



Humanization as a quality factor in health services

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BACKGROUND: Hospitals are implementing quality management systems to achieve high-quality patient care. Some studies revealed that patient-centered care receives less attention than other dimensions of quality. While the health care quality consists in "doing the right thing to the right person at the right time at the lowest cost", the humanization focuses on the whole human being and recognizes the professionals' subjectivity.

OBJECTIVES: This study aims to verify if the hospital humanized care increases the patients' satisfaction index and to assess its impact on the health care quality. It's expected to identify the most significant humanization factors and the measures that can and should be taken to increase the adoption of humanized care in hospitals.

METHODOLOGY: The target population will be composed by all patients hospitalized in a given period in an accredited hospital located in the North of Portugal. The sample will be obtained through the probabilistic sampling method. The measuring instruments used for data collection will consist of surveys by questionnaire. Based on bibliographic review, two questionnaires (one for patients and one for professionals) will be constructed and submitted to pre-test and validation.

RESULTS AND CONCLUSIONS: According to OCDE, strengthening the patients' role should be a priority, because the satisfaction with the Portuguese health system has historically been low. Therefore, it can be concluded that the importance of this study covers the entire health system, since the humanized health care aims to increase the quality of life and not only the absence of the disease.

Keywords: humanization; health care quality; patient-centered care; patients' satisfaction index; quality management systems