



ACADEMIC EXAMS
AT THE FACULTY OF MEDICINE OF THE UNIVERSITY OF LISBON
INSTITUTE OF ADVANCED TRAINING

Masters:

Palliative Care (3rd Edition)

Name of Student:

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Subject of Thesis:

Satisfaction of Relatives of patients in Palliative Care

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Very Good, by Majority

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President: Professor Luís Costa (FMUL)

Orientator: Professor António Barbosa (FMUL)

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ABSTRACT

The Odivelas Health Center Team of Integrated and Continuous Care is working in community basis since 1997, structured and coordinated, giving responses to palliative care situations. This team receives frequently letters of appreciation sent by the bereaved families of patients of have come to die at home, with the support of this team.

Objective: the purpose of this dissertation is to analyze the content of the appreciation letters sent by the bereaved families of patients of have come to die at home, with the support of this team.

Method: this is an exploratory, retrospective, uncentered and descriptive study with a qualitative approach. Documents were gathered, namely the appreciation letters, which were chronologically classified, having been established exclusion criteria and the analysis was performed to 50 of those letters. The content analysis methodology used is the one proposed by Burnand. Previously, it was done a systematic review of literature on the themes of palliative care, writing, gratitude, satisfaction of families with the care received evaluation and a theoretical contextualization.

Results: there were 5 major categories identified: 1. The content of the appreciation: were the family thanks for the care the patient received, as they did, and for the human and professional abilities, to the team as a whole and in the name of all the family; 2. The qualification of the appreciation: were it quantifies and characterizes the appreciation, as well as the way in which it is done; 3. Positive validation of the palliative care work: category in which are included the characteristics pointed by the family meaning the team, its elements, the work that is performed and the contribution of such to the patients and their families; 4. Perception and experience of the situation: were it is described how they lived the situation; 5. Messages of strength and persistence: were are describe messages of support, stimulus to continue the work, blessings, holidays greetings and suggestions for the creation of the same type of services in other locations of the country. In this analysis I have found relevant aspects of the evaluation made by the families as well as appreciation and satisfaction with the care that were given.

Keywords: appreciation, letters, palliative care, satisfaction.

