

El papel de la enfermera en el trato con el familiar en duelo Atuação do enfermeiro frente ao familiar enlutado

#### Abstract

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## How to cite this article:

lecker Junior RM, Amador YFR, Sampaio CEP, Duque CS, Santos MECG, Marinho PDB. Nurse's role in dealing with the bereaved family member. Glob Acad Nurs. 2023;4(Sup.2):e362. https://dx.doi.org/10.5935/2675-5602.20200362

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Submission: 02-07-2023 Approval: 03-03-2023 The aim was to describe the actions of the nursing team provided to the bereaved family member. Descriptive integrative review study with a qualitative approach. The inclusion criteria adopted in this review are articles in Brazilian Portuguese, available free of charge and in full on the Internet, published within a 10-year retroactive period. The exclusion criteria covered duplicate articles and articles that did not address the object of this study. Data collection was done based on an analytical framework, which contains title, author, database, objectives, methodology, main results, and conclusions and was subjected to Bardin's content analysis. The search returned 748 articles, and after the screening process, this quantity was reduced to 10. From these, two categories were obtained: Communication and its importance in palliative care for the patient and family in the grieving process and Perception of health professionals regarding care in a situation of mourning. Effective communication is one of the fastest ways to good care, so the nursing team needs to be involved in the process of death and dying of patients, offering them and their families individualized attention focused on the exchange of knowledge and experiences.

Descriptors: Mourning; Nursing Care; Palliative Care; Family Assistance; Communication.

## Resumén

El objetivo fue describir las acciones del equipo de enfermería brindado al familiar en duelo. Estudio descriptivo de revisión integrativa con enfoque cualitativo. Los criterios de inclusión adoptados en esta revisión son: artículos en portugués brasileño, disponibles gratuitamente y íntegramente en Internet, publicados en un período retroactivo de 10 años. Los criterios de exclusión cubrieron artículos duplicados y artículos que no abordaban el objeto de este estudio. La recolección de datos se realizó a partir de un marco analítico, que contiene título, autor, base de datos, objetivos, metodología, principales resultados y conclusiones y fue sometido al análisis de contenido de Bardin. La búsqueda arrojó 748 artículos, y luego del proceso de selección esta cantidad se redujo a 10. De estos se obtuvieron dos categorías: Comunicación y su importancia en los cuidados paliativos para el paciente y su familia en el proceso de duelo y Percepción de los profesionales de la salud sobre el cuidado. en situación de duelo. La comunicación efectiva es una de las vías más rápidas para un buen cuidado, por lo que es claro que el equipo de enfermería necesita involucrarse en el proceso de muerte y morir de los pacientes, ofreciéndoles a ellos y a sus familiares una atención individualizada enfocada en el intercambio de conocimientos y experiencias.

Descriptores: Duelo; Cuidados de Enfermería; Cuidados Paliativos; Cuidados Familiares; Comunicación.

#### Resumo

Objetivou-se descrever as ações da equipe de enfermagem prestadas ao familiar enlutado. Estudo descritivo de revisão integrativa com abordagem qualitativa. Os critérios de inclusão adotados nesta revisão são: artigos em português do Brasil, disponíveis de forma gratuita e integral na Internet, publicados no período de 10 anos retroativos. Os critérios de exclusão abrangeram artigos duplicados e artigos que não abordaram o objeto deste estudo. A coleta de dados foi feita a partir de um quadro analítico, que contém título, autor, base de dados, objetivos, metodologia, principais resultados e conclusões e foram submetidos à análise de conteúdo de Bardin. A pesquisa retornou 748 artigos, e após processo de triagem, essa quantidade foi reduzida para 10. A partir destes, foram obtidas duas categorias: Comunicação e sua importância nos cuidados paliativos para o paciente e familiares em processo de luto e Percepção dos profissionais da saúde quanto ao cuidado em situação de luto. A comunicação efetiva é um dos caminhos mais rápidos para uma boa assistência, assim, fica evidente que a equipe de enfermagem precisa estar envolvida no processo de morte e morrer dos pacientes, ofertando a estes e suas famílias, atenção individualizada focada em troca de conhecimentos e experiências.

Descritores: Luto; Assistência de Enfermagem; Cuidados Paliativos; Assistência Familiar; Comunicação.



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## Introduction

The process of death and dying represents a difficult problem to face, especially for health professionals who, throughout their academic training, have their teachinglearning focused on healing and/or restoring health. For this reason, experiencing this process, which is the only certainty in life, still results in feelings of anxiety, fear, and anguish, as well as a feeling of professional failure<sup>1</sup>.

The experience of grief is unique and is driven by elements that are internal and external to the subject. Thus, culture, education, social group, and religion are elements that are directly linked to the way in which human beings experience loss and mourn their dead. Among the psychosocial impacts that loss causes, the literature highlights psychosomatic illnesses, especially depression and compromised marital and social relationships, affecting work, religion, leisure, among others. The same areas that are affected are also sources of support for the process of working through the loss<sup>2</sup>.

During the grieving process, families experience loneliness, feelings of emptiness, sadness, and painful memories, which are mentioned as difficulties that reflect the need to receive comfort from someone, who will help them find strength to face what is to come. It is possible to perceive a relationship, and even a certain constancy, between the experiences, difficulties and needs that permeate grief<sup>3</sup>. The process of family adaptation is slow and taking care of someone will generate more work and responsibility for the family, adding to a greater burden and less time for everyone's lives<sup>4</sup>.

In this context of care, the nurse plays a key role in coping with this entire process. Dealing with death is part of the profession and for this reason this professional needs to be qualified to face this situation.

Nursing represents the team that spends most of its time with the patient and is therefore able to assist in this process. The nurse's care tool is to offer interventions and information that help the family in coping with this process, from understanding the stages of grief to legal questions about documentation and burial.

During a study carried out in a public hospital in the interior of São Paulo, the benefit of bereavement care being carried out by the local team was found, as this contact in the user's post-mortem period provides a feeling of comfort to the family in the face of what happened, since it is necessary to create a space for them to be heard and understood, with the purpose of maintaining the bond built during hospitalization<sup>1</sup>.

In view of the above, the object of this study is nursing care for families in a situation of mourning. This integrative review was formed based on the following research question: "How is nursing assistance provided to families in a situation of mourning?".

The objective is to describe the actions of the nursing team provided to the bereaved family member. This is justified by the need, in the academic sphere, to make available an instrument that shows the nursing practices to be adopted in the cases covered by the research; in the social sphere, guide families regarding the care of the nursing team regarding the death situation; in a practical sense, make a study available for consultation by nursing professionals who are faced with the process of death and dying in health units.

#### Methodology

This is a descriptive integrative review study with a qualitative approach. An integrative review is a method that aims to synthesize results obtained in research on a topic or issue, in a systematic, orderly, and comprehensive manner. The qualitative approach requires a broad study of the research object, considering the context in which it is inserted and the characteristics of the society to which it belongs<sup>5</sup>. This integrative review was formed based on the following research question: "How is nursing assistance provided to families in a situation of mourning?".

This research question was formulated based on the PICo strategy as follows: P – nursing team; I – family assistance; Co – mourning situation. The descriptors used for the search will be: "Grief", "Nursing Assistance", "Palliative Care", "Family Assistance". The keywords for the search will be: "Mourning", "Nursing Actions", "Stages of Grief". The searches were carried out in September and October 2022 in the reference databases: Latin American and Caribbean Literature in Health Sciences (LILACS), Medical Literature Analysis and Retrieval System Online (MEDLINE), Nursing Database (BDENF), National Library of Medicine (NLM) PubMed Portal and Scientific Electronic Library Online (SciELO).

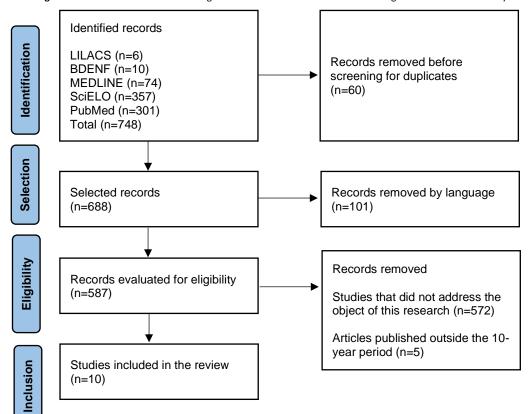
The data will be analyzed using Bardin's content analysis, in the thematic modality, which consists of a set of communications analysis techniques, which employs systematic and objective procedures for describing the content of messages. Content analysis has semantics as its main pillar, that is, research to understand the true meaning of a text. It is an exhaustive study that interprets between the lines, figures of speech and ellipsis<sup>6</sup>.

The following search strategies were used: "Grief AND Nursing Care AND Palliative Care AND Family Care", in the LILACS, BDENF and MEDLINE databases; "Grief AND Family assistance, Grief AND Palliative care, Nursing assistance AND Palliative care, Palliative care AND Family assistance", on the SciELO Portal; and "Grief, Family assistance, Palliative care, Nursing assistance", on the PubMed Portal.

The inclusion criteria adopted for this integrative review were articles in Brazilian Portuguese, available free of charge and in full on the Internet and articles published within a 10-year retroactive period. The exclusion criteria covered duplicate articles and articles that did not address the study theme.

The identification, selection, eligibility, and inclusion selection process, demonstrated in the flowchart below, considering the preparation steps recommended by the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA)<sup>7</sup>, as shown in Figure 1.

Iecker Junior RM, Amador YFR, Sampaio CEP, Duque CS, Santos MECG, Marinho PDB Figure 1. PRISMA flowchart for the integrative review on the nurse's role in dealing with the bereaved family member. Cabo Frio, RJ, Brazil, 2022



## Results

The 10 studies selected in the final sample were grouped in a table to better visualize the results. This instrument favored the grouping of key information from each selected study, building a database for the final stage of the research. The information taken from the selected articles that made up the table were: title, author, database, objective, methodology, main results, and key takeaways (Chart 1).

Title/ Author /	Objective	Methodology	Main results	Key takeaways
Database				
As intervenções	Identify and participate in	Bibliographical research	It is considered that only through	In summary, given
especializadas do	specialized interventions	in scientific journals,	communication can uncertainty	technological advances
enfermeiro em	by nurses in PC to obtain	books in the field,	be reduced, the relationship	and the increase in
cuidados paliativos	skills as a specialist nurse in	research work within the	improved, and the patient and	longevity and
	PC Nursing and provide	scope of master's and	family given direction. We	consequent increase in
Silvia Juliana da Silva	humanized care, which	doctoral degrees, as well	consider that, whoever cares and	chronic diseases, there is
Oliveira.	contributes to a dignified	as database research.	allows themselves to be touched	a growing need to
	dying process.		by human suffering, becomes a	change the way we care
BDENF			highly sensitive radar, humanizes	about health today, new
			themselves in the process and	approaches are required
			beyond scientific knowledge, has	that center the patient
			a precious opportunity and	and family as subjects of
			privilege to grow.	care.
Cuidados de	Understand the nursing	Qualitative study, an	At the end of life, nurses' care is	There is a need for
enfermagem à família	care provided to the	exploratory-descriptive	essentially focused on decision-	palliative care support
do doente em fim de	patient's family at the end	study. A semi-structured	making; support in the grieving	teams with specific
vida	of life and thus contribute	interview was used to	process; symptom control;	training in the area.
	to improving the care	collect information,	emotional and psychological	Nurses must include
Anabela Pires Costa	practices of primary health	carried out with primary	support, family	intervention dynamics in
Meixedo.	care nurses to the patient's	health care nurses at a	monitoring/support and health	the care process that
	family at the end of life.	health center in Alto	education. In this care, they	encourage the
BDENF		Minho. The findings were	experience feelings of avoidance,	expression of feelings so
		subjected to content	emotional repression, and	that the family can
		analysis according to	avoidance of information	maintain a close
		Bardin.	transmission. They express	relationship with their
			difficulties in taking care of their	loved one.
			family due to the complexity that	
			care requires.	

Chart 1. Classification of articles applied in this review. Cabo Frio, RJ, Brazil, 2022



		lockor lunior	-	ith the bereaved family mer
Cuidados paliativos: a	Investigate how nurses use	Exploratory research,	RM, Amador YFR, Sampaio CEP, Duqu Three categories: "palliative care	It is concluded that
comunicação como	communication, within the	qualitative in nature.	and communication –	communication is an
estratégia de cuidado	scope of palliative care,	quantative in nature.	interpersonal relationship	effective element of care
para o paciente em			between the nurse and the	
fase terminal	when assisting terminally ill patients.		terminal patient";	for terminally ill patients and is of paramount
	in patients.		"communication in palliative care	
Cuintinui Convido do			•	•
Cristiani Garrido de			as a strategy to strengthen the	promotion of palliative
Andrade; Solange			bond between nurses and	care.
Fátima Geraldo da			terminal patients"; "importance of communication between	
Costa; Maria Emília				
Limeira Lopes.			nurses and the patient's family	
6. FLO			under palliative care".	
SciELO				
Dificuldade de	Identify recommendations	Qualitative study carried	Three categories: professional	It was found that
comunicar a morte do	in the literature to reduce	out through bibliographic	training; family preparation; and	simulated practices,
paciente aos familiares	the harm of this situation.	review.	professional practice.	exchange of information
				between professionals,
Juliano Cezar Ferreira;				emotional control of
Ana Paula Pereira; Elcio				professionals and
Luiz Bonamigo.				dialogue with and
				between family
SciELO				members contribute to
				reducing the harm
				caused by
				communicating death.
Atenção à mulher em	Understand the	Qualitative approach	The professionals' difficulty in	There is a need to
situação de óbito fetal	experiences of health	study.	dealing with the topic and its	develop strategies for
intrauterino: vivências	professionals in obstetric		invisibility during training proved	changes in the model
de profissionais da	care in relation to the		to be challenging. The lack of	and organization of the
saúde	situation of intrauterine		ambience and forms of	service in situations of
	fetal death.		organization of care were	fetal death, promoting
Taynnara Caroline			reflected in the care provided to	spaces that produce
Serafim; Beatriz Helena			women and families experiencing	reception.
Naddaf; Camila			intrauterine fetal death.	
Mariana Rodrigues				
Carizani; Mariana de				
Gea Gervasio; Diene				
Monique Carlos;				
Natalia Rejane Salim.				
SciELO				
Prática profissional no	Understand professional	Clinical-qualitative study.	The categories identified were	The need for a support
cuidado ao luto	care for maternal grief in	A semi-structured	Assistance received in the	network and
materno diante do	the postpartum period of	interview was carried	postpartum period with a focus on	multidisciplinary
óbito fetal em dois	stillbirths.	out, and the relevant	grief: hospital and outpatient	monitoring for women
países		aspects were categorized	environment and Professional	who experienced fetal
		into themes.	support in coping with maternal	loss became evident.
Gisele Ferreira Paris;			grief after fetal loss: with contact	From this study, a
Francine de Montigny;			and memories, without contact	bereavement care
Sandra Marisa Pelloso.			and without memories and	routine can be
			inability to contact the baby.	implemented in Brazil
SciELO				based on experiences in
				Canada.
Profissionais	Understand and analyze	Qualitative study	The results confirmed that the	In view of these results,
paliativistas e suas	the training of	theoretically based on	training of professionals in	this research highlighted
contribuições na	professionals in relation to	Attachment Theory. A	relation to the dying process is	the need to include the
prevenção de luto	the patient's dying process	questionnaire was	scarce. Furthermore, it was	themes of death and
complicado	and their perceptions in	applied to obtain	observed that health	dying in the education of
	relation to their	academic, professional	professionals who work in	health professionals,
Mariana Sarkis Braz;	contributions to the	and course data, and a	palliative care have attachment	which can contribute to
Maria Helena Pereira	prevention of complicated	semi-structured	behaviors, which are identified as	better assistance to the
Franco.	grief in the care unit.	interview. The analysis of	natural in this context, which ends	care unit in its grieving
	-	the information collected	up making it difficult to perceive	processes.
SciELO		in the interviews was	that they are important	
SciELO			that they are important contributions.	
SciELO		in the interviews was	, , , , , , , , , , , , , , , , , , , ,	
SciELO		in the interviews was carried out through	, , , , , , , , , , , , , , , , , , , ,	
SciELO		in the interviews was carried out through transcription and	, , , , , , , , , , , , , , , , , , , ,	
SciELO Cuidado à família	Report and analyze the	in the interviews was carried out through transcription and categorization, followed	, , , , , , , , , , , , , , , , , , , ,	The study proves the
	Report and analyze the repercussions of	in the interviews was carried out through transcription and categorization, followed by content analysis.	contributions.	The study proves the benefit of bereavement
Cuidado à família		in the interviews was carried out through transcription and categorization, followed by content analysis. Qualitative research, with	contributions. Bereaved family members	
Cuidado à família enlutada: uma ação	repercussions of	in the interviews was carried out through transcription and categorization, followed by content analysis. Qualitative research, with a comprehensive	contributions. Bereaved family members expressed difficulties in facing this	benefit of bereavement



	lecker Junior RM, Amador YFR, Sampaio CEP, Duque CS, Santos MECG, Marinho Pl			
Giovanni Gurgel Aciole; Daniela Carvalho Bergamo.		structured interview was used, and the collected material was subjected to content analysis.	for a space for them to be heard and understood.	post-mortem period provides a feeling of comfort to the family in the face of what
SciELO Tanatologia clínica e cuidados paliativos: facilitadores do luto oncológico pediátrico Sonia Sirtoli Farber. SciELO	The need for specific skills on the part of caregivers to achieve two distinct objectives: promoting the well-being of terminally ill pediatric cancer patients; and promote the resolution of grief for the caregiver.	Bibliographical review of literature that specifically deals with palliative care offered to children.	In the research process, it was found that the specialized literature lacks specific productions on the administration of care and specific actions in the care of pediatric oncology patients.	happened. We divide the actions that facilitate grief into educational measures and care practices, highlighting the promotion of activities and actions that provide pleasure and comfort for the child. Thus, we demonstrate that simple actions such as touching and cuddling are
Teoria da adaptação de Roy e modelo do processo dual de luto fundamentando o cuidado paliativo de enfermagem à família Vladimir Araujo da Silva; Rita de Cássia Frederico Silva; Monica Martins Trovo; Maria Júlia Paes da Silva. LILACS	Propose a reflection on palliative nursing care for the bereaved family, based on Roy's Adaptation Theory and the Dual Grief Process Model.	Theoretical-reflective study based on the philosophical principles of palliative care, especially Roy's Adaptation Theory and its intersection with the Dual Process Model of Grief.	This theoretical reflection shows that grief constitutes a focal stimulus confronted directly by the family, which can be manipulated by the compassionate presence of the nurse and by active and welcoming listening during its elaboration process, helping the family in the process of life reorganization and adaptation. to changes resulting from the loss.	examples of facilitators of grief and patient care simultaneously. It is suggested to use Roy's Adaptation Theory and the Dual Grief Process Model as theoretical references for palliative nursing care for the bereaved family.

# Discussion

The careful reading of the selected articles presented in Chart 1 allowed the topics covered to be grouped and specified in an organized way, providing a qualitative analysis of this research. Therefore, two thematic analytical categories emerged from this analysis, namely: Communication and its importance in palliative care for patients and family members in the grieving process; and Perception of health professionals regarding care in situations of mourning.

# Communication and its importance in palliative care for patients and family members in the grieving process

In accordance with the selected articles, it is possible to understand how disturbing grief is for the family, considering all the changes and limitations that this event brings to their lives and that communication becomes a key point for specific nursing care. for bereaved family members. We can see in the excerpts below:

"It is considered that, only through communication, uncertainty can be reduced, the relationship can be improved, and the patient and family can be given direction"<sup>8</sup>.

"Nurses must include intervention dynamics in the care process that encourage the expression of feelings so that the family can maintain a close relationship with their loved one"<sup>9</sup>.

"In the context of Nursing, communication represents a strategy of utmost relevance for the practice of palliative care. And when supported by a relationship of attitude, cooperation, feeling and sensitivity, this instrument is an important driver of the relationship between the nurse and the terminally ill patient"<sup>10</sup>. "Caring for social vulnerability, especially through assistance with the various difficulties surrounding death, is a way to reduce the pain of family members"<sup>11</sup>.

At the same time as we seek to minimize the patient's discomfort, we seek to maximize care for the family's pain and suffering<sup>12</sup>. Communication carried out in an understandable manner contributes to an awareness of dignity in all assistance provided and generates confidence in making decisions about the family member's life and treatment<sup>10</sup>.

It is known that palliative care provides a better quality of life for the patient, however this is only possible through good communication, especially in the field of care for terminally ill patients. This interpersonal communication is of great value, as it is evident that it is through this that bonds of bond and trust are created, as well as providing lightness, good humor, and optimism through joyful communication. It is important to emphasize that this communication must go beyond the patient and understand family members, always being based on honesty and sincerity so that the therapeutic healing process in the face of the grieving process is not weakened by emotional reactions, thus avoiding greater suffering for the patient and their family members.

It is important to understand that changes are necessary in the dynamism of caring for patients with incurable pathologies, whether or not they are at the end of their lives, so we can conclude with the full conviction that communication is characterized by being an effective element during the care process palliative and as support for



the bereaved family member, as only through it can high affection be provided, bringing dignity to the patient until the last moment of their life.

Congruent with the selected articles, it is observed that the support network for invisible grief is changeable, occasional, and temporary, since the lack of dialogue between the multidisciplinary team leads to flawed care and is often surrounded by prejudices and silent judgments in cases of induced abortion. It can be seen in the excerpts below:

"It is possible to observe the lack of space in the training processes to think about and problematize care practices in the context of cases of fetal death"<sup>13</sup>.

"The lack of strategies and spaces for sharing among professionals were directly related to the suffering and feeling of powerlessness in the face of cases"<sup>13</sup>.

In relation to a stillborn child, the woman experiences grief unlike any other form of sadness, as there were months of planning and expectations for the outcome of a birth without signs of life, which requires time and help to overcome the loss. For effective nursing care for women who have had fetal death, an anticipatory investigation of the grieving process is essential to plan the necessary interventions in each case<sup>14</sup>.

The grieving process is considered the same for everyone, however there is a fine line between grief and invisible grief. It becomes easy to distinguish one from the other when the assistance provided to families in these grieving processes changes due to the lack of multidisciplinary preparation. We know that the nurse must support the bereaved, providing them with all the attention and support necessary so that they can go through this very difficult process, however, in invisible grief this support becomes something ephemeral when we observe that the feeling of impotence is generated by the enormous gap that must be filled with an exchange of knowledge and professional experiences, thus allowing a network of support for women to face this grieving process when faced with the loss of their baby.

# Perception of health professionals regarding care in situations of mourning

Nurses are responsible for providing care from the patient's arrival, being responsible for providing care. Family support is inserted into the professional's daily life from the moment the patient enters, as the nurse becomes the indispensable pillar in communication. In short, nursing professional training covers patient care in terminal situations and often during the period of death, however, there is a clear gap in learning when it comes to caring for the bereaved family member. As can be seen in the excerpts below:

"The relevance of including the themes of death and dying in the education of health professionals contributes to better assistance to the care unit in its grieving processes"<sup>15</sup>.

"Studies prove the benefit of bereavement care being carried out by the hospital team, as this contact in the user's post-mortem

Iecker Junior RM, Amador YFR, Sampaio CEP, Duque CS, Santos MECG, Marinho PDB period provides a feeling of comfort to the family in the face of what happened"<sup>3</sup>.

"[...] be monitored by a multidisciplinary team and the importance of a support network. In Brazil, there is a need to expand light technology for health dialogue, which, added to the existence of a professional support group service in these situations of loss, can benefit people in coping with grief"<sup>14.6</sup>.

It is possible to highlight the lack of preparation faced by nursing students to deal with the process of finitude, given the superficial and quick way of approaching the topic during academic training, which indicates the need to expand the space for information, discussion and reflection on this very complex process, in order to provide academics with the opportunity to truly understand death and dying, implications that, if not resolved, will have a strong influence on the training and performance of these future professionals, and due to lack of preparation for such assistance, they may develop a feeling of guilt and failure and even having your mental and emotional health compromised<sup>1</sup>.

As part of the objective of this study, we can state that the most priority nursing action should also be more comprehensive, leaving the hospital environment and assuming a general context, focusing on preparing nursing students to deal with patients at the end of their lives and their family members experiencing the first stages of the grieving process. The lack of preparation of recent graduates when faced with an adverse situation is evident, leaving it up to them to seek knowledge to cope daily. This impacts not only new nurses, but also those who have worked in care practice for years in sectors far from those with the highest incidence of deaths and will go through the same dilemma of lack of preparation when they are put to the test. Therefore, it is necessary to establish support centers for these patients and their families with the participation of nurses, thus enabling greater interaction, representation, proximity, and maintenance of the bond between the hospital team and the emotional team.

> "It is recognized that grief constitutes a focal stimulus confronted directly by the family, which can be manipulated by the compassionate presence of the nurse and by active and welcoming listening during the process of mourning, helping the family in the process of reorganizing life and adapting. to changes arising from the loss, reducing inefficient responses"<sup>16-535</sup>.

> "[...] nursing interventions that can positively influence the environment, especially the adaptive responses of the bereaved family, in addition to leading them towards restoration-oriented coping"<sup>16</sup>.

In these excerpts, we can observe that another nursing behavior to be adopted is characterized using strategies that aim to prepare the family for life after the loss. Fragility and a feeling of impotence can arise, triggering health and illness processes in family members who do not have the strength to follow treatment, who give in to pathology or who believe that they do not deserve to live to the detriment of those who are dying. The nurse must carry out actions that bring to light ways of adapting and



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reorganizing life, taking advantage of the bond established since the discovery of the terminal diagnosis and the end of their patient's life.

# **Final Considerations**

Effective communication is one of the fastest ways to good assistance, based on caring holistically, considering that it is the principle of care, because through it, we reach all others. In this study it was evident that the nursing team needs to be involved in the process of death and dying of patients, offering them and their families individualized attention focused on the exchange of knowledge and experiences. Some limitations of the study must be considered that may make it difficult to apply the results, such as the divergence of the obligation for the topic of death and dying to be addressed during the professional training of nurses.

Therefore, research is necessary that can present the feasibility of implementing the subject as a mandatory curriculum in the country's universities, so that, in this way, future generations of professionals are taught to deal with the finiteness of life. and overcome their own fears regarding the feeling of guilt and helplessness when losing a client, minimizing stress and anxiety experienced in the daily routine of the health unit.

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