

## LISTENING PROJECT: ACTIVE LISTENING WITH PATIENTS IN PALLIATIVE CARE

### PROJETO ESCUTAÇÃO: A ESCUTA ATIVA COM PACIENTES EM CUIDADOS PALIATIVOS

### PROYECTO ESCUCHA: LA ESCUCHA ACTIVA CON PACIENTES EN CUIDADOS PALIATIVOS



<https://doi.org/10.56238/sevenced2026.014-005>

**Carolina Rasch de Avila<sup>1</sup>, Amanda Braga Pereira<sup>2</sup>, Carolina Bartz Russo<sup>3</sup>, Manuela de Faria Santos Vencato<sup>4</sup>, Yasmin Basso<sup>5</sup>, Caroline Vasconcellos Lopes<sup>6</sup>**

#### ABSTRACT

This paper presents an experience report on the Escutação Project, developed by students from the Catholic University of Pelotas (UCPel), focusing on the application of active listening with patients under palliative care. The main objective of the initiative is to address the biopsychosocial demands of users from the Palliative Care Unit and the Outpatient Clinic of Integrative and Complementary Health Practices, providing a space for relief from psychosomatic suffering and strengthening the bond among professionals, patients, and their families. Partial results indicate a significant improvement in the emotional well-being of participants, a reduction in social isolation, and the identification of vulnerabilities such as family burden and domestic violence. For the extension students, the practice enables the development of communication skills, empathy, and professional ethics. Therefore, it is concluded that active listening constitutes a fundamental therapeutic and humanized tool, capable of promoting dignity and comprehensive health care in the face of life-limiting conditions.

**Keywords:** Active Listening. Palliative Care. Humanization. University Extension.

#### RESUMO

O presente trabalho apresenta um relato de experiência sobre o Projeto Escutação, desenvolvido pelos estudantes da Universidade Católica de Pelotas (UCPel), com foco na aplicação da escuta ativa em pacientes sob cuidados paliativos. O objetivo central da iniciativa é acolher as demandas biopsicossociais de usuários da Unidade Cuidativa e do Ambulatório de Práticas Integrativas e Complementares em Saúde, proporcionando um espaço de alívio para o sofrimento psicossomático e fortalecendo o vínculo entre profissionais, pacientes e familiares. Os resultados parciais indicam uma melhora significativa no bem-estar emocional dos participantes, a redução do isolamento social e a

<sup>1</sup> Psychology Student. Universidade Católica de Pelotas. E-mail: carolina.rasch@sou.ucpel.edu.br

<sup>2</sup> Psychology Student. Universidade Católica de Pelotas. E-mail: amanda.pereira@sou.ucpel.edu.br

<sup>3</sup> Medical Student. Universidade Católica de Pelotas. E-mail: carolina.russo@sou.ucpel.edu.br

<sup>4</sup> Medical Student. Universidade Católica de Pelotas. E-mail: manuela.vencato@sou.ucpel.edu.br

<sup>5</sup> Medical Student. Universidade Católica de Pelotas. E-mail: yasmin.basso@sou.ucpel.edu.br

<sup>6</sup> Professor/Advisor. Universidade Católica de Pelotas. E-mail: caroline.lopes@ucpel.edu.br

identificação de vulnerabilidades, como sobrecarga familiar e violência doméstica. Para os extensionistas, a prática viabiliza o aprimoramento de competências comunicacionais, empatia e ética profissional. Portanto, conclui-se que a escuta ativa configura-se como uma ferramenta terapêutica e humanizada fundamental, capaz de promover a dignidade e o cuidado integral em saúde diante de condições limitantes da vida.

**Palavras-chave:** Escuta Ativa. Cuidados Paliativos. Humanização. Extensão Universitária.

## **RESUMEN**

El presente trabajo presenta un informe de experiencia sobre el Proyecto EscutAção, desarrollado por estudiantes de la Universidad Católica de Pelotas (UCPel), con enfoque en la aplicación de la escucha activa en pacientes bajo cuidados paliativos. El objetivo central de la iniciativa es acoger las demandas biopsicosociales de los usuarios de la Unidad de Cuidados Paliativos y del Ambulatorio de Prácticas Integrativas y Complementarias en Salud, proporcionando un espacio de alivio para el sufrimiento psicosomático y fortaleciendo el vínculo entre profesionales, pacientes y familiares. Los resultados parciales indican una mejora significativa en el bienestar emocional de los participantes, la reducción del aislamiento social y la identificación de vulnerabilidades, como la sobrecarga familiar y la violencia doméstica. Para los estudiantes extensionistas, la práctica permite el desarrollo de competencias comunicativas, empatía y ética profesional. Por lo tanto, se concluye que la escucha activa se configura como una herramienta terapéutica y humanizada fundamental, capaz de promover la dignidad y el cuidado integral en salud frente a condiciones limitantes de la vida.

**Palabras clave:** Escucha Activa. Cuidados Paliativos. Humanización. Extensión Universitaria.

## 1 INTRODUCTION

This report was based on the experiences provided by the Listening Project, developed by the Catholic University of Pelotas. The actions in this report focused on patients in palliative care. Palliative care is health actions and services for the relief of pain, suffering, and other symptoms in individuals who face health conditions that threaten or limit the continuity of life, according to the definition expressed in Ordinance 3,681 of May 7, 2024 on the National Palliative Care Policy.

Therefore, active listening, as it is the act of listening attentively to improve communication between the professional and the individual to be welcomed, is an ally of health professionals from various specialties, especially those who work in care services for these patients. Attentive and welcoming listening to patients is crucial to identify physical symptoms and alleviate psychosomatic and psychological symptoms, but in addition to the patients, it was also necessary to listen to the companions and family members who face the process alongside the patients.

The EscutAção Project, which made it possible to carry out the listening actions, aims to understand the demands of users of the Outpatient Clinic of Integrative and Complementary Practices in Health and the Care Unit – Reference Center for Palliative Care, both places of operation of the Catholic University of Pelotas, and to provide welcome to those who seek extension workers.

Welcoming activities through active listening help to decongest care services for palliative patients, because, as exposed by CASTRO (2022), many individuals only need a moment to externalize the emotional issues that surround them. In this case, many of them are adjacent to the chronic diseases treated in the services, so when they meet the extension workers, the patients can be welcomed without interrupting the services provided at the institution.

## 2 METHODOLOGY

This is a descriptive study of the experience report type, based on the listening carried out in the premises of the health services of the Catholic University of Pelotas by extension students of the Medicine and Psychology courses. The listening activities were carried out in a non-structured way, according to the listening needs of the service users.

The listening sessions did not have a predetermined duration, and could be brief or extensive depending on the emotional and physical needs of the sheltered people. At the end of listening to each patient, a brief questionnaire was applied to evaluate the activity

performed, with the purpose of improving the processes. After each listening, the students prepared a report of the activity, to ensure the registration of the demands and results.

### **3 REPORTS AND IMPACTS GENERATED**

The Project's activities began in May 2025 and so far, listening has been carried out in the different health care scenarios mentioned in the introduction, which have involved elderly and adult people living with chronic diseases and the issues that permeate them, such as family overload, domestic violence and loneliness, themes related to palliative care both in the context of those who are facing diseases that threaten the continuity of life, and the family members who follow the process.

As a result, it was noticeable the improvement in the emotional well-being of the participants, the strengthening of support networks and the identification of some recurring issues, such as social isolation, psychological suffering and difficulties in accessing adequate diagnoses. Given the benefits of listening, at present, the project is in progress, with periodic activities, systematic records and constant monitoring of the advisors (professionals in the field of Nursing) to evaluate its impacts, which, so far, have proved to be the promotion of emotional comfort, appreciation of the life stories of the participants, reduction of social isolation and the awareness of the community for humanized listening practices, which, in general, translates into health promotion in underexplored spheres.

As for the extension workers, there were significant contributions of the action to their academic training, such as the improvement of communication skills, critical sense and ethical commitment, as well as the exercise of empathy, preparing them for a more humanized professional performance and integrated with the social reality.

### **4 FINAL CONSIDERATIONS**

Finally, the EscutAção Project demonstrates the importance of active listening as an essential practice in health care, especially in palliative care contexts. The action fulfills the objective of offering humanized welcoming, strengthening bonds between patients, families and services, in addition to providing a legitimate space for expression and emotional relief.

For the community, the activities are an opportunity to value subjectivity and promote dignity in coping with limiting living conditions. For the university, they reinforce the relevance of university extension as a bridge between academic knowledge and social needs.

From a formative point of view, the experience contributes to the formation of future professionals who are more sensitive, ethical and prepared to deal with the complexity of health care, strengthening communication skills and promoting the practice of empathy. Thus,

it is evident that active listening, in addition to being a therapeutic tool, is also a transformative practice that broadens the view of comprehensive health care.

## REFERENCES

Brasil. Ministério da Saúde. (2024). Portaria nº 3.681, de 7 de maio de 2024. Diário Oficial da União.

Castro, E. (2022). A prática da escuta ativa em momentos de angústia: Relato de experiência em plantão psicológico. Em N. Santos & J. Klauss (Orgs.), *Psicologia e saúde: Pesquisa, saúde e estudos interdisciplinares* (pp. 41–50). Editora Científica.