

The status quo and demand of medical nurse management training under auxiliary nursing mode

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Abstract: Objective To set up medical nurses and implement job responsibility management and training in the high-quality nursing demonstration ward of a tertiary hospital. Methods The 14 high-quality nursing demonstration wards of the hospital set up nursing staff positions and implemented job responsibilities management, established a management team, formulated and implemented the job responsibilities of medical nursing staff, carried out pre-job training and on-the-job training, and conducted regular assessments. Results After the implementation of job responsibility management for nursing staff, the satisfaction of medical staff and patients has improved. Conclusion The main job responsibility of nurses is to assist nurses in completing basic life care in the ward, and each ward is equipped with one. At present, the employment forms of nursing staff are divided into two forms: outsourcing and internal recruitment to meet clinical needs. In order to improve the job skills of nurses, expand the service content, provide patients with professional, comfortable and safe nursing services, and cooperate with medical care to take care of critically ill patients, a training plan for on-the-job nurses has been formulated and implemented.

Keywords: high-quality nursing management; nursing staff job responsibilities; job training

According to the Ministry of Health ' s implementation of high-quality nursing management measures in the national health system since 2010, Wuhan Yaxin General Hospital will first set up medical care workers positions in each ward. Under the guidance of responsible nurses, care workers are responsible for high-quality basic nursing services. Each department has carried out demonstration projects for high-quality nursing services. The ratio of beds to nurses in the ward reaches 1:0.4, and daily nursing care is done by hospital nurses. However, because the allocation of clinical nurses' human resources cannot fully meet the requirements of clinical nursing, the workload of nurses is large and basic nursing is not in place, which affects patients' satisfaction with nursing work. In order to strengthen clinical nursing work and improve the quality of high-quality nursing care, our hospital has assigned medical nurses to the ward and formulated corresponding job responsibilities. After the adoption of nurses, the quality of nursing has been significantly improved and the effect is good. The report is as follows.

1 method

1.1 The establishment of nursing staff

The hospital has 14 high-quality nursing demonstration wards equipped with 24 nursing staff, 1.7 per ward, all of whom are female. They are hospital contract personnel. There are 10 junior high schools, 8 high schools, and 6 technical secondary schools. , Working time <6 people in 1 year, 18 people in 1 to 2 years.

1.2 Job responsibility management methods

1.2.1 The establishment of a job responsibility management team is in charge of the hospital nursing department, and a job responsibility management team is set up with 1 team leader (held by senior nurses) and 2 nurse foremen.

1.2.2 Develop and implement the responsibility system for the leader of the work responsibility

management team, formulate the work responsibilities and procedures of the nurse foreman and nurse, organize education and training, check and assess the implementation of responsibilities, and handle difficult problems. The caregiver foreman is responsible for checking the appearance, quality etiquette, attendance, work situation and on-site guidance of the caregiver, feedback to the team leader of the problems in the work, and implements improvement measures. The caregiver is responsible for changing the bed linen and quilt, delivering water and food, and cleaning the items Disinfect, assist patients in eating meals, dump patient excrement, trim patients' nails, assist nurses to stand and pat their backs for critically ill patients, wash their hair and feet, etc.

1.2.3 Carry out job responsibilities training Pre-job intensive theoretical training 3d, organized by job responsibilities management team, adopting diversified training^[1], the main content is the duty requirements, scope of work, and various operating procedures, rules and regulations of nurses , Professional ethics, etc. On-the-job training is divided into hospital-wide on-the-job training and department-wide on-the-job training. The on-the-job training of the whole hospital is organized by the job responsibility management team for nurses training throughout the hospital. The training is concentrated once a month, and the experienced head nurses give theoretical lessons; The head nurse of the department organizes the training of nurses in the undergraduate room, once a week, combining theory and practice. The main content of on-the-job training is professional ethics, rules and regulations, caregiver etiquette, nurse-patient communication, humanistic environment, work flow, operating skills, basic knowledge of hospital infection, life care, knowledge of rehabilitation cooperation, communication skills, self-protection, and life care Basic skills, etc.^[2], the specific content is attached in Table 1

category	training content	training form	Trainer	Class hours
Professional ethics	1. Job responsibilities 2. The first-asked responsibility system, five non-acceptance, four light principles 3. Professional ethics	Teach	Department heads	2
Humanistic Nursing Communicate with	1. Customer service skills 2. Quality care 3. Communication skills	Teach	Department heads	2
Disinfection and isolation	1. Hand hygiene: six-step hand washing method, hand washing time, hand hygiene indications 2. How to wear gloves/masks/hats 3. Isolation of positive patients 4. Disinfectant configuration and detection methods, occupational exposure treatment methods 5. Environmental zoning and garbage classification of wards	Teach	Hospital Office	3
Work routine	1. Use of hospital beds, wheelchairs and companion beds 2. Using method and precautions of ultraviolet light and microwave oven 3. Final treatment of the bed unit	On-site operation	foreman	3
	1. Dirty linen inventory, clean linen inventory and registration 2. Receiving, registration and management of patient uniforms and work uniforms 3. Registration of replacement of bed unit	On-site operation	foreman	3
	1. The process of handling specimens for inspection and spilled specimens 2. Disinfectant configuration and testing 3. Receiving items and visiting management 4. Ward inspection and sorting content	On-site operation	foreman	2
Item maintenance	1. Cleaning and registration of drinking fountains, disinfection methods for portable wheelchairs and specimen boxes 2. Primary maintenance of transportation tools (maintenance registration) 3. Safety facility inspection specifications and requirements 4. Precautions for disassembly and assembly of beds, windows, and shower curtains	Teach	foreman	2
Life care	1. Wipe bath on the bed, care in the morning and evening 2. Shampoo and comb your hair 3. Feeding, oral care 4. Change of sick clothes	On-site operation	foreman	1
Fire knowledge	1. Classification and use of fire extinguishers 2. Distribution of fire passages and fire hydrants in each ward 3. The Fourth Meeting of Fire Fighting and Alarm	drill	Security Section	1
Military training	1. Queue training 2. How to assist nurses in maintaining the rescue environment and preparations	practice	Security Section	2
Safety and first aid	2. Freehand CPR 3. Safety and prevention	Teach	Supervisor/Foreman	2

1.2.4 Assessment is assessed by the head nurse, once a month, and the assessment result is linked to the bonus. According to the on-site operation situation, a formal situational assessment is adopted. The assessment content includes basic skills such as work attitude and communication skills, item positioning and placement, critical patient transfer process, nursing education content, disinfection and isolation knowledge, end-of-bed treatment, morning and evening care, and life care. There are 10 services, each with 10 points, 85 points and above are qualified.

1.3 Evaluation method

Evaluation of the assessment results of nursing staff in January, 2 and March after the job responsibility management and the satisfaction of medical staff and patients with the work of nursing staff. The content of the satisfaction survey is the same as the content of nursing staff assessment, and

each item is very satisfied. There are 3 options of satisfaction and dissatisfaction. Each ward selects 10 doctors and nurses to fill in the satisfaction survey form, and 130 valid questionnaires are returned; each ward selects 10 patients to fill in, and 104 valid questionnaires are returned.

1.4 Statistical methods

The data was input into Excel, and SPSS13.0 software was used to analyze the data, and the F test was used. $P < 0.05$ indicates that the difference is statistically significant.

2 results

2.1 The comparison of nursing staff's work quality scores 3 months after the implementation of job responsibility management is shown in Table 1

Table 1 Comparison of job quality scores of nursing staff in 3 months after the implementation of job responsibility management (n=65)

content	After implementation			F value	P value
	January	February	March		
Work attitude and communication skills	83.7±8.5	89.6±9.2	92.8±9.9	3.780	<0.05
Positioning of items	82.7±6.1	89.7±7.6	93.5±8.5	4.280	<0.01
Patient transfer process	82.6±8.9	86.4±9.6	87.3±9.2	1.907	>0.05
Educational content of ward environmental safety	82.5±8.5	84.2±8.2	85.0±7.4	1.612	>0.05
Disinfection and isolation knowledge	82.5±8.1	84.2±7.2	85.0±8.1	0.896	>0.05
Specimen transport	83.6±7.8	85.3±6.9	86.1±6.9	1.187	>0.05
End of bed unit disposal	82.1±7.6	83.7±7.7	91.2±8.2	6.119	<0.01
Morning and evening care	78.1±8.8	79.7±6.8	84.9±7.7	1.223	>0.05
Basic skills of life care	81.8±8.2	83.4±7.9	84.3±6.9	1.821	>0.05
Patient check-up service	82.9±8.6	84.6±8.2	90.1±7.4	3.618	<0.01

2.2 After the implementation of job responsibilities, the job satisfaction of medical staff and patients with nursing staff is shown in Table 2

Table 2 Medical staff and patients' job satisfaction with nursing staff after the implementation of job responsibilities

content	Medical staff satisfaction n=130	Patient satisfaction n=104
Work attitude and communication skills	126(96.9)	102(98.1)
Item positioning	128(95)	103(99)
Patient transfer process	123(94.6)	98(94.2)
Educational content of ward environmental safety	125(96.2)	102(98.1)
Disinfection and isolation knowledge	98(75.4)	72(69.2)
Specimen transport	118(90.8)	100(96.2)
End of bed unit disposal	120(92.3)	98(94.2)
Morning and evening care	88(67.7)	68(65.4)
Basic skills of life care	119(91.5)	100(96.2)
Patient check-up service	116(89.2)	99(95.2)

3 Discussion

The aging of our country's population has led to a rapid increase in the demand for nursing care, and the number of nursing care is in short supply, making it difficult to undertake all nursing tasks. With the acceleration of people's life pace and increasingly fierce competition, it is very unrealistic to take care of patients for a long time by their families. Therefore, the birth of nurses has become inevitable and has become an indispensable position in medical care. The nurses assist the nurses in taking care of the patients, which can effectively relieve the nurses' work pressure. The establishment of nursing staff positions in our hospital is helpful to the development of high-quality nursing in wards and intensive care units. How to improve the quality of basic nursing services and promote the development of high-quality nursing service activities has become a topic of concern to experts in recent years. The job responsibility management of medical nurses fully reflects the people-oriented service concept. When applied to basic life care in the ward, the satisfaction of various nursing services has been improved, and the effect of patient satisfaction, hospital satisfaction, and social satisfaction can be achieved. In order to promote the development of

high-quality nursing, our hospital has set up medical nurses in 14 high-quality nursing wards and critically ill areas, and implemented job responsibility management. The nurses have a special leading group and clear job responsibilities, helping clinical nurses share the basis of the department. Nursing work, such as life care of various emergency, critical, and surgical patients, out-of-office inspections, ward bed unit replacement, terminal disinfection treatment, etc., so that clinical staff protection has more time to provide patients with professional and high-tech content. The high-quality nursing service is conducive to the development of high-quality nursing in this hospital^[3].

The implementation of job management helps to improve the quality of work of medical caregivers, implement job responsibilities management for caregivers, carry out pre-job, on-the-job, and strengthen job responsibilities training, so that the caregivers can learn and master certain knowledge of preventing hospital infections and communicate and improve ability, and successfully use relevant knowledge and skills in providing various services for patients, so that patients can live in a safe and comfortable hospital environment, and increase patients' sense of security and trust; the job responsibility management team sets the job responsibilities of nurses based on the actual situation of the department. The management activity plan, the nursing department in-depth inspection of the implementation of the work and the quality of the work, so that the sense of ownership of the nurses is enhanced, the work is more serious, the operation is more standardized, the service consciousness is stronger, and the service attitude is better [4]. According to the data in this article, three months after the implementation of the job setting and management of caregivers, the quality of caregivers' work has improved month by month. Among them, work attitude and communication skills, article positioning and placement, bed unit end treatment, and life care services have increased significantly. The difference was statistically significant ($P<0.05$). After the implementation, the satisfaction of medical staff and patients has also been significantly improved, the life nursing skills of nursing staff have been improved, the

responsibility of nursing staff has been enhanced, the service attitude has been improved, and the "four satisfactions and one safety" have been ensured, that is, patient satisfaction, leadership satisfaction, Self-satisfaction, social satisfaction and nursing safety [5], such as turning over, patting the back, wiping the bath, using wheelchairs correctly, and carrying patients. After professional and standardized training, the professional skills of medical nurses have been significantly improved, the labor value of nurses has been recognized, their own value has been reflected, and the team of nurses has become more stable.

Problems and countermeasures of post management of medical nurses Post responsibility management can effectively improve patient satisfaction and reduce the occurrence of adverse nursing events, which is conducive to the establishment of high-quality nursing model hospitals. The hospital has set up medical nurses in the high-quality nursing demonstration ward and implemented job responsibility management, which has achieved certain results, but there are still some problems. Table 1 shows that the morning and evening nursing scores are relatively low in the feedback of nursing staff's work quality. Table 2 shows that the satisfaction of medical staff and patients with nursing staff's morning and evening nursing work quality is also low. Analyzing the reasons, this problem mainly occurred in the new recruits less than half a year ago. It was caused by the new recruits' lack of responsibility and lack of mastery of nursing skills. Therefore, it is necessary to strengthen the training of new recruits and establish an access mechanism: improve the supervision and management and incentive mechanism of medical care workers, and improve the reward mechanism; regularly carry out targeted training, such as life nursing skills, disinfection and isolation knowledge training, etc., pay attention to medical care. The stability of the staff team has attracted outstanding medical and nursing staff into the nursing team. An organization and management system for medical caregivers was initially formed, and caregivers were transformed from the original freelancers to unified management of hospital care. The three-level medical care worker organization and management system composed of the director of the nursing department, the head

nurse and the full-time nursing foreman, with the collaboration of various departments, focuses on the continuous improvement of organization and management, so that the job management of medical care workers can be standardized and effective.

4 summary

Good management of the caregiver team is to solve the large increase in daily care needs of inpatients at this stage. The establishment of medical caregivers in the departments has greatly improved hospital services, showing the phenomenon of orderly management among hospitals, patients, and caregivers. The Nursing Department formulates specific rewards and punishments for medical caregivers, encourages caregivers, commends the selected excellent caregivers at the year-end summary meeting, etc., attracts and retains excellent medical caregivers, and maintains the stability of the team. The head nurse conducts a monthly satisfaction survey of nursing staff, rectifies the problems raised by patients and their families, and corrects the bad behaviors of nursing staff, which has been well received by patients and their families. Each ward has a medical care worker, strengthens communication with nurses and patients, and standardizes the management of medical care workers. The monthly satisfaction survey of nurses is over 90%.

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