



Discussion on the Measures and Significance of High-quality Nursing Services in Pediatric Outpatient Clinics

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Abstract

Objective: To study and analyze the role of high-quality nursing service in pediatric outpatient care. **Methods:** This study spanned the time period from October 2020 to February 2022 in 88 pediatric outpatients. The researchers divided the subjects of this experiment into groups according to the principle of double-blind control. 44 children in the control group were selected for routine nursing services, and 44 children in the experimental group were selected for high-quality nursing services. The relatives of the patients in the control group and the experimental group were recorded. Nursing attitudes and nursing quality scores were compared and analyzed. **Results:** Among the relatives of the selected patients in the control group and the experimental group, 35 and 41 had a strong and general approval attitude towards nursing work, respectively, accounting for 79.55% and 93.18% of the total number of relatives of the selected patients in the group, respectively. The relative data of relatives of children's nursing recognition were compared and analyzed between the groups, and the difference was large ($P < 0.05$). The data are compared, and there is a large gap ($P < 0.05$). **Conclusion:** High-quality nursing service has excellent performance in pediatric outpatient nursing.

Keywords

Pediatric outpatient clinic; high-quality nursing service; routine nursing service; measures; significance

Introduction

As an important department of the hospital, the pediatric outpatient department plays an irreplaceable role in the hospital. It is worth noting that the patients in the pediatric outpatient department are relatively young and the compliance of the children is low, so the nursing staff face severe challenges in their work. In previous work, pediatric outpatient nursing staff mostly used conventional means to carry out their work, and the level of nursing work was low, which could not meet the nursing needs of the children, and was not conducive to the control and treatment of the children's condition. Under the current situation, high-quality nursing services have received high attention. Therefore, in this article, the author studies and analyzes the role of high-quality nursing services in pediatric outpatient care, and compares the performance of conventional nursing services and high-quality nursing services, in order to help nursing staff optimize and adjust subsequent pediatric outpatient care work. The number of pediatric outpatient patients participating in the experiment from October 2020 to February 2022 was 88, and the details are as follows.

1. Materials and methods

1.1 General information

This experiment will use 88 pediatric outpatients who visited our hospital from October 2020 to February 2022 as experimental subjects. When determining the research subjects of this experiment, the researchers should explain in detail the purpose, detailed process, specific content, and potential risks of this experiment to the children and their relatives, and conduct this experiment after obtaining the consent of the children and their relatives. The ethics committee of our hospital is fully aware of the possible consequences of this experiment and allows the researchers to continue this experiment. The relevant data of children who withdrew or died during this experiment are excluded from the experimental results. Children with intellectual disabilities or mental disorders and loss of autonomy are not allowed to participate in this experiment. There is no significant difference in the comparison and analysis of the basic information of the two groups of pediatric outpatients, and the data can be used for comparison ($P > 0.05$) [1-5]. The basic information of the two groups of pediatric outpatients is shown in Table 1.

Table 1. Basic information of the two groups of pediatric outpatients

Group	Number of people (n)	Age group (years)	Mean age (years)	Number of males and females (cases)
Control group	44	1-8	3.4±1.1	24/20
Experimental Group	44	1-7	3.5±0.9	23/21

1.2 Methods

The 44 children in the control group received routine nursing services, and the 44 children in the experimental group received high-quality nursing services. Both groups of children received standardized and systematic treatment. In routine nursing services, nurses should use routine nursing methods for children in pediatric outpatient clinics, closely monitor the physiological indicators of children, observe the clinical manifestations of children, promptly feedback the changes in the children's condition to doctors, and cooperate with doctors to diagnose and treat children. In high-quality nursing services, hospitals should conduct systematic and standardized training for pediatric outpatient nursing staff, explain pediatric nursing knowledge and precautions to nurses, help nurses realize the importance of their work, improve their sense of responsibility and work ability, ensure that nurses can maintain a good state at work, and ensure the high-quality development of nursing work. In addition, hospitals should pay attention to the implementation of a flexible scheduling system, adhere to the working principle of "old and new", and require nurses to conduct regular inspections to ensure that they can timely discover and deal with emergencies in pediatric outpatient clinics. In their work, hospitals should also pay attention to strengthening the management of the pediatric outpatient environment, arrange the environment according to the preferences of children and the needs of work, provide children with a good treatment environment, and eliminate children's resistance. Nursing staff should adhere to the principle of aseptic operation and carry out their work in strict accordance with established procedures and standards. Nursing staff should fully consider the actual situation of pediatric outpatients in providing high-quality nursing services, communicate with the children and their relatives in a high-quality manner, implement psychological intervention for the children, and explain the situation to the children and their relatives, so as to win the trust and cooperation of the children and their relatives.

1.3 Judgment criteria

Attitudes toward nursing care and quality of care scores of relatives of patients in the control and experimental groups were recorded and analyzed comparatively. In this experiment, the researchers categorized the attitudes of the relatives of the patients towards nursing care into very approved, generally approved and disapproved, and the formula for calculating the approval of the nursing care of the relatives of the patients was calculated as the ratio of the number of people who were very approved and generally approved to the total number of relatives of the selected patients in the group multiplied by 100 percent.

1.4 Statistical processing

The data related to the attitude of the patients' relatives in the control group and the experimental group towards

nursing work and the nursing quality scores were recorded and processed through the computer software SPSS23.0. The nursing approval of the relatives of the children was represented by percentages, and the nursing quality score was based on the standard deviation $\bar{x} \pm s$ is referred to, and the test of the corresponding data uses χ^2 and t . If there is a large gap in the comparative analysis of correlation data between groups, it is statistically significant ($P < 0.05$) [6-8].

2. Results

2.1 Nursing acceptance of relatives of two groups of children

Among the 44 relatives of patients in the control group, 35 people had a very positive and generally positive attitude towards nursing work, accounting for 79.55% of the total number of relatives of the patients in the group. The corresponding number of patients in the experimental group was 41, accounting for 93.18% of the total number of relatives of the patients in the group. The data on the nursing approval of relatives of patients between the two groups were compared and analyzed, and the difference was large ($P < 0.05$). See Table 2 for details.

2.2 Nursing quality scores of the two groups

The nursing quality scores of the control group and the experimental group were (70.4 ± 8.3) and (91.9 ± 7.5) points, respectively. There was a large gap when the relevant data were compared ($P < 0.05$).

Table 2. Recognition of nursing care by relatives of two groups of patients

Group	Number of people (n)	Very recognized (n)	General recognition (n)	Disapproval (n)	Recognition of nursing care by relatives of patients (%)
Control group	44	15	20	9	79.55
Experimental Group	44	23	18	3	93.18
χ^2 value	-	-	-	-	6.184
P -value	-	-	-	-	$P < 0.05$

3. Discussion

There are obvious differences between high-quality nursing services and routine nursing services, and the application effect of high-quality nursing services in pediatric outpatient nursing services is better. High-quality nursing services are based on routine nursing services, requiring pediatric outpatient nursing staff to fully consider the particularity of children in actual work, pay attention to analyzing the problems existing in routine nursing services, and improve nursing work in combination with the current actual situation, so as to make up for the shortcomings of routine nursing services, provide children with better nursing services, and better control and treat children's conditions. A total of 88 pediatric outpatient patients participated in the experiment from October 2020 to February 2022. The purpose was to study and analyze the role of high-quality nursing services in pediatric outpatient nursing, in order to help nursing staff further improve the level of pediatric outpatient nursing work [9-11]. In this experiment, the researchers adopted a scientific and reasonable treatment plan for the children selected in the control group and the experimental group, and implemented routine nursing services and high-quality nursing services for the two groups of children respectively. The analysis of this experiment, the comparison of the nursing recognition and nursing quality score of the relatives of the control group and the experimental group showed that there was a large gap ($p < 0.05$). The experimental results show that the application value of high-quality nursing services in pediatric outpatient care is significantly higher than that of routine nursing services.

This experiment shows that high-quality nursing services have made outstanding achievements in improving the nursing level of pediatric outpatient clinics and changing the attitudes of relatives of sick children towards nursing work. In actual work, pediatric outpatient nursing staff should identify the shortcomings of conventional nursing services and actively apply high-quality nursing services to the nursing process of sick children, so as to achieve the purpose of improving the quality of nursing work, ensure the treatment effect, and accelerate the recovery process of sick children.

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