

(CO) ETHICS AND HUMANIZATION IN HOSPITALS: THE MANAGERS' PERCEPTION

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Introduction

Management should always be an enhancer of humanized clinical practice, this responsibility belongs to all health management professionals. The foundation of humanization lies in the holistic paradigm and equity in health. Within a frame of reference where health is considered as a primary value, it is necessarily projected in the humanization of care.

Objective

Identify the perception of managers and demonstrate the existence of humanizing values in health care in the hospital setting.

Methods

The investigation includes 421 health professionals at management levels and was conducted in 25 hospitals in the Northern Zone of Portugal. This is a descriptive exploratory study of quantitative approach and cross-sectional design, by applying the Questionnaire of Ethicity in Hospital Management.

Results

The descriptive analysis of the data showed that the results are favorable to the existence of humanized health care in hospitals. Managers have a high concept of the Health Unit where they work, both related to the organization and operation (93.8%) as well as the quality and humanization of service. They consider that the Health Unit has quality (97.7%) and humanization in care (96.5%).

Conclusions

In the perception of managers, care is provided in a comprehensive and humanized way. It does not depend on the economic values of managing entities, it depends on each person involved in care.

Following on from this study, it would be appropriate to analyze the perspective of users of the hospitals under study and then compare it with the managers' perspective.

Keywords

Ethics, Humanization of Assistance, Health Care, Hospital Administration