with the different workers and is identified by the leadership and coordination of the health working process⁽⁵⁾. Study in Madrid in Spain with 473 nurses and students revealed that some factors nursing work process as work overload and conflicting interaction between colleagues can generate diseases in nursing professional as the burnout and to meet the work process of nursing professionals is important for the appointment of alternates and significant changes for the improvement of labor conditions⁽⁶⁾. In this sense, it is essential to reflect on the work of the professional nurse regarding its position and occupation within the health working process, bringing greater visibility and valorization of this worker who comes claiming the front line of the health work within hospitals.

So, and this study aimed to know the process of work of nurses of a University Hospital in Murcia/Spain under the gaze of the composition of this work in the production process in health.

METHODOLOGY

The manuscript is a clipping of a research project entitled *"Evaluacion participatoria del proceso del trabajo del equipo de sick bay de un hospital de Murcia."* The Ethics Committee of the University of Murcia directed to experimental studies and therefore not recommended approval for this type of research. Thereby, for the research were validated was used the Ethics Committee in Brazil. To this end, met the ethical prerogatives of the resolution 196/96, as the period of the current resolution for studies involving human subjects⁽⁷⁾ and obtained a favorable opinion under the opinion No. 191/2012.

The study involves 320 hospital beds distributed in emergency unit, operating room, intensive care and inpatient units such as cardiology, respiratory medicine, among others. The nurse Unit Manager and nursing assistants, who perform minor procedures complexity, such

as hygiene and comfort of the patient and cannot act without the direct presence of nurses, compose the team.

Were included in the investigation all nurses who worked in the hospital of this study and presenting employment bond with the University of Murcia.

The research project, conducted in the months of November 2011 to January 2012, constitutes a qualitative study, with characteristic exploratory-descriptive, whose data collected through focus group. The focal group contributes significantly in gathering data in qualitative research for its interactive capacity and problematical, in which the interaction between the participants of research is an essential part of the process⁽⁸⁾.

The data collection initiated after authorization by the general direction of the Hospital Universitario de Murcia and signing the informed consent by participants of the search. Two meetings held in private and quiet environment, located at the University Hospital, and previously agreed with the Trustees. To articulate the focus group discussions and provide the method of information collection, one of the researchers performed the role of facilitator of the Group ensuring that aspects of interest related to the purpose of the study certainly addressed. Still, told with a non-participant observer to make notes about the group dynamics and the reactions of the participants of the survey. The record of the focal group filed through a digital recorder with the permission of the collective, being such lines transcribed and subsequently used for data analysis.

The nurses told about the objectives and methodology of research in addition to guaranteed anonymity of the subjects by means of corresponding codes to the letter for nurses and numbering from the order lines during the focus group, thus E1, E2 to E14.

The survey data submitted to thematic analysis⁽⁹⁾ as the operational steps: ordering of data, classification of data and final analysis. In this way, showed two thematic analysis: nurses' perception about his doing in health working process and important aspects in the work of nursing, which will discussed below on the basis of theoretical references on the subject.

RESULTS AND DISCUSSION

Participated in these step, 14 nurses, and 4 experts in health field, 3 with master's degree, and 3 doctoral students. The age of the participants varied between 32 and 53 years, as for the weather alternated between seven and training 27 years, and working at the institution between 4 and 25 years. In addition, four nurses develop the work in urgent and emergency units, three in intensive care units, three in medical clinic, a surgical clinic, one in the area of research, one as support of the direction of nursing and a supervisor of the intensive care unit.

To assist in the understanding of the results, it is the clarification that nursing staff at the hospital of the study consists of a nurse supervisor responsible for managing and organizing the sector so that the other professionals can operationalize their activities. The other nurses perform most care to sick people enlisting the aid of suitable auxiliaries only develop actions of hygiene and comfort.

From the thematic analysis of the data showed two themes: nurses' perception about his doing in health working process and important aspects in the work of nursing and along the presentation of results and discussion were highlighted subcategories in bold.

Nurses' perception about their doing in the health working process

The work of nurses in hospitals has marked by complex actions, including administrative capacity, the unit's management, and leadership of the health team⁽⁵⁾. It is known that historically health services suffered big influences the general theories of administration such as the Fordist model and Taylorist⁽¹⁰⁾, and through the technical and social division of labour in health, nurses have taken actions overwhelmingly bureaucratized and administrative-management.

In this research the nurses reveal their perception, while health workers in the health process, being the administrative and bureaucratic activities prevalent in nurses' testimonials in management positions.

Made us indispensable in basic things, which you do not have made only by a person (nurse). In addition, it took quite the time we dedicate to clinical healthcare part; because we also have to

worry about healthcare administration, and that is why, under my point of view, is that, we are away from our real goal as a nurse (E1).

From this, there is the Organization of hospital work is increasingly dependent on the nurse, which adopts on routine tasks of the management of the sector and the organization of work in health. Material resources for completion of work in health are requested and managed by the nurse, who voices a sentiment of frustration and indignation about this make unique, because it identifies a series of tasks that can be performed by other health professionals. In addition, the participants highlight that the multiplicity of functions prevents them from developing activities geared to clinical care with the patient, in which the end translates as aloofness of the purpose of the nurse's job.

On the other hand, caution should be understood all that nurse performs in its work process, ranging from managerial activities of human and material resources, health education to direct action (clinics and also involves technical procedures) carried out with the patient, such as administration of medicines, bandages, pills, and other, in the sum of activities form the purpose of nurses work⁽¹¹⁾.

We are more time with the patient, are or should be who else knows and can manage all of your links, your every need. (E12)

In the research, participants restrict the purpose of the working process the job object, implemented by a line of e. 12. This might occur because of the absence of theoretical understanding on the elements involving this work. It is clear that the purpose of the work of the nurse's care, which must be the object of epistemological profession and not the object of work. Highlights that the job object about which the nursing professionals if overlook run your job is the human being, healthy, ill or with possibilities of illness and should interfere directly in the result of the process^(3,12).

In this study, focus group participants indicate **the care as a technical activity**, i.e. the care sometimes applied by technical procedures, and repetitive, in which the employee turns out to agree and perform labour in space without evaluating carefully the job object. Characterized **the nurse activity as mechanic and repetitive** covering the nurse as subject

predominantly skilled technician, follower of routines and institutional protocols.

Sometimes we [nurses] expecting us to be mere technicians, only in making, we care, and we apply the technique and point. (E4)

It is essential to have the clarity that the job object in health is the human being, and therefore it is necessary to consider subjectivity a component inherent in the health work, that despite the massive interventions occurring techniques, these are always permeated by interpersonal relationships⁽³⁾. In the hospital space, the object of intervention needs to understand in a manner more magnified, in which workers must cover an extended look to the human being, which takes into account various aspects of the patient's life⁽¹¹⁾.

However, it is known that the actions of the nurse still has strong roots in the practices of traditional knowledge, that is, of knowing more linear geared for a technical, bureaucratized than guided by innovative practices able to give visibility to the actions of nursing⁽⁵⁾.

On the other hand, the nurses of research evidence powers of **unit management and organization of health work practices**, making them indispensable to the other health field workers can carry out their work.

I see myself as something in between, such as a supervisor [...] is as organizer; somehow, i am the one who organizes. Or focus to that there are sufficient resources, both human and material resources, organizational, service, both for other professionals, clinicians, who are in front of the patient, both nurse, doctor, auxiliary, can develop their work at least in appropriate conditions. (E1)

The **administrative capacity** nurses to handle the network of care highlighted by other health professionals, whereas the involvement of nurses as a complex function, to relate to assistance manages and bureaucratic issues at the same time⁽⁵⁾. Likewise, a study conducted with nurses in a teaching hospital in the South of Rio Grande do Sul also presented the potentiality of this professional front the overall organization of the hospital environment, in which to organize the workspace in the units assists in provision and maintenance of all the working practices of other health professionals⁽¹¹⁾.

Nurse's activities developed in an integrated manner, articulated, ongoing and sometimes focused more on action than on another. Thus, the care run by a nurse involves a flexible, dynamic between managing, educating, researching and teaching, whose actions can be antagonistic and complementary, yet always must converge for the care to human beings⁽⁵⁾.

To achieve the purpose of the health work, individual and collective actions are required of workers operating knowledge and health practices involved with the process of care⁽¹³⁾. Assistance in health is the result of a collective work⁽³⁾, and the fundamental part of this work consists of nursing as it has as essence care to human beings in its various dimensions.

In the survey, is highlighted the importance of the role of the nurse acting in human relations from the team, because the professionals point as **conflict managers**, articulators in the health service, a communication link among workers.

[...] in short, solve problems. Solving health problems of patients solve problems of resource management and, in particular, solve problems. There is another team that also works on another problem, but I see myself as a resolver of problems. (E 6)

In this way, the skills of nurses in relation to management of interpersonal relationships in the workplace and the ability to forward and solve the problems in the unit are indispensable instruments for the health work happen. In the present study, it was possible to identify the nurse **as team leader, Project Manager, and articulator of interpersonal relationships, a stock trader in health** being valued by their different knowledge and for managing the work.

[...] within the working process, I see the nurse as Manager of the participants of the interdisciplinary team. (E5)

[...] we are the person we are nurses more time with the patient, are or should be the person who most know him and can manage all of your links, your every need. (E12)

The lines show the importance that the nurse shows in its **role of enhancing human relationships**, both with respect to the patient and the health team. In this sense, focusing team highlight importance of working the occupational ties in pursuit of the strengthening

of this team, with views to the healthy interaction between workers to promote a harmonious and healthy working environment. The leadership of nurses also highlighted in the speech of the participants as primordial and essential activity to work in health, which is consistent with a survey whose participants announce the relevance of health team leader⁽¹⁴⁾.

Still, one senses in the lines of the participants, that the nurse considered **abiding element between the nursing staff and other health care professionals** and between the professional and the user. Thus, can see the nurse has an important role in the coordination and integration of the team, developing a work in which media articulator human relations towards patient care.

From this, it observed that for the completion of work in health with more articulation and interrelation between team members, primordial aspects in the development of employment, which discussed by the nurses in the next topic.

Important aspects in the work of nurses from Murcia/Spain

The **interpersonal relationship** refers to the ability of human beings to maintain relationships, communicate, and socialize with other people and is therefore an indispensable factor for socialization. At work in the health's nursing team members interact with patients, with the other members of the health team, with the own organization, with other health services and with society in General, establishing relations of exchange of knowledge, of meanings, values, beliefs and of power. The healthy relationship with the families of the patients, with the patients and the nursing staff are essential elements to perform a professional activity.

[...] the relationship with the relatives of the patient is important; with the patient, the interrelationship with the companions, I realize that it is essential, that there is a good relationship between the companions, colleagues, creates a pleasant working environment. (E8)

The nurse, mediated by the knowledge of theoretical references on families, has the possibility to promote a qualified assistance in the health-disease process of the client and family, by understanding the relevance that the family has in this firming itself as a caretaker unit⁽¹⁵⁾. Thereby, to glimpse the family as

fundamental in care can establish healthier relations between health professionals, client, and family.

In this same direction, a study revealed that one of the most important aspects for patients in providing quality care is the professional-patient relationship, in which the worker must be geared to health care on listening ability, competence, skill and teaching about self-care, respect the needs and still be involved in their own care⁽¹⁶⁾.

By another route, one of the important issues listed by the participants of the survey was **to satisfaction at working** which can also considered a standout for getting quality care. The job satisfaction consists in a feeling of well-being resulting from the interaction of several occupational aspects, and may influence the relationship of the worker with the Organization, patients, and family⁽¹⁷⁾.

THEs nurses reported the importance of job satisfaction, which cuts across the work of effecting health and nursing care qualification. This satisfaction permeates the do every day and reaches the user who notices the contemplation of the professional

I am satisfied with my work and that the patient understands. If I like my job, I enjoy it. The patient will attended, I enjoy, it also feels, and with respect to the companions and so, the environment fits. If you are not satisfied in your job, do not come to this kind of meetings [focal group], IE does not do things out of your schedule in relation to your work. The important thing is to be happy and enjoy what makes [...] (And 9)

It is implied in the speech of the participants that the job satisfaction is translated into like what you do, becoming, so instrumental in the implementation and effectiveness of the production process in health. The job satisfaction can influence the worker with regard to aspects of their physical and mental health, the relationship of the worker with the organization⁽¹⁸⁾, as well as affecting the health assistance, teamwork bringing implications in the job object of the nursing profession, the patient. Before the exposed in this investigation, one realizes that the satisfaction of nurses is an element influencer in the care, harmony and interpersonal relationships reflect on the quality of nursing care.

In addition, one of the relevant points in the statements was the importance of recognition and acceptance on the part of the diseased person and the team about the job performed, which reflects directly on the care provided in health services.

It is important for the acceptance of the whole group. That is, they see that I do well the job and tell in my face when I am not. Therefore, I correct my mistakes. (E 7)

To have their work accepted and recognized creates a relationship of affinity between the worker and the job, assuming a positive meaning and satisfaction to realize. In this way, the acceptance and recognition by the Working Group, for the leadership and by patients are driving as a spring to the nurse increasingly strive to develop their work, seeking his professional growth, endeavoring to promote changes in their working environment. It is through this relationship that emerges the professional enhancement, in order to carry out the work with autonomy and responsibility promoting modifications when necessary to commit the action of caring.

Thus, it is of utmost importance the appreciation of the worker in the production process in health that takes into account subjective aspects⁽¹⁹⁾ and collectives for the effectuation of caution. Thus, there are elements that encourage creativity, cooperation and commitment, establishing an interrelation between the human being, the work and articulating theory and practice.

In addition, important aspects in the development work of the nurse are the bonds of confidence, considering that the personal involvement of stakeholders requires a relationship and efficient communication between patients, professionals and with the family. In this study, emphasized the importance of trust established between all those involved in the care process.

He [the patient] relies on a professional that meets. That has confidence. This aspect is very important for healing and for the care, that he trusts the people [in nursing staff] (and 11).

Building trust is a dynamic process in which the nurses and patients should be actor's allies. The nurse plays a decisive role, because he himself represents the relationship therapeutic

instrument care, in exercising its job competently, basing its action on ethical, scientific and technical knowledge, and also in a reflective practice indispensable to developing the quality of this relationship⁽²⁰⁾. To promote nursing care centered on the person it is necessary to focus on creating reliable promoters environments, which sometimes becomes a difficult task since the hospital has high specialization scope of activities, secreting the pros and causing misunderstanding of the whole of the health working process.

FINAL CONSIDERATIONS

The option to meet the nurses' working process permeates an ideological character in which they recognize the work as possible changes space from the present barriers, all of which can be modified by the worker, important social actor with potential to effect such changes in healthcare and nursing.

The study aimed to know the process of work of nurses of a university hospital of Murcia/Spain under the gaze of the composition of this work in the production process in health. One of the justifications for developing such research tied to the assumption that nurses come assuming the front line of the health work within hospitals, locking many struggles in the field of health, considering that this is professional who adopted the Organization of work in health, especially in hospitals.

From this, it was possible to observe the perceptions of nurses, on managerial and administrative tasks that are performed in too much and away from the patient, causing sometimes worker dissatisfaction, which understands that many activities developed by him can be implemented also by other health professionals.

Nurses demonstrate concern about the working time devoted to human, because announce the Organization and management of health work as elements that the nurses of the patients. We need to understand that care involves a multitude of activity that covers management, educative, administrative actions and assists in the process of work of nurses.

Thus, to effective care and a care with quality nurses elect key aspects that must be present at

work, such as healthy human relations between professionals, between professionals, patients and family, job satisfaction related to love what you do, the recognition and acceptance of the

work in Group and team confidence and health of the patient as to the work done by the nurse.

PROCESSO DE TRABALHO DOS ENFERMEIROS NA PRODUÇÃO DE SAÚDE EM UM HOSPITAL UNIVERSITÁRIO DE MÚRCIA/ESPANHA

RESUMO

Objetivou-se conhecer o processo de trabalho dos enfermeiros de um hospital universitário de Murcia/Espanha sob o olhar da composição deste trabalho no processo de produção em saúde. Os dados foram coletados no período de novembro de 2011 a janeiro de 2012 por meio do grupo focal e participaram da pesquisa 14 enfermeiros. A partir da análise temática dos dados evidenciaram-se dois temas: percepção dos enfermeiros acerca do seu fazer no processo de trabalho em saúde e aspectos importantes no trabalho da enfermagem. Os resultados apontam que os enfermeiros se percebem como gerenciadores do trabalho em saúde, tanto de recursos humanos ao articular as relações entre os profissionais e profissionais-pacientes e no gerenciamento de conflitos da equipe, quanto na organização dos materiais, na solicitação de instrumentos de trabalho para as demais categorias de trabalho em saúde. Os aspectos destacados como importantes e influenciadores no trabalho da enfermagem foram: relacionamento saudável entre profissional, paciente e família, satisfação no trabalho relacionado a gostar do que se faz, reconhecimento da equipe e dos pacientes pelo trabalho desenvolvido e laços de confiança na execução da tarefa profissional.

Palavras-chave: Trabalho. Hospitais Universitários. Enfermagem.

PROCESO DE TRABAJO DE ENFERMEROS EN LA PRODUCCIÓN DE SALUD EN HOSPITAL UNIVERSITARIO DE MURCIA/ ESPAÑA

RESUMEN

Se objetivó conocer el proceso de trabajo de los enfermeros de un hospital universitario de Murcia/ España bajo la composición de este labor en el proceso de producción en salud. Los datos fueron colectados en el periodo de noviembre de 2011 a enero de 2012, por medio de grupo focal, y participaron de la investigación 14 enfermeros. A partir del análisis temático de los datos, se han evidenciado dos temas: percepción de los enfermeros acerca de su participación en el proceso de trabajo en salud y aspectos importantes en el trabajo del equipo de enfermería. Los resultados señalan que los enfermeros se perciben como encargados del trabajo en salud tanto en lo que se refiere a recursos humanos al articular las relaciones entre los profesionales y profesionales-pacientes y en la administración de conflictos del equipo, en lo que respeta a la organización de los materiales, en la solicitud de instrumentos de trabajo para las demás categorías de trabajo en salud. Los aspectos destacados como importantes e influenciadores en el trabajo de enfermería fueron: relacionamiento saludable entre profesional, paciente y familia, satisfacción en el trabajo relacionado a tener gusto por lo que hace, reconocimiento del equipo y de los pacientes por el trabajo desarrollado y lazos de confianza en la ejecución de la tarea profesional.

Palabras clave: Trabajo. Hospitales Universitarios. Enfermería.

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