

# Formative processes in nursing intervention in palliative care in internal medicine service patients

**Procesos formativos en la intervención de enfermería en cuidados paliativos en pacientes de servicio de medicina interna**

**Processos de formação na intervenção de enfermagem em cuidados paliativos em doentes de medicina interna**

**Ximena Silvana López Paredes\***  
**Sharon Thalía Silva Segura\***  
**Erika Melisa Valencia Aguay\***

---

## Abstract

The purpose of the research project was to determine the nursing intervention in palliative care in patients of the Internal Medicine service of the Alfredo Noboa Montenegro Hospital during the period October 2023- February 2024, since nursing professionals are exposed to social, health and service changes, whose deficiency or lack of knowledge can limit an integral, personalized and quality intervention that allows care from individuality, flexibility, continuity, accessibility and polyvalence. A descriptive, cross-sectional, bibliographic and field method was applied with a quantitative approach, whose research design was non-experimental and cross-sectional, applying a sample by convenience with a total of 17 nursing professionals working in the internal medicine service, in addition, a survey of 29 questions distributed in four dimensions was used to collect the information; actions, education, psycho-emotional support, spiritual and grief. According to the results, it was possible to demonstrate the deficiencies of nursing professionals, especially in the identification of palliative needs, symptom assessment, intervention processes, use of tools to assess psychoemotional and spiritual needs, pharmacological approach and information on bereavement, which made it necessary to establish a palliative care guide focused on nursing professionals, to be subsequently socialized with all personnel.

**Keywords:** palliative care, terminal illness, nursing, quality of life, symptom control.

## How to cite:

López, X., Silva, S., Valencia, E. (2024) Formative processes in nursing intervention in palliative care in internal medicine service patients. *Revista Iberoamericana De educación*, 8 (4).

Received: July, 2024  
Approved: September, 2024

DOI:  
<https://doi.org/10.31876/ie.v8i12.280>

<http://www.revista-iberoamericana.org/index.php/es>

\*Bachelor's Degree in Nursing  
(Universidad Estatal de Bolívar)  
silvhana@hotmail.es  
<https://orcid.org/0000-0001-9289-8089>

\* Bachelor's Degree in Nursing  
(Universidad Estatal de Bolívar)  
thaliasegura123@gmail.com  
<https://orcid.org/0009-0003-5095-4435>

\* Bachelor's Degree in Nursing  
(Universidad Estatal de Bolívar)  
valenciamelissa386@gmail.com  
<https://orcid.org/0009-0007-6845-6636>

### **Resumen**

Se presentó un resultado del proyecto de investigación Balcón de servicios para optimizar Customer Experience en el TES, correspondiente a la carrera de Tecnología Superior Universitaria en Dirección de Marketing y Gestión Comercial. El mismo respondió al resultado del Diagnóstico del estado actual de los procesos institucionales para identificar el nivel de calidad de los mismos y la satisfacción de los clientes el TES. La investigación es de tipo exploratoria, auxiliada en instrumentos como la encuesta y la auditoría de los protocolos de servicios de las áreas de bienestar estudiantil, admisiones y caja que permitieron identificar la satisfacción de los estudiantes ante los diferentes procesos y servicios que te prestan en la institución. Los resultados señalan la necesidad de implementar un Balcón de servicios que responda a las necesidades de los estudiantes en correspondencias con los procesos y servicios institucionales.

**Palabras clave:** Customer Experience, cliente, satisfacción

### **Resumo**

Foi apresentado um resultado do projeto de investigação Balcón de servicios para otimizar Customer Experience en el TES, correspondente à carreira de Técnico Superior Universitário em Marketing e Gestão Comercial. O mesmo respondeu ao resultado do diagnóstico do estado atual dos processos institucionais para identificar o nível de qualidade dos mesmos e a satisfação dos clientes do TES. A pesquisa é do tipo exploratória, auxiliada por instrumentos como o inquérito e a auditoria aos protocolos de atendimento das áreas de assistência estudantil, admissão e caixa, que permitiram identificar a satisfação dos alunos com os diferentes processos e serviços prestados pela instituição. Os resultados apontam para a necessidade de implementação de um balcão de atendimento que responda às necessidades dos alunos em correspondência com os processos e serviços institucionais.

**Palavras-chave:** Experiência do Cliente, cliente, satisfação

### **INTRODUCTION**

The role of nursing in palliative care is very indispensable, since they are the health professionals who spend more time with patients, therefore, their responsibility and protagonism are incalculable and openly grateful in achieving the objectives of the patient's well-being, being necessary a care focused on the administration of drugs and the

relief of pain, discomfort, fear and all the negative symptoms presented by the sick in the last stage of their lives (Alborea, 2021). Currently, there is an increase in chronic degenerative diseases that are related to terminal states, being necessary the implementation of palliative care through specialized medical care by nursing professionals, in order to treat the emotional, social, practical and spiritual problems that the disease poses (Souza et al., 2021).

Globally, it is estimated that 40 million people need palliative care, of which only 14% have received such care, with pain being one of the main symptoms presented by patients, becoming a constraint for people with terminal illnesses, since the lack of training by health professionals has hindered improvement programs in palliative care (World Health Organization, 2020).

According to the Institute of Culture and Society of the University of Navarra (2021) in their study carried out in 17 Latin American countries, they revealed that only 7% of people have access to palliative care, due to the fact that there are only 1,562 specialized teams in the entire region, which means an insufficient rate of 2.6 per million inhabitants. This problem is increasing due to the increase in cardiovascular pathologies or non-communicable diseases such as cancer, in addition to the aging of the population.

According to Pozo and Fernandez (2017) state that in Ecuador 35% of deaths require palliative care, and it is necessary to strengthen this service to allow its integration in all medical areas; therefore, health professionals should know palliative care so that they can provide patients with a better quality of life during their treatment.

According to a report issued by the Ministry of Economic and Social Inclusion (2018) states that, in Bolivar Province there are a total of 3,825 elderly people who have chronic degenerative diseases in progressive and advanced stage, in which they do not have adequate care due to their social situation and lack of economic resources that has limited timely medical care.

In this geographical context, the Alfredo Noboa Montenegro Hospital in the city of Guaranda presents problems of medical care in palliative care, especially in the area of Internal Medicine, since the intervention processes by the nursing staff have not been carried out correctly, which has led to limited humanized and comprehensive care in patients with chronic and degenerative diseases (García and Ramos, 2018).

According to Calderón et al. (2020) the deficiencies presented by nursing professionals regarding palliative care are due to the lack of training from the academy, since there are not enough professionals

specialized in palliative care, which causes feelings of frustration, anguish and insecurity that they must face in their work activities, being an impediment to provide a quality service.

For Codorniu (2019) nursing professionals are exposed to social, health and service changes, whose deficiency or lack of knowledge limits a comprehensive, personalized and quality intervention that allows care from individuality, flexibility, continuity, accessibility and polyvalence. Therefore, it is necessary for nurses to acquire knowledge in health technology, clinical ethics and interpersonal relationships in order to efficiently face the demands of patients and the challenges of the profession itself.

In this sense, the study was conducted in order to determine the nursing intervention in palliative care in patients of the Alfredo Noboa Montenegro Internal Medicine service during the period October 2023 - February 2024. Therefore, it is important to carry out the study since a correct intervention in patients with terminal illnesses will allow knowing their current situation, in this way it will be possible to provide the appropriate medications to contribute to their spiritual and emotional needs to obtain a better diagnosis of their illness, making pertinent decisions for an efficient coordination with the Internal Medicine staff and taking care of their physical, emotional and social state.

The project will contribute to know the reality in which nursing professionals find themselves in relation to palliative care, since the increase of chronic degenerative diseases has caused a considerable demand of patients at the Alfredo Noboa Montenegro Hospital, which is essential to guarantee the rights of terminally ill patients to alleviate pain and suffering, in addition to addressing physical, social and emotional aspects.

The beneficiaries of the project will be all nursing professionals working in the internal medicine area, as well as patients with terminal illnesses, whose care will allow active, continuous, comprehensive, empathetic, supportive and quality care, alleviating their physical, psychological and social needs in order to improve their quality of life, respecting their will and their right to health.

## **MATERIALS AND METHODS**

The study was carried out at the Alfredo Noboa Montenegro Hospital, specifically in the area of Internal Medicine and focused on nursing intervention in palliative care, for which a methodology with a quantitative approach was used, thus identifying the knowledge that nursing professionals possess in relation to palliative

care, In addition, the research has a descriptive, cross-sectional, bibliographic and field level, whose research design was non-experimental and cross-sectional, since the variables under study were not manipulated and it was mainly based on direct observation of the phenomenon as it occurs in its natural context. Since the sample is small, the entire study population was taken into consideration, considering 11 nurses and 6 auxiliary nurses who work rotating shifts in the Internal Medicine area.

The technique used in this research was through a survey directed to nursing professionals working in the Internal Medicine area, whose questionnaire consisted of 29 questions with Likert-type answers, being the main instrument that allowed identifying the knowledge that nursing professionals have regarding palliative care. Likewise, a palliative care guide was prepared focusing on the assessment of palliative needs, common symptoms, pharmacological and non-pharmacological approach, subcutaneous route, ethical aspects of nursing, psychosocial, spiritual and communication aspects.

It is worth mentioning that the research instrument was validated by three nursing professionals, obtaining an approval criterion of acceptable and very acceptable, likewise, the participants signed an informed consent form, so that the information obtained is confidential, whose information was used only for the analysis of the research work. The information was processed through the statistical program SPSS of the company IBM Spanish version, in which statistical tables and graphs were made for the analysis and interpretation of results, in addition to using the Word program version 2016 to process the information of the palliative care guide and its respective socialization with the nursing staff.

## RESULTS

**Table 1.** *Identification of the level of nursing staff knowledge of palliative care in Internal Medicine patients.*

Questions	Never	Very rare	Sometimes	Regularly	Always
Do you apply the nursing care process (assessment, diagnosis, planning, implementation and evaluation) to the patient?	0%	5,88%	17,65%	47,06%	29,41%

In assessing the symptoms of palliative care patients do you work with a patient, caregiver/family focus?	0%	5,88%	23,53%	41,18%	29,41%
The following tools are used to identify the needs of patients requiring palliative care: "Gold Standards Framework Prognostics Indicator Guide, NECPAL 1?0 - NECPAL CCOMS - ICO, NECPAL 3.0"?	0%	5,88%	23,53%	11,76%	17,65%
To measure the intensity of pain and other symptoms in patients with diseases requiring palliative care, the following tools are used: "Visual analog scale, numerical pain intensity scale, simple descriptive pain intensity scale?"	0%	29,41	41,18%	11,76%	17,65%
Does it meet the physical needs of patients with chronic, progressive and terminal illnesses?	0%	11,76%	23,53%	47,06%	17,65%
Do you consistently observe signs of dehydration and its complications?	0%	5,88%	11,76%	52,94%	29,41%
Does it provide complete and clear information about care to the patient and caregiver/family?	0%	11,76%	17,65%	58,82%	11,76%
Do you apply active listening during communication with the patient and	0%	11,76%	5,82%	64,71%	17,65%

caregiver/family members?					
Do you inform the patient and caregiver/family before administering a medication?	0%	17,65%	58,82%	17,65%	5,88%
Does it assess the psychoemotional needs of patients in need of palliative care and their caregiver/family?	0%	5,82%	29,41%	52,94%	11,76%
Do you assess the patient's spiritual needs?	5,88%	17,65%	41,18%	29,41%	5,88%
Does it provide basic emotional support to the patient and caregiver/family member after receiving bad news?	0%	11,76%	64,71%	17,65%	5,88%

**Prepared by;** (Valencia and Silva, 2024).

According to the surveys conducted among nursing professionals, it was found that 47% apply nursing processes on a regular basis, which shows a certain deficiency which in turn limits the organization of their work to evaluate changes and progress in the improvement of the patient's state of wellbeing. These results are similar to those obtained by Miranda et al. (2020) where they showed that the intervention of nursing processes allows providing comprehensive care to patients from the initial experience as a daily activity of care and with a positive projection to the world of work, not exempt from restrictions in its application to the hospital environment. Likewise, 41% rate symptoms regularly, and it is necessary for the professional to know and assume the patient's point of view in order to increase their satisfaction and the quality of health care. The results of this survey are similar to those obtained by Ponti et al. (2019) where they showed that only 12% of respondents expressed knowledge and appreciation of palliative care symptoms, which may affect decision making during patient assessment.

Forty-one percent of respondents sometimes use tools to identify the needs of patients, which needs to be improved in this aspect to generate positive results in the identification of needs and the timely

recognition of the points that require greater palliative intervention. In this regard, Tripodoro et al. (2020) conducted a research study to improve these shortcomings, where they applied the NECPAL tool to identify palliative needs, the results of which allowed improving the comprehensive care of patients by 94%. With regard to pain intensity measurement scales, 41% of respondents use them on certain occasions, which may cause the assessment acquired to present inconsistencies in measuring the pain and sensations presented by the patient, as shown in a study by Uriel et al. (2023) where measurement scales such as the luminous analog, Luesher's gray scale, Downie's numerical scale and simple descriptive scale were applied, which allowed therapeutic decisions to be made in a timely manner, efficacy in the administration of analgesia and evaluation of results to measure pain intensity correctly.

On the other hand, 47% meet their physical needs on a regular basis, and it is essential to prioritize these needs so that the patient can receive good hygiene, food, mobilization, rest and relief from pain derived from the disease. As stated by Ayala et al. (2023) in their research study, whose results showed that it is essential that they receive good hygiene, personal grooming, food, mobilization, rest and relief of the main pains derived from the disease, thus improving the quality of life during the terminal stage. In relation to the signs of dehydration, 53% of those surveyed observed constant dehydration, which is important for regulating body temperature so that nutrients and oxygen can be transported to the patient's cells. These results are similar to those obtained by Maset (2021) where it is evident that poor care by nursing professionals to constantly hydrate the patient can cause irritability, dizziness, vomiting, constipation and headache, therefore, it is important that professionals keep patients constantly hydrated during palliative care, so that in this way body temperature can be regulated and nutrients and oxygen can be transported to the patient's cells to maintain their physical well-being.

In reference to information about patient care, 59% provide complete information on a regular basis, which information is essential to restore the patient and family's emotional stability, as demonstrated by Sierra et al. (2019) in their study on communication in palliative care, the results of which made it possible to contribute to alleviating the patient's suffering, accompanying them until the last stage of their illness. In the same context, 65% regularly apply active listening during communication with the patient, which is essential to better cope during the terminal stage. With regard to information for administering medication, this is demonstrated by a study conducted

by Subiela et al. (2019) whose findings allowed better coping during the patient's terminal stage, using more than one sense, in addition to eye contact, body movements, position and relevant messages for the patient's family.

On the other hand, 59% informed the patient and family about its administration on certain occasions, so it should be considered that their information becomes a pharmacotherapeutic link. These results are similar to those obtained by Tapiero (2021) where it was found that 85% of the respondents expressed the inconvenience of informing the patient prior to the administration of a drug, therefore, it is essential that patients know about the drugs, since it is a pharmacotherapeutic link in which the necessary aspects to achieve the success of the pharmacological therapy are addressed. In relation to psychoemotional needs, 53% evaluate on a regular basis, therefore this component should be considered within palliative care, since situations that produce anguish, sadness and pain to the patient should be addressed, as shown by the findings obtained by Guijar (2018) whose results evidenced that the nursing staff were not in an ideal position to detect the emotional needs of the patient, therefore, they present problems to face the situations that produce anguish, sadness and pain to the patient, caused by the burden of symptoms that affect their daily life.

Likewise, 41% sometimes evaluate the spiritual needs of the patient, therefore, they should consider their spiritual expression and religious manifestation to promote and facilitate practices that generate peace and tranquility in the patient and family. With regard to emotional support after receiving bad news, this is shown in a study by Jara (2020) where she witnessed deficiencies during the assessment of spiritual needs, which is necessary for nursing professionals to put aside their own expectations and focus on the spiritual needs of the patient, considering their spiritual expression and religious manifestations to facilitate and promote practices that generate tranquility and peace in the patient and family. In addition, 65% sometimes provide emotional support, being necessary to gather all available information from the patient, providing information according to the patient's needs and desires, as shown in a study by Miranda et al. (2022) where they emphasize adequate communication during bad news, so that the nursing professional gathers all available information about the patient's disease, providing information according to the patient's wishes and needs, to reduce the emotional impact of both the patient and his family after receiving bad news.

Once the nursing professionals had been surveyed, a nursing intervention guide was prepared, based on the manuals established by the Ministry of Public Health and documents published by international health institutions, in order to provide technical and scientific support for the preparation of the guide, which consisted of several components focused on the assessment of palliative needs, common symptoms, pharmacological approach, ethical aspects, advance planning, psychosocial, spiritual and bereavement aspects. Subsequently, the intervention guide was socialized through a chronogram of activities, in which the objective, the description of the activity, those responsible and the dates of socialization were determined, whose purpose was focused on improving palliative care.

**Table 2.** *Socialization of the guide with nursing professionals*

Socialization				Jan-24			
Target	Activity	Participants	Responsible				
				1 wk	2 sem	3 sem	4 sem
perform a multidimensional assessment to identify any type of need that arises in the disease process.	Palliative needs assessment	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)				
early identification of symptoms in various life-limiting conditions in adult and pediatric patients.	Common palliative care symptoms	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)				
To achieve adequate symptom control and pharmacological interventions for the patient and possible drug-drug interactions.	Pharmacological approach in palliative care	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)				

Facilitate the proper, safe and effective use of the subcutaneous route for nursing professionals.	Subcutaneous route in palliative care	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)	
To learn about non-pharmacological interventions that include psychological and physical strategies to reduce pain.	Non-pharmacological approach in palliative care	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)	
To raise awareness of the ethical principles that govern the nursing profession in order to provide adequate palliative care.	Ethical aspects in palliative nursing	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)	
Review the patient's condition and prognosis in the event of a crisis, in order to prepare the patient through timely decisions in medical treatment	Advance palliative care planning	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)	
To have the ability to cope with situations of anguish, sadness and pain generated in the patient that limit the rhythm of his/her daily life.	Psychosocial aspects of palliative care	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)	
Provide a constant presence, listening and compassionate support for all that arises during the disease process and the patient's end of life.	Palliative care and spirituality	Internal medicine nursing professionals	Éricka Valencia and Thalia Silva (UEB Students)	

Prepared by: (Valencia and Silva, 2024)

## CONCLUSIONS

According to the surveys conducted, it could be seen that the level of knowledge of nursing professionals is at a regular level, presenting deficiencies in the processes of nursing intervention with 47%, symptom assessment with 41%, scarce use of tools to identify with 41%, scarce administration of medications with 59%, scales of measurement of intensity of measurement with 41%, in addition to

presenting psychoemotional deficiencies with 53%, spiritual with 41%. In addition to presenting psychoemotional deficiencies (53%), spiritual deficiencies (41%), deficiencies in providing complete information on palliative care (65%) and deficiencies in providing information on bereavement and available resources (41%), it was also evident that there are deficiencies in providing information on bereavement and available resources (41%).

A nursing intervention guide was prepared based on the manuals established by the Ministry of Public Health and documents published by international health institutions, in order to provide technical and scientific support for the preparation of the guide, which consisted of several components focused on the assessment of palliative needs, common symptoms, pharmacological approach, ethical aspects, advance planning, psychosocial, spiritual and bereavement aspects.

The intervention guide was socialized through a chronogram of activities, in which the objective, the description of the activity, those responsible and the dates of socialization were determined, whose purpose was focused on improving palliative care, so that nursing professionals can perform an adequate assessment of palliative needs, in addition to identifying the common symptoms of terminally ill patients, as well as the appropriate approach to pharmacological use during the administration of medications, ethical aspects during palliative care, and the correct assessment of physical, psychological and spiritual needs through appropriate tools that allow a proper diagnosis and treatment during the patient's illness.

## REFERENCES

- Acurio, S., Quije, V. and Vasquez, B. (2022). The role of nursing in palliative care. *Revista Ciencias de la Salud*, 34(2), 6. Retrieved from <https://www.dominiodelasciencias.com/ojs/index.php/es/articulo/view/2769/html>
- Abuín Vences, N., & Sierra Sánchez, J. (2022). Fenómeno de la covid-19: retrospectiva de las estrategias informativas y persuasivas en pandemia. *Palabra Clave*, 25(1). <https://doi.org/10.5294/PACLA.2022.25.1.1>
- Alborea, B. (January 15, 2021). The role of nursing in palliative care. Retrieved from <https://alboreasalud.com/el-papel-de-la-enfermeria-en-cuidados-paliativos/>
- Alvarado, A., Venegas, B. and Salazar, A. (2023). Application of Roy's Adaptation Model in the community context. *Cuidarte*

- Magazine, 14(3), 3. Retrieved from <https://revistas.udes.edu.co/cuidarte/article/view/3016/2855>
- Álvarez, M., Amoedo, M., Cano, A., Gandía, M., García, M. and López, M. (2021). Use of the subcutaneous route. Practical recommendations guide from disease-centered practice to patient-centered care. GRP. SECPAL.
- Arias, T. and Cusme, N. (2020). Palliative care in oncology patients belonging to Solca Nucleo de Tungurahua. *Revista Enfermería Investiga, Investigación, Vinculación, Docencia y Gestión*, 6(4), 40-48. Retrieved from <https://orcid.org/0000-0002-5402-0088>
- Latin American Palliative Care Association (2020). The 10 principles of care for the last hours of life: challenges and opportunities. Retrieved from <https://cuidadospaliativos.org/uploads/2020/4/10%20principios%20de%20cuidados%20ultimas%20horas%20de%20vida.pdf>
- Ayala, R., Ponce, G. and Carmona, B. (2023). Palliative care needs in the Complex Degenerative Chronic Patient. *Global Nursing Journal*, 22(69), 167-180. Obtenido de <https://scielo.isciii.es/pdf/eg/v22n69/1695-6141-eg-22-69-167.pdf>
- Benítez, M. and Asensio, A. (2022). Palliative Care. Communication with the terminally ill patient. *Revista Atención Primaria*, 30(7), 463. Retrieved from <https://www.elsevier.es/es-revista-atencion-primaria-27-pdf-13039041>
- Calderón, V., Angúlo, K., Gallego, M. and Ramírez, A. (2020). Issues facing nurses in palliative care. *ORCID Journal*, 2(4), 334. Retrieved from <https://docs.bvsalud.org/biblioref/2021/05/1224098/325-339.pdf>
- Castillo, P., Corbí, P., Fernández, V., Martín, H., Montoto, R. and Pérez, M. (2021). Palliative care, Guide for primary care. Retrieved from [https://ingesa.sanidad.gob.es/ca/bibliotecaPublicaciones/publicaciones/internet/docs/Cuidados\\_Paliativos.pdf-f#page=51](https://ingesa.sanidad.gob.es/ca/bibliotecaPublicaciones/publicaciones/internet/docs/Cuidados_Paliativos.pdf-f#page=51)
- Clínica Universidad de Navarra (2023). Medical Treatment: What is a treatment? Retrieved from <https://www.cun.es/diccionario-medico/terminos/tratamiento>
- Conceição et al. (2019). Knowledge about palliative care among resident physicians in a university hospital. *Revista Bioética*, 27(1), 134. Retrieved from

- <https://www.scielo.br/j/bioet/a/nr7qPPRPj96JcWw5gpp6bTH/?format=pdf&lang=es>
- Cortés, R. and Ramos, A. (2022). Knowledge in palliative care among nurses in a second level hospital in Spain. *Revista Oficial de la Sociedad Española de Enfermería Oncológica*, 24(1), 50-74. Retrieved from <https://revista.proeditio.com/enfermeriaoncolologica/article/download/3805/5337>
- Covarrubias, A., Otero, M., Templos, L., & Soto, E. (2019). Background of palliative medicine in Mexico: continuing education in palliative care. *Revista Mexicana de Anestesiología*, 42(2), 127. Retrieved from <https://www.scielo.org.mx/pdf/rma/v42n2/0484-7903-rma-42-02-122.pdf>
- Dos Santos, M., Garcia, R. and Da Silva. (2021). Patient comfort in palliative care: an integrative review. *Global Nursing Journal*, 20(61), 420-465. Obtenido de <https://scielo.isciii.es/pdf/eg/v20n61/1695-6141-eg-20-61-420.pdf>
- Esperandio, M. and Leget, C. (2020). Spirituality in palliative care: a public health problem? *Bioethics Journal*, 28(3). Retrieved from <https://www.scielo.br/j/bioet/a/shqWMcjFPMGWQnqyfyHNHbh/?format=pdf&lang=es>
- Estrada, M., Díaz, R., Restrepo, N., Sotto, N., Gallego, D., Zapata, D., & Restrepo, R. (February 21, 2022). Implementation of bioethical considerations in nursing in palliative care of the elderly, a challenge. Retrieved from Systematic review: <https://52.5.142.101/handle/10946/5729#.Yjl0mpnjOgE.mendley>.
- Montes Fernández, J., & Sierra Sánchez, J. (2009). Origen de la radiodifusión pirata comercial. *Ambitos: Revista internacional de comunicación*, 18, 41-50. <https://doi.org/10.12795/AMBITOS.2009.I18.03>
- Saura, S., Rondón, G., Prieto, G., Pla, N. and Serna, J. (2020). Levetirace-tam in continuous subcutaneous infusion at the end of life. *Med Paliativa*, 27(1), 58-62.
- Sierra, L., Montoya, R., Paz, M., López, M., & Montalvo, A. (2019). Family Caregiver's experience with palliative and end-of-life care. *Index Journal of Nursing*, 28(2). Retrieved from [https://scielo.isciii.es/scielo.php?script=sci\\_arttext&pid=S1132-12962019000100011](https://scielo.isciii.es/scielo.php?script=sci_arttext&pid=S1132-12962019000100011)

- Spanish Society of Palliative Care . (April 2019). Worrying increase in the number of people without access to palliative care. Retrieved from <https://www.geriaticarea.com/2019/04/24/preocupante-aumento-del-numero-de-personas-sin-acceso-a-cuidados-paliativos/>
- Souza et al. (2021). Patient comfort in palliative care: an integrative review. *Global Nursing Journal*, 20(61), 420. Retrieved from <https://scielo.isciii.es/pdf/eg/v20n61/1695-6141-eg-20-61-420.pdf>
- Suarez and Del Valle (2019). Agony: Identification and coping. *Journal Health, Aging & End of Life*, 7(1), 49. Retrieved from <https://reunido.uniovi.es/index.php/hael/article/view/19251/15496>
- Subiela, A., Abellón, J., Celdrán, A., Manzanares, J. and Rámis, A. (2019). The importance of Active Listening in Nursing intervention. *Global Nursing Journal*, 13(34).
- Tapiero, A. (2021). *Bioethical principles: do they apply in the situation of terminal illness? . Valencia : First Volume .*
- Tomlinson, D., Hyslop, S., Stein, E., Spiegler, B., Vettese, E. and Kuczynski, S. (2019). Development of mini-SSPedi for children 4-7 years of age receiving cancer treatments. *BMC Cancer*. *BMC Cancer*, 19(1), 1-9.
- Tripodoro, V., Llanos, V., Lellis, S., Salazar, M. and De Simone, G. (2020). Demonstrative model for early identification and continuum of care of patients with cancer and palliative needs. *Revista Argentina de Salud Pública*, 12(1), 1-6. Retrieved from <http://www.scielo.org.ar/pdf/rasp/v12/1853-810X-rasp-12-09.pdf>
- Uranga, C., Ruíz, E. and Palome, G. (2023). Level of Knowledge About Palliative Care of Nursing Staff in a Second Level Hospital. *European Scientific Journal*, 19(12), 12. Retrieved from <https://ejournal.org/index.php/esj/article/view/16712>
- Uriel, R., Molina, P., Cebrián, L., Hernández, E., Santamaría, E. and Carnicero, A. (2023). Tools for healthcare personnel in the assessment of pain. *Revista Sanitaria de Investigación*, 2. Retrieved from <https://revistasanitariadeinvestigacion.com/herramientas-para-el-personal-sanitario-en-la-valoracion-del-dolor/>
- Valcárcel, C., García ,M. and Cortés, C. (2022). Spanish version of the Edmonton Symptom Assessment System (ESAS): a reference instrument for the symptomatic assessment of

- patients with advanced cancer. *Med. Paliativa*, 20(4), 143. Retrieved from <https://www.elsevier.es/es-revista-medicina-paliativa-337-articulo-ver-sion-espanola-del-edmonton-symptom-S1134248X13000529>
- Valencia, M. and Rodríguez, A. (2021). Reflection of the humanization of care: Jean Watson's theory and proposal for its application. *Revista de Enfermería*, 6(1), 3. Retrieved from <https://rce.uv.cl/index.php/Benessere/article/download/3037/2910>
- Vásquez, E., Sotomayor, J., González, A., Montiel, J., Gutierrez, I., Romero, M., Castellano, J. and Campos, L. (2018). Patient satisfaction in the first level of medical care. *Revista de Salud Pública*, 20(2), 255. Retrieved from <https://www.scielo.org/article/rsap/2018.v20n2/254-257/>
- Vega, P., González, R., López, M., Abarca, E., Carrasco, P., Suárez, L., & González, X. (2019). Perception of bereavement support by professionals and pediatric intensive care technicians in public hospitals. *Revista chilena de pediatría*, 90(4). Obtenido de [https://www.scielo.cl/scielo.php?script=sci\\_arttext&pid=S0370-41062019000400429](https://www.scielo.cl/scielo.php?script=sci_arttext&pid=S0370-41062019000400429)
- Villanueva, Q. (2019). Knowledge and attitudes of nursing inrenos on palliative care, Universidad Señor de Sipan, Pimentel 2019. Retrieved from Tesis de grado. Universidad Señor de Sipan: <https://repositorio.uss.edu.pe/bitstream/handle/20.500.12802/7246/Villanueva%20Salva%20Quelita.pdf?sequence=1&isAllowed=y>