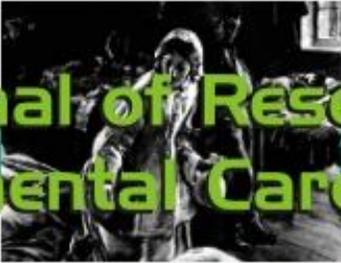


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## RESEARCH

### Entrevista familiar para doação de órgãos: conhecimentos necessários segundo coordenadores em transplantes

Family interview for organ donation: necessary knowledge according to coordinators in organ transplants

Entrevista familiar para la donación de órganos: conocimientos requeridos por coordinadores en trasplantes

Paula Isabella Marujo Nunes da Fonseca <sup>1</sup>, Claudia Mara de Melo Tavares <sup>2</sup>, Thiago Nogueira Silva <sup>3</sup>, Lais Mariano de Paiva <sup>4</sup>, Veronica de Oliveira Augusto <sup>5</sup>

### ABSTRACT

**Objective:** this study aimed to understand the importance attached to family interview within steps of organ donation by the multidisciplinary team in transplantation; and identify which skills are required for the interview. **Method:** a qualitative approach, a hermeneutic study; approved by the Ethics Committee nº 321/11. Data were obtained with twenty-four subjects in the period January/May 2012 by semi-structured interview with eight open questions. **Results:** family interview is regarded as crucial for the process of donation; it also represents a means of education and emotional support. It is necessary to have technical knowledge, know and believe in the donation process, have personal and professional characteristics specific to accomplish it, as well as know how to deal with family members. **Conclusion:** interview is recognized as an extremely important moment in this process, representing a crucial point, in which not only the technical knowledge is relevant but also the emotional preparation of the interviewer. **Descriptors:** Interview, Health personnel, Transplants, Psychiatric nursing.

### RESUMO

**Objetivo:** compreender a importância atribuída a entrevista familiar dentro dos passos da doação de órgãos pela equipe multidisciplinar de coordenadores avançados em transplantes; e, identificar quais conhecimentos são necessários para realização da entrevista na visão dos coordenadores. **Método:** abordagem qualitativa, estudo hermenêutico; aprovado pelo Comitê de Ética nº 321/11. Dados foram obtidos com vinte e quatro sujeitos, no período de jan/mai 2012, por entrevista semiestruturada contendo oito questões abertas. **Resultados:** a entrevista familiar é considerada como decisiva/determinante para o processo da doação, também representa meio educativo e de apoio emocional. É preciso ter conhecimentos técnicos, saber e acreditar no processo da doação, possuir características pessoais e profissionais específicas para realizá-la, assim como saber lidar com os familiares. **Conclusão:** a entrevista é reconhecida como um momento de extrema importância no processo, representando um ponto crucial no qual não somente o conhecimento técnico é relevante, mas também o preparo emocional do entrevistador. **Descritores:** Entrevista, Pessoal de saúde, Transplantes, Enfermagem psiquiátrica.

### RESUMEN

**Objetivo:** este estudio tubo como objetivo comprender la importancia atribuida a la entrevista familiar en los pasos de la donación de órganos por el equipo de coordinadores en trasplante; e indique qué habilidades son necesarias para la misma en el concepto de los coordinadores. **Método:** enfoque cualitativo, estudio hermenéutico; aprobado por el Comité de Ética nº 321/11. Datos se obtuvieron de 24 sujetos en enero/mayo 2012, mediante entrevistas semi-estructuradas. **Resultados:** la entrevista familiar es considerada como fundamental para el proceso de donación, representa un medio educativo y apoyo emocional. Se necesita experiencia, saber y creer en el proceso de donación, tener características personales y profesionales específicas para lograrla, así como la forma de tratar con los miembros de la familia. **Conclusión:** la entrevista es reconocida como un momento muy importante en el proceso, representa punto crucial que no sólo el conocimiento técnico es importante, pero también la preparación emocional del entrevistador. **Descriptor:** Entrevista, Personal de salud, Trasplantes, Enfermería psiquiátrica.

<sup>1</sup> Nurse, Master and Doctoral student in Health Care Sciences at the School of Nursing Aurora de Afonso Costa, Fluminense Federal University. Member of the Center for Research: Teaching, Creativity and Health and Nursing Care. Email: paulaisabellafonseca@yahoo.com.br <sup>2</sup> Claudia Mara de Melo Tavares: Doctorate in Nursing by the Federal University of Rio de Janeiro and Postdoctoral by USP-SP. She is currently a professor at the Fluminense Federal University, Coordinator of the Professional Master Health Education, and Coordinator of the Research Center: Education, Creativity and Health Care and Nursing. Email: claudiamarauff@gmail.com <sup>3</sup> Thiago Nogueira Silva: Nursing Graduate by the State University of Santa Cruz-UESC, Master's student in Health Care Sciences by Fluminense Federal University -UFF and member of the Center for Research: Teaching, Creativity and Health and Nursing Care. Email: tns.thiago@hotmail.com <sup>4</sup> Lais Mariano de Paiva: Graduate Nursing student and Scholarship holder of scientific initiation PIBIC at the School of Nursing Aurora de Afonso Costa, Fluminense Federal University - UFF. Email: laismaiva@gmail.com <sup>5</sup> Veronica de Oliveira Augusto: Nurse, Professional Master's student in Education in Health at the School of Nursing Aurora de Afonso Costa, Fluminense Federal University - UFF. Email: vaugusto1971@gmail.com

## INTRODUCTION

**F**or that to happen, the organ transplantation, it is necessary preparing for donation, collection and distribution of these organs. However, for each happen in a successful way, you need to follow basic steps. The initial moment is that of organ donation behaves as essential steps: identification of potential donor, reporting the case to the Notification Center, Procurement, Distribution of Organs (CNCDO), the potential donor maintenance, evaluation for brain death frame, communication to the families of the patient, and the family interview that culminates in the position of the family to donate or not the organ (s) of its relative.

Defined as "intervention technique for establishing a professional relationship and an inter-subjective and interpersonal bond between two or more people"<sup>1</sup>, family interview for organ donation can also be understood as a meeting where parents are present and sometimes close friends the potential donor, added to one (or more) professional member of the Hospital Commission of Organ and Tissue Donation for Transplantation (CIHDOTT) or of CNCDO, with two main objectives: to clarify what is brain death to any family (social, educational and economic level), and offer the option of organ (s) donation and tissues (s).<sup>2</sup>

So, in proper maintenance of the potential donor being held, the interview will decide if there will be a continuity of the process, followed by the organ(s) uptake. In addition to this responsibility, it brings great emotional complexity, since it is at this point that the family of the potential donor react and express their grief at the death in different ways.<sup>3</sup> Furthermore, sadness and pain are more emotions present in the experiences lived by families across the interview for organ donation after confirmation of brain death.<sup>4</sup> Still, adding to the anxiety and stress also present in decision-making for organ donation.<sup>5,6</sup>

Aware of the technical complexity, relevance and delicacy that keeps this step within the organ donation, added to the fact that Brazil is the second country in the world in number of transplants - having increased from 6,5 to 13,2 effective donors pmp (per million population) from 2006 to 2013<sup>7</sup>- reiterates the importance of knowing what the advanced engineers in transplants think this step, so that more and more it is enhanced. After all, these professionals are responsible for conducting this proceeding, and not in a shy way; also in accordance with conduct that follows, they are responsible in large part by the number of accepted and familiar neglect.

Given this and given the knowledge gaps involving understanding the organ donation process or parts, by advanced engineers in transplants, there were asked about which

attribute importance by other steps that make up the donation, the family interview? What knowledge deem necessary to have a professional for them to have a family interview? Facing those questions, the objective of this study was: understanding the importance attached to family interview within steps of organ donation by a multidisciplinary team of advanced engineers in transplants; and identifying which skills are required for the interview in the view of the coordinators.

## METHOD

This is a qualitative study of interpretive hermeneutic approach, based on Hans-Georg Gadamer's perspective - understand that interpretation leads to know the conditions in which it gives understanding; that is, attempts to understand the language itself and, through it, the man himself, its history and existence, for it is through language that gives access to the world and the things.<sup>8</sup>

The methodological approach of interpretive hermeneutics makes possible recognizing the tradition of emotional preparation of professionals who perform family interview for donation of organs that, through the language used by the advanced coordinators in transplants, comes up. Tradition is the baggage of concepts passed over time and affects the present actions unconsciously, manifesting itself through language. Being is language, and names the world. The language characterizes the relationship of Being with the world, differentiating it from all other living beings. With language, the Self becomes free over the world that surrounds it, because it is open the possibility of interpreting it, what brings you the ontological dimension.<sup>8</sup>

The setting was the Notification Center, Procurement and Distribution of Organs (CNCDO) of the State of Rio de Janeiro. Data was collected in January to May 2012. The subjects totaled twenty-four coordinators transplants - 17 nurses, two social workers, two doctors and three psychologists - that make or have made up the team that acts as coordinator of the process of donating organs.

Inclusion criteria used: professionals who held or hold family interviews for organ donation and who were working in the data collection period in Transplant Center team. Exclusion criteria: professionals do not realize or never held family interviews, and even those that even having conducted interviews family not acted more in CNCDO involved in the data collection period.

The interview took place in indirectly air-conditioned and bright environment, so that was offered more comfort to the interviewees. We used semi-structured interview from instrument made about emotions and its management in situations taken place in the family interview for organ donation. For this study, the question is explored "What is the importance

of family interview within steps of organ donation? What knowledge deem necessary to have to do it?"

It was used discourse analysis of the subjects based on the interpretation proposed in philosophical hermeneutics of Gadamer, to organizing and understanding the data that were recorded and later transcribed in full. From these successive readings, he sought to unveil the meaning of words and their unique way of language construct, which are discussed in the light of the main forming ideas of Emotional Intelligence Goleman<sup>(9)</sup> and Emotional Education Casassus.<sup>10</sup>

The study was approved by the Research Ethics Committee of the University Hospital Antonio Pedro/UFF under n° 321/11, CAAE: 0336.0.258.000-11 in November/2011; respecting the ethical principles of Resolution No. 466/2012. All subjects who agreed to participate signed the informed consent.

## RESULTS AND DISCUSSION

About what you think about the importance of family within the steps interview of organ donation and the knowledge needed to carry it out there were constituted categories based on the interpretation of the data. They were:

### The Family interview as decisive for the donation process

At this time the lines unveiled the relevance of family interview, placing it as the most important point in the process of organ donation, given that it is from there that the whole process may continue and be completed successfully.

*[...] the family interview is to determine the continuity or interruption process, so I think it is ... I consider the most important part of the process. (Yellow Ochre)*

*[...] it is one of the most important stages in organ donation, because it is the time when the professional will detect how this structure of that family is, regarding the death of a loved one and it is the time that we have while the professional clear the doubts and often turn a negative decision for organ donation [...]. (Green Hooker)*

### The Family interview as an education method

The family interview before the time to offer the option of organ donation is understood by the subjects as ideal time for them to be informed of all the donation process, as happens about brain death. The subjects also are aware that this opportunity represents the transplant program and who need to make it clear, empowering the family with information about their rights, clarifying their doubts, cosily.

*[...] host instrument [...] for clarification of the whole process. So for me, it is a process of empowering the family for it to understand the whole process - what is brain death - for the future, even if it is not donor, go out with a positive image of the center, come out with a positive image of the organ donation process. It is this transparency process: for me this is the most important time. (Cadmium Yellow)*

*You have to have the whole process in hand there that you are speaking directly to the family that is the one that is making the donation gesture, the gesture of solidarity: there you expose the sight of a transplant program; you expose the central transplant; you account for the family's questions [...]. (Carmine)*

### **The Family interview as a means of emotional support**

Far from being only a moment as they apply the techniques of communication of difficult news, the family interview is also understood by the subjects as a moment of emotional support for the families, in which they welcome the actors involved in that circumstance listening, receiving, sharing their emotions and reactions against the statement.

*It is being an instrument there, not necessarily so, but how that time the family had with you can make her feel welcome ... has relieved feelings, do not go heavy. (Turquoise)*

*It is mainly because this is where you go clarifying that the donor's family about the concept of brain death. You will be at the moment capturing emotions of that family. I think of fundamental importance at the interview you be giving full support to the family. (Dark Pink)*

### **Recognizing, Knowing and Believing in the donation process**

Coordinators further comprise as necessary to carry out the family interview - have knowledge of the organ donation process, which is large and highly complex guard itself by involving large numbers of people, professionals and non-professionals, and also involve moral and ethical issues.

*First of all you have to be qualified in relation to the whole process of transplant donation. (Dark Pink)*

*[...] know the protocol, know how the transplant process is, and know how to collect the organs [...]. (Carmin)*

### **Personal and professional characteristics acquired by the interviewer**

Revealed that are necessary features like charisma, sensitivity, good judgment, convey emotion, empathy, know themselves, have active listening/to listen/learn to be silent / identify the family time, be good about yourself, have emotional balance and deal with the body as fundamental to the realization of family interview.

*You have to be sensitive to understand that you are there and him (family member), at that moment he did not want to talk to you, he wants to get a little more on the side of his loved one, then there ten, fifteen, twenty minutes, thirty I do not know, is that it turns to you and says, ah let's talk now. (Violet Permanent Dark)*

*And I also think we have to have a knowledge of like sensitivity at that point, you are sensible and know that it is a very difficult time for the family and then you will have to use so your listening, so are other types of knowledge that may not be there the scientific method thing, brain death, but equally important: you be sensitive, you know how to listen, you provide there a quieter time possible within the chaos [...]. (Earth Burnt Sienna)*

*Recognizing the process, have emotional balance, basic. (Blue Hydrangea)*

#### Family relationship

Representing one of the main actors of the scene that forms during the interview, family members are perceived as subjects to be heard and welcomed, and should receive a return on their new family situation. This return this translated as a flexible deal with these people according to their reactions and understanding before the new context that presents itself.

*And I think also we have the knowledge of: need to know how to deal at that time with the family, what to speak (and) do not speak mostly. Listening, learn to be silent when they have to stay. It is important you hear sometimes, and let the family speak without interrupting, we have to know how to listen without interrupting the familiar and welcome. (Olive)*

*[...] you have to know a little about hosting has to have a capacity of presence, to be with availability in order to be listening to the other - is what we call active listening - not be worried about talk that is to say, but see a bit like what the other is [...]. (Red Lacquer Geranium)*

#### Technical knowledge about the potential donor

Reiterated the importance of technical knowledge not only of the process but also about the potential donor in terms of knowing his medical, physiological condition, what medications are being administered, and the law governing the procedures involved in the conduct of a case of brain death.

*Recognizing in full details of the organ donation process; familiar with the legislation of Brazil is catching up; know well the patient's case in detail: how did the death was like to the hospital and who are the family being interviewed and the situation they are in terms of what has been told to them, and in terms of how they are emotionally. [...] In addition, to technical knowledge on the family interview; how to break bad news to a person. (Grys de Paine)*

The understanding of what find it necessary to carry out the family interview and what they think the advanced transplant coordinators about the importance of this step in connecting with their primary ideas, essential, on this significant moment in the organ donation process in explaining the meanings that are caught by these guys so that they possess clarity, professionalism, security and enough energy to carry out the interviews.

This makes it possible to observe the lines of Yellow Ochre and Green Hooker, confirmation that within the stages of organ donation, the family interview is seen as the most important as turning point for continuity of the process, and this crucial moment and paramount.

The family interview is considered as the most important step in the process, being regarded as decisive in making decision on the option or not for organ donation by family.<sup>11</sup>

The lines of Yellow Cadmium and Carmine brought this stage as a valuable and important means of educating the family about the donation process / transplants and about the rights they know that may or may not perform organ donation.

In this line of thought, although mention the question of clearance of doubts for the family and the understanding of brain death, the publications about the donation process that talk about the Family Interview, clearly not nominam as a feature of it, and its educational nature.

The Procurement Organization of Donation Manual of Hospital Organs of the Faculty of São Paulo State Medical (OPO- HCFMUSP), one of the states with the largest numbers in transplants, according to the Brazilian Association of Organ Transplantation (ABTO), indirectly confirms the educational character of the interview to reinforce that “the interview requires preparation by the capture professional, to clarify doubts, share feelings and facilitate the donation process”.<sup>12</sup>

The Good Practice Guide brings Spanish that “It is very important not to mix the different stages of the interview and make sure that the family has understood death before moving step consent is requested” [translated].<sup>13</sup> Again the educational issue is addressed without, however, has as a direct appointment education.

The next category, which brings family as a means of emotional support, was represented in the speeches of Turquoise and Dark Pink the interview to be an important means of emotional support, because in view of the subject, this channel serves to capture the emotions of families and also is a time where they can be alleviated their feelings.

Regarding this exchange, the relationship of transpersonal care theory with care, spirituality and the human and energy fields, which brings “The transpersonal care relationship transcends the professional ego level and the patient, creating a care field new possibilities of how to position at the time”.<sup>14</sup> Making use of this argument in the context of family interviews, we have to interview each involve different reactions, among them, emotional, which will be captured by the interviewers. These in turn, upon coming into contact with this energy will be able to take care of this family repositioning itself to welcome them.

In what concerns the emotional side, people who have “[...] the ability to be aware: listen, understand, ponder, name and give meaning to one or more emotions; and the ability to welcome, calm and support each other”<sup>(10)</sup> are part of the group that owns Emotional Competence, once they know identify the emotion itself, to recognize them in the other, then pondering care actions such as listening treatment and care, for example.

The next category, Dark Pink and Carmine reiterate the idea that one must be able, know and believe in the donation process so that there is enough security by the professional to develop a family interview. So be fit for the whole process of notification, collection, donation, distribution and transplant; know everything about brain death; know the possibilities transplants and contraindications; know the Brazilian legislation; and know how the collection of organs were the main points raised by the subjects so that they know, know and believe ultimately in the organ donation process.

Such arguments hold deep relevance towards the activity that is developed by these guys since there is a great responsibility in managing such a long process and that has many people working to succeed in the outcome. Thus, it is essential to understand the whole process, its stages, the laws that delimit, to the point for example, to know that the largest recipient of information cannot be provided to the family of the donor for ethical reasons.

In the category dealing with the personal and professional characteristics acquired to conduct the interview, Permanent Dark Violet and Earth Burnt Sienna highlight the sensitivity main trait. The idea of the sensitivity revolved around aspects such as moderator to find the time to interview the family or not, leaving it free to talk at the time that feel ready to do so; matter as important as the technical development of the family interview activity; and as a means to understand that the interviewer does not necessarily have to resort only to "technical and scientific knowledge" to carry out this approach because understand that family members must also be heard providing tranquility, harmonization flow to the steps of the interview, the only technical terms handed down by the interviewers cannot climb.

In this context, we reaffirm the relevance of sensitivity for situations when dealing with death. According to a study that deals with health professionals relationship to human finitude, so there is the daily face the death of the other, health professionals such as nurses, doctors and psychologists seek support in explaining the objective causes that lead the patient to the end of life and individually seek resources in their own sensitivity and emotional maturity to the loss of coping.<sup>15</sup>

Already, in research that deals with the sensitivity and the humanization of health care is elated that the encounter with another person leads us to an extraordinary relationship, ie something different from the experience in the sense that the experience lingers in objectivity. Points out in this context that the objectivity of things is open to interpretation only as a visible and touched object - seized by some of our senses - without other sensations have participated, on the other hand the encounter with the other goes beyond what can be apprehended by the senses, it is pure sensitivity.<sup>16,17</sup>

Sensitivity is a feature that is included in the set of structural factors that must be understood in the care according to Watson as the provision of a physical environment, mental, socio-cultural and adequate spiritual support and protection; the promotion of

interpersonal teaching-learning; and the formation of a system of humanistic-altruistic values, with the cultivation of sensitivity of our own self and others.<sup>18</sup>

For occupational characteristics included: empathy and active listening. Both are inserted in the context sensitivity. Once to put you in the other and listen to it carefully, it is necessary that the professional is sensitized regarding this other. With that becomes more palpable understand that personal characteristics are not far from the professionals when it comes to the applicability of these qualities.

Still, in this same category, Cadmium Orange and Blue Hydrangea raise the question of self-knowledge and being good about yourself having emotional balance and professional characteristics to be obtained for successful completion of the interview. However, in a universe of twenty-four respondents, only three subjects, they recognized the importance of characteristics as fundamental to personal and professional development. These elements are essential in building not only a quality professional, but also personal growth of the subject.

Self-knowledge leads to emotional balance. This question is put on the first domain (fitness), which is "Knowing one's emotions" necessary for the construction of Emotional Intelligence.<sup>9</sup> This area is exploited the issue of self-awareness. The ability to control the feelings every moment is essential to providing the emotional insight and self understanding. The contrast, ie, failure to observe our true feelings leaves us in absentia of them<sup>(9)</sup>, which favors the rapid emotional imbalance. Safer people about their feelings are better pilots of their lives, thus having a wider awareness of how they feel about their own decisions.<sup>9</sup>

The next category that comes to dealing with family, Magenta, Olive Green and Red Lacquer Geranium bring the relevance of it available to the other, welcoming him and promoting active listening, respecting the time. In this regard, it is known that the host extends the intervention seeking resolution and humanization of care.<sup>19</sup>

Finally, the speech Paine de Grys is the category that puts the need for knowledge of the potential donor. This singling encompassed: to know the case of the potential donor and his details, know what the family already has information on the situation (potential donor), and hearing about the death (potential donor). Emerged in the reports is the question of Theoretical preparation of the interviewer, who was represented by: theoretical knowledge of family interview/Communication Course Bad News, Bad News; know how to give to people, and have the technical.

As well as other lines raised this same category, knowledge about the potential donor's situation is very important, since many details are collected this information. Among them, the cause of death, which finds the interviewer in the situation where the family is going through and helps you talk to the family.

In what concerns the interviewer's preparation, it emphasizes the weight of the theoretical framework that supports the technical knowledge about the Family Interview, which is offered by the courses themselves, or so-called "Course Bad News", which explains important steps to be included at this point - not translated necessarily into a plaster list of requirements to be met in that situation. However, it is significant to note that the academic production around the time of family interviews is in consolidation.

## CONCLUSION

Advanced coordinators in transplant think therefore that the family interview is made up of different dimensions. But before the partition large enough, this staff recognizes and reaffirms the importance of this stage placing it as decisive for the donation process, since it is the family interview that often moves a refusal to grant an authorization to, with clarification and guidance on the process, which lends credibility to staff and increases the confidence of the family herein.

They understand that to perform the family interview it is necessary to understand that it is an educational tool, a means of emotional support, being necessary to recognize, know and believe in the donation process, has personal characteristics and acquire specific professional characteristics, possess technical knowledge and knowledge of the potential donor. All this will reflect directly in contact, in coping with the family, and indirectly will shine on the conduct, safety and the emotional framework of the professionals who carry out family interviews.

When they brought back the deal with the family afloat, the coordinators demonstrate that the whole process is thought out and executed respecting these guys - that change every case, but that does not change the essence, because they are always the people closer to the potential donor.

When overpassing of their speech, so relevant points at this stage, signalize and provide the others who are also in this front line to list and what to mean (to make sense) and put into practice in industrial activities concerning family interview.

It is noteworthy, finally, that the study had been developed with subjects from the State of Rio de Janeiro and this guard delimitation with limitations, and suggested to others, continuous production and search for knowledge grounded in practice for reinforcement and construction of fortified bases information allowing more and more quality care in transplantation.

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Contact of the corresponding author:  
Paula Isabella Marujo Nunes da Fonseca  
Endereço: Av. Cel. Lucal de Oliveira, 1511, Apto 302 Bl A, Petrópolis,  
Porto Alegre/RS CEP:90460-001. Tel:+55 51 30285868 and +55 21  
9940207196 E-mail: paulaisabellafonseca@yahoo.com.br