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Total Quality Management Model in “One Certificate, One Brand” Specialty Nursing Demonstration Ward Management: A Postprint

Authors: Li Jing, Cao Hongjing, Li Ning, Li Yueru, Tian Zhijun, Li Jing

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Abstract

This paper examines the practice of constructing “One Certificate, One Brand” specialized nursing demonstration wards in our hospital, establishing a traditional Chinese medicine nursing service brand highlighting geriatric characteristics, and developing and implementing a Total Quality Management (TQM) model within these wards. This initiative further elevates the standard of specialized nursing services and enhances the comprehensive nursing quality of nursing staff. Patients thus receive standardized, specialized, and homogeneous nursing services, resulting in improved patient satisfaction.

Full Text

Preamble

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Corresponding Author: Cao Hongjing, 534221140@qq.com

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Practice of Total Quality Management Mode in the Management of “One Certificate, One Product” Specialized Nursing Demonstration Ward

LI Jing¹, CAO Hongjing¹, LI Ning¹, LI Yueru¹, TIAN Zhijun²

¹Department of Nursing, Longfu Hospital, Beijing 100010;

²President's Office, Longfu Hospital, Beijing 100010
Correspondence to: LI Jing, Email: 534221140@qq.com

Abstract

This paper describes the construction of a “One Certificate, One Product” specialized nursing demonstration ward in our hospital, which establishes a traditional Chinese medicine (TCM) nursing service brand highlighting geriatric characteristics. By constructing and implementing a Total Quality Management (TQM) model in the specialized demonstration ward, we further improved the level of specialized nursing services and enhanced the comprehensive nursing quality of nursing staff, enabling patients to receive standardized, professional, and homogeneous nursing services while improving patient satisfaction.

Keywords: Total Quality Management (TQM); One Certificate and One Product; TCM Nursing; Nursing Management

The core of hospital nursing management is nursing quality management, which reflects the level of nursing work and the quality of hospital management and is directly related to patients' lives and health [1]. Total Quality Management aims at continuous improvement, systematically and planfully promoting overall management forward to enhance nursing quality and provide satisfactory services to patients [2]. In 2017, the Beijing Administration of Traditional Chinese Medicine launched a pilot project for the “One Certificate, One Product” specialized ward model, aiming to highlight the characteristics and advantages of TCM nursing while deepening the connotation of TCM nursing management, improving the quality of specialized nursing, and better serving the people [3].

In July 2021, following the key points of the project construction and under the overall deployment and guidance of hospital leadership and the Nursing Department, our hospital established a special task force for the “One Certificate, One Product” specialized nursing demonstration ward. Considering the characteristics of our hospital as an integrated Chinese and Western medicine geriatric hospital, we ultimately selected the Geriatrics Department and Tiantongyuan Rehabilitation Department as the first batch of pilot wards. Through preliminary data statistical analysis, we identified common diseases among elderly patients in these departments as advantageous disease types. Building upon existing work, we changed traditional work patterns and, focusing on the disease characteristics and psychological needs of elderly patients, integrated “disease and syndrome,” “treatment and nursing,” and “TCM and TCM nursing.” Utilizing an integrated TCM medical-nursing and humanistic care service model, we simultaneously constructed and implemented Total Quality Management, conducting process quality control and terminal quality control in the wards [4], thereby enhancing nursing service capabilities, decision-making power of TCM specialized nurses, inpatient medical experience, and the nursing proficiency of TCM specialized nurses, gradually forming our hospital's TCM nursing service brand for elderly patients.

1. Connotation Construction of Nursing Services to Build a Geriatric TCM Nursing Brand

The fundamental purpose of developing “One Certificate, One Product” wards is to improve nursing quality, with the essence adhering to a “patient-centered” nursing service philosophy [5]. As most patients in our hospital are elderly, they have higher requirements for nursing service quality and satisfaction. Implementing comprehensive nursing from the patient’s perspective and providing meticulous, systematic, humanized, and homogeneous nursing services demonstrates nurses’ professional value and shapes the brand effect of specialized nursing [6]. During the construction of “One Certificate, One Product” wards, we continuously deepened the connotation of nursing services, which encompasses not only high-quality basic nursing but also exquisite specialized nursing, TCM characteristic nursing, and humanistic care. By integrating patient admission, hospitalization, discharge, and continuing care, we formed a nursing service system that fully leverages nurses’ professional practice capabilities to create a geriatric TCM nursing service brand.

2.1 Establish Nursing Teams, Clarify Position Responsibilities, and Improve System Implementation

The Nursing Department is responsible for overall planning and coordination, developing work plans, and clarifying work objectives. Two quality control nurse managers from the Nursing Department conduct daily supervision and inspection, evaluating, providing feedback, and summarizing the completion and implementation of various nursing tasks from both TCM nursing and Western nursing perspectives. Position responsibilities are refined, work processes are streamlined, and data collection and content organization are properly managed.

2.2 Inspect Department Work Progress

Every six months, we optimize the advantageous disease types in each department, organize medical and nursing experts to hold advantageous disease type 论证会 (validation meetings), provide professional guidance, and continuously improve and optimize the protocols based on identified deficiencies and clinical needs. Each ward selects two syndrome differentiation types as intervention syndromes; for example, the advantageous disease type in the Geriatrics Department is stroke recovery period, with common syndrome differentiation types being qi deficiency and blood stasis, and wind-phlegm obstructing collaterals.

2.3 Multidisciplinary Team Collaboration

Focusing on geriatric TCM nursing assessment, TCM characteristic nursing appropriate technology operations, TCM characteristic health education, and TCM continuing nursing, we established a multidisciplinary integrated team comprising department physicians, nurses, rehabilitation therapists, and nutritionists to jointly participate in guidance. This team built a TCM specialized

nursing model, strengthened the clinical application and optimization of TCM nursing protocols for advantageous disease types, standardized the processes and content of symptom nursing assessment, provided multidisciplinary medical services for elderly patients, and conducted dynamic evaluation of implementation effects [7].

3. Main Work Content Implementation and Requirements

3.1 Through Accurate Syndrome Differentiation and Typing, Provide Syndrome-Based Nursing, Techniques, Diet, and Education According to Different Syndrome Types and Patient Symptoms

3.1.1 Syndrome-Based Nursing According to different patient symptoms, we implement nursing care. Upon admission, we assess patients' common symptoms through the four diagnostic methods (inspection, auscultation and olfaction, inquiry, and palpation), including triggers, nature, location, duration, and accompanying symptoms.

3.1.2 Syndrome-Based Techniques We select appropriate TCM nursing techniques based on different symptoms and choose different acupoints according to different syndrome types.

3.1.4 Syndrome-Based Education According to different syndrome types, we provide health education on living environment, lifestyle habits, emotional care, functional exercise, and Baduanjin (Eight-section Brocade) [8].

3.2.1 The Nursing Department regularly organizes head nurses and department backbones to participate in online and offline TCM theory and skills training to gradually improve the TCM nursing capabilities of clinical nursing staff.

3.2.2 The Nursing Department vigorously trains specialized nurses, increasing their learning and advanced education opportunities for multi-directional in-depth development, providing patients with professional quality nursing services and thereby improving nursing quality.

3.2.3 The Nursing Department develops annual nursing continuing education plans and hierarchical training plans, adding training related to “One Certificate, One Product” nursing brand construction and advantageous disease types, and providing personalized learning opportunities for different departments and nursing specialties.

3.2.4 Establish a physician-nurse-patient trinity work model, conduct joint TCM medical-nursing ward rounds with joint participation. Through literature retrieval, data collection, and summarization based on nursing staff’s clinical practice, we recommend excellent typical nursing cases, conduct case nursing report discussions, difficult case discussions, and various related academic activities and scientific research [9].

3.3.1 Our hospital’s Tiantongyuan Rehabilitation Department, as a “One Certificate, One Product” specialized nursing demonstration ward, provides patients with integrated responsibility-based holistic services including diagnosis, treatment, nursing, and rehabilitation in the form of medical-nursing-rehabilitation teams. We apply the seamless holistic service model of “TCM medical-nursing-rehabilitation integration” [10] to our work. Traditional rehabilitation therapy takes TCM basic theory as its core, with holistic concepts and syndrome-based treatment as rehabilitation characteristics [11]. Combining TCM exercise therapy with rehabilitation concepts can increase patients’ joint range of motion and improve training effects. The Geriatrics Department provides elderly patients with a convenient and efficient diagnosis and treatment platform through the geriatric comprehensive assessment outpatient clinic. For stroke (recovery period) patients, we implement syndrome differentiation and treatment by carrying out Di Yuan needle scraping, auricular point pressing, and acupoint application based on syndrome differentiation types, achieving high patient evaluation of implementation effects.

3.3.2 Diversified Nursing Education

For elderly patients, in addition to common paper-based education materials, we produce easy-to-understand popular science videos relying on the internet to

reduce patients' access difficulty and improve knowledge awareness [12].

3.3.3 Emphasizing Humanistic Care in TCM Nursing

We apply the concept of nursing humanistic care to “One Certificate, One Product” wards, highlighting TCM nursing characteristics. Through syndrome-based “Zhi” (emotional care), we provide emotional nursing according to patient syndrome types to reduce patient stress. We encourage wards to actively carry out health preservation programs suitable for the elderly such as Baduanjin and clapping exercises, caring for and showing concern for elderly patients.

4. Conducting Total Quality Management for “One Certificate, One Product” Ward Construction to Improve Patient Satisfaction

4.1 After the gradual operation and development of the “One Certificate, One Product” specialized nursing ward construction, we applied a three-level management system according to ward characteristics. Under the leadership of the nursing business director, the Nursing Department director responsibility system (Nursing Department → Head Nurse → Nursing Team Leader) established an in-hospital nursing quality control group to conduct Total Quality Management to improve nursing quality, work efficiency, and patient satisfaction [13].

4.2 According to the “One Certificate, One Product” ward construction implementation plan, we streamlined the nursing quality management framework, clarifying nursing management objectives, position responsibilities, quality effect evaluation, and work processes.

4.3 We divided head nurses from various departments into groups of 2-3 people each. Focusing on the implementation of nursing work in “One Certificate, One Product” wards, we refined and grouped nursing quality evaluation content, such as: ward nursing quality group, TCM nursing technique operation management group, nursing documentation management group, and basic nursing management group. According to evaluation standards, we conduct monthly supervision, inspection, evaluation, and rectification, summarize evaluation results, regularly organize group and department members for discussion, continuously optimize the nursing supervision system, improve nursing protocols, and summarize effect evaluations [14].

4.4 Through continuous rectification and improvement, we perfected various rules and regulations. Under the gradual maturation of the Total Quality Management model, we mobilized all nursing staff in the department to participate in quality management. According to department conditions, we established two to three nursing groups, with nursing backbones serving as group leaders responsible for supervising and managing their group’s nursing quality. Based on position titles and organizational management capabilities, we divided all nursing staff into groups and conducted evaluations according to quality control evaluation standards, better completing nursing quality control plans and objectives under the guidance of head nurses [15].

4.5 Continuous Quality Improvement and Timely Problem Correction

We carefully and detailedly record deficiencies and loopholes in nursing work [16], organize monthly seminars to analyze problem causes and rectification measures for improvement in future work, observe implementation effects, and

continuously improve. We participate in quarterly mutual inspections among head nurses to supervise each other and exchange management experience.

4.6 Focus on Implementation and Execution of Evaluation Forms for TCM Advantageous Disease Type Nursing Protocols

We conduct monthly statistical analysis on the compliance and satisfaction of syndrome-based nursing and treatment effects, analyze existing problems, and optimize nursing protocols. Simultaneously, we emphasize health education, incorporate it into nursing quality evaluation categories, actively communicate with patients, and apply the nursing process to implement holistic nursing.

5. Summary

With social aging, more and more elderly people need quality medical nursing services, and more patients also pay attention to nursing quality. A hospital's medical level can be reflected through nursing quality [17]. The construction of "One Certificate, One Product" specialized nursing demonstration wards highlights ward specialization and institutionalization, while the application of Total Quality Management models promotes ward standardization and homogenization, significantly improving nursing staff's comprehensive nursing quality and thereby meeting patients' psychological needs and enhancing patient satisfaction.

Conflict of Interest Statement

The authors declare no conflicts of interest in this article.

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