

Organization and Establishment of Scientific Research Management in Environmental Monitoring Departments

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Abstract:

Objective: To explore the common problems in the daily nursing management of outpatient clinics in general hospitals and put forward countermeasures. *Methods:* A total of 20 nurses who were in charge of nursing management in the outpatient clinic from June 2017 to June 2018 were selected as the research subjects, and the problems existing in nursing management in 2017 (before improvement) were summarized, and countermeasures were proposed for improvement in 2018 (after improvement). The results of nursing management quality evaluation, the incidence of outpatient adverse events and patient satisfaction before and after the improvement were compared. *Results:* After the improvement of outpatient nursing management, the scores of nurses' theoretical knowledge and nursing skills were significantly higher than those before the improvement ($P < 0.05$). After the improvement of outpatient nursing management, the incidence of adverse events was 2.00%, which was significantly lower than that of 10.00% before the improvement ($P < 0.05$). After the improvement, the nursing satisfaction of the patients was 98.00%, which was significantly higher than the 85.00% before the improvement, and the difference was statistically significant ($P < 0.05$). *Conclusion:* Taking targeted measures to improve the problems in outpatient daily nursing management in general hospitals can significantly improve the quality of nursing management, reduce the occurrence of adverse events in outpatient nursing, and improve patients' satisfaction, which is worthy of promotion.

Keywords:

General hospital outpatient, outpatient care, nursing management

Introduction:

The high mobility of patients, the variety of conditions and the severity of the conditions in the outpatient treatment of hospitals require high-quality care services that are appropriate to their characteristics. In order to improve the quality of outpatient nursing, it is necessary to establish a sound and feasible safety management system on the original basis, and adjust and optimize the nursing work, which is a problem that needs to be solved in outpatient nursing management.

1 Information and Methods

1.1 General Information

A total of 20 nurses who were in charge of nursing management in the outpatient clinic from June 2017 to June 2018 were selected as the study subjects, all of whom were female, aged (28.65 ± 4.27) years and worked for (5.27 ± 1.35) years. The problems existing in nursing management from January to June 2018 (before improvement) were summarized, and countermeasures were proposed from July to December 2018 (after improvement) for improvement. A total of 100 patients were selected before improvement, including 57 males and 43 females. The average age was (38.28 ± 15.36) years; After the improvement, 100 patients were also selected, including 56 males and 44 females. Age (38.59 ± 15.14) years. There was no significant difference in the general data of age and gender between the two groups ($P > 0.05$), which was comparable.

1.2 Methods

This study mainly adopted a retrospective analysis method to summarize the problems in outpatient nursing management in the second half of 2017, and showed that the main problems include: limited outpatient space and high possibility of cross-

infection in patients; There is a large mobility of visiting doctors, and the work intensity of outpatient reception is very high; There is a wide variety of outpatient patients, and the needs vary greatly; Outpatients have a cumbersome treatment process, and many processes require long queues; The management of outpatient nursing staff is scattered, and the nursing work is cumbersome. In view of the existing problems, the following countermeasures were formulated, and improvement measures were implemented from January to June 2018, including: focusing on the prevention and control of outpatient cross-infection; Pay attention to the training and management of outpatient doctors; raising legal awareness among outpatient nurses; Establish a perfect, fast, high-quality and efficient outpatient treatment model; Transform the service concept and improve the overall quality of outpatient nurses.

1.3 Observe indicators

(1) Nursing management quality evaluation: Before and after the improvement, nurses received theoretical knowledge assessment and nursing skill assessment, and the assessment content was formulated by the director of the outpatient department, all of which were 100 points, and the higher the score, the higher the quality of nursing management. (2) Outpatient nursing adverse events: nursing adverse events include poor communication between nurses and patients, adverse drug reactions, triage errors, patient falls, and medication delivery errors. (3) Patient satisfaction: evaluate the patient's satisfaction with the implementation of outpatient care, the total score is between 0~10 points, and the patient's subjective feelings are judged, and the satisfaction is divided into satisfaction, dissatisfaction, and satisfaction, satisfaction = satisfaction rate + satisfaction rate.

1.4 Statistical Methods

SPSS22.0 statistical software was used to analyze the data, and the continuous data were expressed by ($\bar{x}\pm s$) and the t-test was used. The number of cases and percentages (%) of counting data such as the incidence of adverse events and patient satisfaction in outpatient care were expressed using the chi-square test. The difference was statistically significant, with $P<0.05$ as the difference.

2 Results

2.1 Comparison of nursing management quality evaluation results before and after improvement

After the improvement of outpatient nursing management, the scores of nurses' theoretical knowledge and nursing skills were significantly higher than those before the improvement ($P<0.05$).

2.2 Comparison of the incidence of adverse events in outpatient care before and after improvement

After the improvement of outpatient nursing management, the total incidence of adverse events was significantly lower than that before the improvement ($P<0.05$).

2.3 Comparison of patient satisfaction before and after the improvement of nursing management

After the improvement, the patients' nursing satisfaction was significantly higher than that before the improvement ($P<0.05$).

3 Discussion

3.1 Common problems in outpatient daily nursing management in general hospitals

First of all, there are many kinds of patients with different needs. Patients in the outpatient clinic have significant differences in age, education, living environment, living conditions, personality characteristics, economic conditions and other aspects, so the work of outpatient nurses needs to face a very complex patient group. Secondly, there are many medical procedures and long waiting times. Patients in the outpatient clinic need to go through multiple links such as waiting for treatment, registration, treatment, payment, examination or laboratory test, prescription, repayment and collection of medicine. Patients need to travel to multiple places for one visit and must queue up for more than 3 times to complete the whole visit [1]. Third, there is a high possibility of cross infection. The outpatient space is relatively crowded, and some acute infection patients, chronic infection patients and even infectious disease patients fail to get timely triage isolation, resulting in cross-infection among outpatient

patients.

3.2 Measures to improve the management level of outpatient daily nursing in general hospitals

First of all, enhance the legal awareness of outpatient nurses. Regularly invite medical-related legal workers to conduct legal lectures in the outpatient department, introduce the legal knowledge related to the outpatient department, and improve the sense of responsibility of the medical staff in the outpatient department. All medical staff should participate in the seminar, understand the responsibilities of their work, and know how to correctly protect themselves. Secondly, the outpatient treatment mode should be improved [2]. In order to make it more convenient for patients to see a doctor and minimize the time for patients to stay and wait in the hospital, the outpatient department opens mobile phone appointment and appointment inspection services, and patients directly make appointments with their mobile phones at home to choose the doctor they want, and do not need to queue up for registration, and do not need to queue up for a check list, so that patients' medical treatment is faster and more efficient. Thirdly, pay attention to the prevention and control of outpatient cross infection. Outpatient medical staff are required to study and participate in assessment through different forms, and they must focus on learning relevant requirements of nosocomial infection management norms and knowledge of nosocomial infection prevention and treatment [3]. The pre-examination triage table is set up in the outpatient department, and the qualified nurses are at the desk to make preliminary observation and diagnosis of the symptoms and signs of the patients entering the outpatient department, and guide the patients to enter the corresponding consultation area. The waste in the outpatient department should be strictly treated and classified to avoid loss, leakage and infection.

Conclusion

To sum up, by improving the problems existing in the nursing management of the outpatient department, the nursing quality of the outpatient department can be significantly improved, the occurrence of adverse nursing events in the outpatient department can be reduced, so as to improve the nursing satisfaction. In the future outpatient nursing work, we should continue to find and solve problems to ensure the continuous improvement of the quality of outpatient nursing.

References:

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