

Analysis of the Application Effect of the Nursing Quality Control System in Hospital Nursing

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ABSTRACT Nursing quality is one of the important parts of the hospital service level as high-quality nursing can not only improve the hospital service level, but also promote the hospital image and perfect the relationship between doctors and patients. Nursing quality control system is a set of standard system which is set up to guarantee the nursing quality because the scientific nursing control system can shorten managing practice, improve the effect of nursing, and lower the operating costs for hospitals as well. Aiming at the problems existing in the modern nursing control system in China, the paper makes an analysis and a summary so as to perfect the nursing quality control system in our country and improve the nursing level by way of standardizing managing, setting up a scientific supervision system and perfecting the nursing team.

KEYWORDS

Hospital nursing
Quality control
Supervision system

1. Introduction

The management of the nursing quality is the professional application of the managing science in hospitals, making full use of the present resources of all kinds that the hospital owns to arouse the enthusiasm of nurses and to improve the nursing quality [1]. As a kind of scientific methodic system, nursing quality control is the effective plan, management and controlling of the composing parts of the nursing quality, and the procedure which guarantees the service quality to reach the professional standard and meet the patient's needs. Whether the nursing quality is high or low, it has a direct relation with the patient's life and health, and a close connection with the further development of the hospital. By setting up a strict system for nursing quality, we can improve the service level of the hospital and relieve the tense relation between the doctors and patients.

2. A brief introduction of the hospital nursing

Hospital nursing is a kind of common service form which the hospital usually adopts in the treatment to the patients. The main reason to set up hospital nursing is to guarantee that the patient can recover as soon as possible, and to reduce the occurrence of accident because the patients and the patients' family members lack of corresponding medical knowledge and nursing experience at the time of treatment. This kind of professional service can relieve patients' pains, reduce their stay in hospital, reduce their economic and mental burdens, improve the use ratio of the equipments in hospital and offer service to even more people. At present, a special nursing department is set up in each big hospital. The foundation of the nursing system has an important effect on improving the service quality in hospital, modeling a good image for hospital and improving the relation between doctors and patients.

3. Contents of nursing quality management

3.1. Basic nursing management

3.1.1. The contents of basic nursing management

(1) Common nursing technique management: includes the handling of the patient's admission to hospital and leaving hospital; preparation of the bed sheets and sickbeds; patient's cleaning and hygiene nursing; measurement of the life signs; all kinds of injection puncture techniques; sterile techniques; dosing; management of the written documents on nursing. (2) Management of common rescuing tech-

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niques mainly includes providing oxygen, sucking phlegm, washing stomach, binding up a bleeding wound, fixing a fracture, monitoring the electro-cardiogram, giving intracardiac injection, pressing the heart on the chest and using the artificial respiration machine.

3.2. Management of the professional nursing

3.2.1. Characteristics of the professional nursing

The professional nursing refers to the basic nursing knowledge and technique that every clinical profession specially owns. It has the following characteristics: (1) Strong specialization: the professional nursing techniques can only be applied in a small area and has strong specialization, so it is only limited to that specialty, even limited to a certain kind of disease. (2) Complicated operation: professional nursing is usually equipped with appliances, the techniques are complicated, the operation is difficult and the requirement is high, so nurses should not only master the professional basic knowledge and techniques, but also know the basic principle and the operation procedure of the equipments. (3) More new high-techniques: with the development of scientific techniques, it is an important character of the professional nursing technique that a large amount of new high techniques are applied to the clinical diagnosis, treatment and nursing, which requires the nurses to continuously learn and master the new professional knowledge.

3.3. Management of new business and new techniques

3.3.1. Demonstration of the new business and new technique

Before the new business and new technique are introduced and conducted, a new-check and systematic demonstration should be carried out to acknowledge its principle, range of application and its effect in detail so as to guarantee its advancement.

3.3.2. Establishment of the examination and approval system

To carry out the new nursing business and techniques, a whole set of strict examination and approval system should be set up so that it can be beneficial to training and learning, promotion and application.

3.4. Selection of the application object

The object which is selected for application must be qualified for the basic condition to carry out the new business and the new technique.

3.5. Preparation of files archive

The files for carrying out the new business and new technique must be cleared up sorted out and filed.

3.6. Summary of experience to improve ceaselessly

In the process of carrying out the new business and new

techniques, experience should be summed up ceaselessly, practiced repeatedly and innovated in practice.

4. Management of the nursing information

4.1. The concept and characteristics of information

4.1.1. Definition of information

Information is generally referred to the knowledge about the surroundings like intelligence, message, instruction, data, signal and so on and usually conveyed by way of sound, photo, word and data. The information is composed of difference of things and their transmission.

4.1.2. Characteristics of nursing information

(1) Plentiful sources: the sources of nursing information are plentiful and they usually interact and influence each other. (2) Multifarious contents: the inside and outside information of nursing system are different and the contents are multifarious. (3) Large randomness: daily nursing work is sometimes accompanied by unexpected events, which are even irregular, thus nurses are required to have accurate observation, judgment and analysis ability. (4) High quality requirements: much nursing information is directly related to the patient's health and life which has high requirements on timeliness, accuracy, integrity and reliability, thus no carelessness is permitted.

5. Management of the preventive nursing shortage

5.1. Concept and criteria for evaluation

5.1.1. Medical accident

(1) Definition of the medical accident: it refers to the accidents which cause the patients' personal injury in medical activities because the medical institutions and staff break the medical hygienic laws and regulations, administrative rules, department regulatory framework, nursing standardization and regulations in the diagnoses and treatment by mistake. (2) Classification of medical accident: Level-1 medical accident causes death or severe disability to the patient; Level-2 medical accident causes moderate disability, injury of organs and serious dysfunction to the patient; Level-3 medical accident causes slight disability, injury of organs and general dysfunction to the patient; Level-4 medical accident causes other consequences besides obvious personal injury to the patient.

6. Nursing quality control system and current situation

6.1. Nursing quality control system

As a kind of special service in hospital, nursing is decided by the hospital's own properties and is a kind of patients' requirement for perfecting the hospital's service. As an important part of the hospital management, the nursing quality control is mostly practiced in the majority of hospitals by way of holistic nursing and quantitative management. The development of times has a higher request for the service quality in hospital nursing but there are still some problems in nursing quality control in our country. Com-

pared with the thorough nursing management in western countries, the nursing management in our country is lower than the world average and there are still a lot of places to improve [2].

6.2. Current situation of the nursing quality control system in our country

Medical care in China appeared rather late and was brought to China from foreign countries in the early 20th. At that time, influenced by advanced techniques and thoughts in western countries, hospitals in the modern sense were set up by bringing in the western advanced management system, afterwards, nursing management came into the hospital service in China. Although the medical management regulations have appeared in China for about one century, its real development happened after the reform and opening-up. With the rapid development of economy and techniques, the replacement of medical facilities is faster than ever and many kinds of techniques are applied in medical treatment. The nursing quality should be improved sharply under these circumstances, however, nursing quality in hospitals hasn't been improved too much, as a matter of fact, and it is in a weak position in the hospital management because of the lack of the nursing quality control system.

7. Actions to perfect the nursing quality control system

7.1. Standardization of the nursing management

Nothing can be accomplished without norms or standards. As an important part of the hospital management, nursing management must be based on the perfect quality standard in its establishment and the perfect nursing system is a key point to guarantee the nursing quality. Hospitals must consider "meeting the patient's need" as a principle when setting up the nursing standards so as to establish scientific, standardized and easy-operation administrative standards. The standard for establishment must comply with the laws and policy in our country and the actual situation of the hospital, and must also have strong feasibility and operability. Hospitals must conduct regular or irregular nursing quality evaluation, apply the assessment results to staff's performance-related pay, in order to arouse the initiative and enthusiasm of the nursing staff. Detailed nursing system and evaluation criteria should be formulated so that nursing people can be in accordance with laws when carrying out the nursing work and nursing work should be brought into the institutionalized and standardized management.

7.2. Establishment of scientific supervisory system

Institution is the standard for putting nursing work into practice. In the concrete implementation process, scientific and reasonable supervisory system is needed to guarantee the smooth execution of work. Because of their own or other reasons, nurses may slack psychologically

in their work, which causes unqualified nursing quality. To set up scientific supervisory system is to find out problems appearing in the nursing work and to seek for actions for further improving the nursing quality. On one hand, work efficiency can be improved by mutual supervision among the nursing staff. The medical personnel need to work together with workmates to complete such complicated work since they are familiar with each other and know their work characteristic very well. By mutual supervision among the medical personnel, they encourage each other and therefore improve the nursing quality. On the other hand, the nursing staff can be supervised by the patients because hospital is the place where service is offered to patients and there are a large number of patients who keep in touch with nurses most often. Patients take part in supervision, which can reflect the problems that nursing staff have, to the hospital where they are, and then the top hospital leaders will give announcement on the basis of investigation.

7.3. Establishment of perfect nursing team

Nursing team is the main force to do the nursing work. Only when nursing staff's quality is improved, more nursing management systems will be built. Adhere to the people-centered principle, set up a professional nursing team with reasonable structure and noble quality, so as to improve the service quality. In the construction of the talent team, the gender structure, age structure and knowledge structure of the staff should be arranged reasonably. The young nursing staff should receive unified training and education which mainly includes the basic quality requirement of nursing, common sense of the clinical work and other matters which need attention. That nursing staffs who take up a new post need to be assessed regularly and the staff's skill should be improved ceaselessly in practice. According to the situation that the nursing team's quality is not high, great importance should be attached on bringing up the high-class nursing staff, and the experience and model in foreign countries should be learnt. For one thing, hospitals can train some specially trained nursing staff themselves; for the other, hospitals can entrust some related universities and colleges to train some specialized nursing talents on their own [3]. The combination of different models can cultivate different teams of high quality and has great significance in perfecting the nursing team in our country.

8. Conclusion

The level of nursing management not only concerns the further development of hospital, releases the tense doctor-patient relationship, but also improves the use efficiency of several of facilities in hospital, reduces hospital operating costs and plays an important part in constituting good social relationship. There are many places to perfect in the nursing quality control system in our country, and there

are also many problems and deficiencies in the development process. In the current phase, we shall set up perfect nursing quality control methods to improve the nursing level and quality in hospitals and enhance competitiveness of hospitals in China. Although there is a long road to walk on the construction in this aspect, by ceaseless construction and perfection, we can certainly build up a set of high-level nursing quality control system with the characteristics of China.

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