

# Humanization as a quality factor in health services

Master in Integrated Management Systems - Quality, Environment and Safety

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2nd SYMPOSIUM  
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RESEARCH

## BACKGROUND

Hospital accreditation programs are being implemented to achieve high-quality patient care.



Some studies have revealed that patient-centered care receives less attention than other dimensions of quality. The bibliographic review has shown that humanization is associated with quality of care.

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

The aim of this study is:

- to verify if hospital humanized care increases the patients' satisfaction index;
- and to assess the impact of hospital humanized care 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 hospital/period.

The hospital will be located in the North of Portugal and should have a quality certification.

The sample will be obtained through the probabilistic sampling method, using the probabilistic technique of random sampling by groups or clusters.

The measuring instruments used for the data collection will consist of surveys by questionnaire.

Based on the bibliographic review, two questionnaires will be constructed and submitted to pre-test and validation.

One questionnaire will be applied to patients and another will be applied to health professionals.

Statistical analysis methodologies will be used to analyze the data according to the objectives of the study.



## RESULTS AND CONCLUSIONS

The results intend to answer the following question:  
Does humanization lead to better quality of care in hospitals?

This study will focus on a hospital, because it is in hospitals that dehumanization in care becomes more evident.

According to OCDE, strengthening the patients' role should be a priority, because 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 humanized health care aims to increase the quality of life and not only the absence of the disease.

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