

ENHANCEMENT OF MEMBERS' SATISFACTION WITH MULTI-DIMENSIONAL STRATEGIES —NURSING GUIDANCE IN PEDIATRIC INTENSIVE CARE UNIT

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INTRODUCTION

Since Taiwan raised Covid-19 epidemic warning to Level 3 nationwide from May, 2021, hospital have canceled daily family visitation due to strengthen measures and restrictions. Only when patients being admitted and discharged can their family members contact them. Therefore, it's difficult to provide complete nursing guidance to family members, which leads to low or incomplete implementation of nursing guidance that nursing staff can afford. It also causes tremendous problems in taking care of patients transferred out of the intensive care unit for family members. At first, we used telephone to instruct nursing guidance, such as medical application of medicines and the nasogastric tube feeding techniques. However, we found it quite ambiguous, not only leads to miscommunication, but also inability to evaluate the learning outcomes of family members, which in turn affect them to learn correct care knowledge. In addition, the satisfaction of the family members with the implementation of using telephone to provide nursing guidance by the nursing staff only reached 64%.

AIM

Due to the Covid -19 pandemic, daily family visitation have been canceled. In response to the circumstances, Aim to provide correct care knowledge and proper care ability to family members while elevating family members' satisfaction with nursing guidance of nursing staff

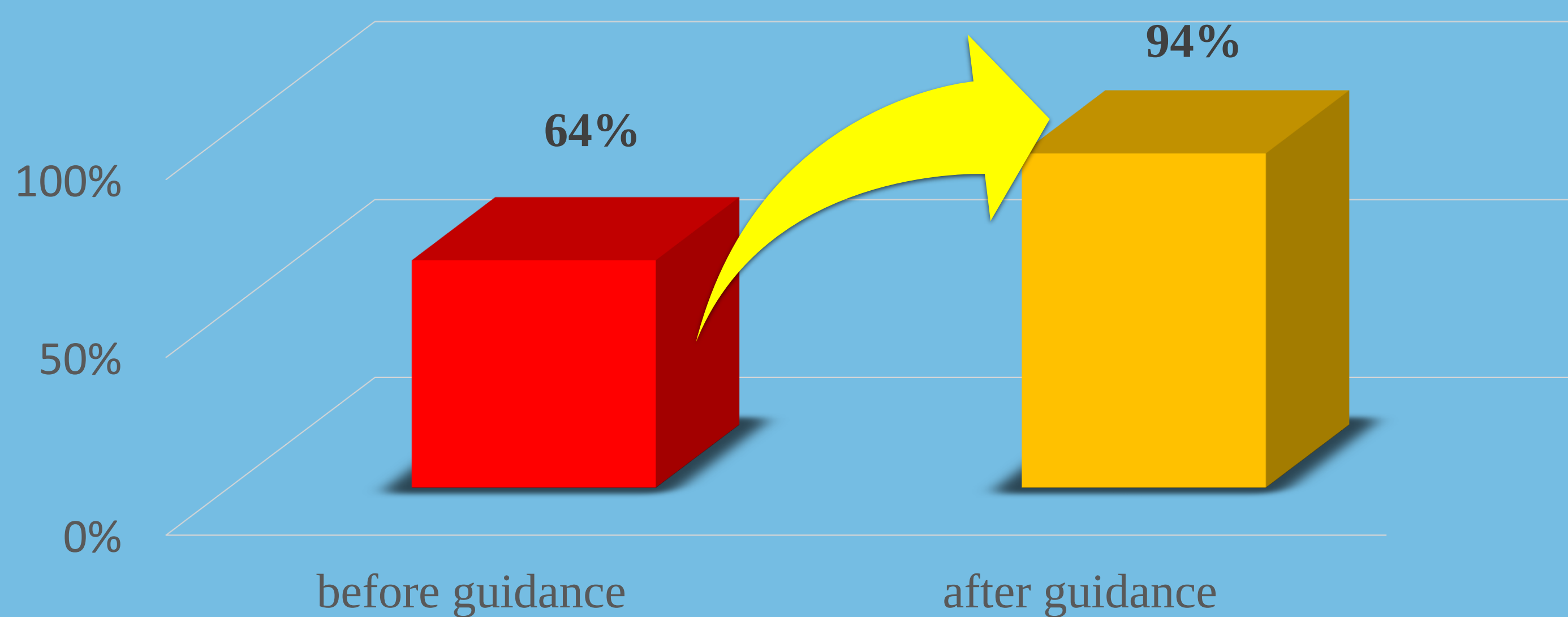
METHOD

We use (1) The health education QR code contain images to illustrate detailed nursing guidance, so that the nursing staff can provide family members with more suitable health education. Health learning materials also come in handy, family members are able to download information anytime they need via a simple scan. (2) Record nursing education video clips and upload them to YouTube platform for family members to watch. (3) We made an online appointment with family members in advance, and gave thorough nursing instructions through mutual interaction. Nursing staff will confirm that family members' comprehension of the content of health education during the appointment, and give guidance again for unclear points.



RESULTS

We provided nursing guidance services for 165 family members in the intensive care unit from January 30, 2022 to October 31, 2022. Likert Scale was used to evaluate the family members' satisfaction with the nursing guidance service after the intervention. The results showed that the satisfaction rate reached 94%. Not only did we increase the satisfaction of family members with the nursing guidance service, but also ease the difficulty of caring for family members after patients had returned home.



CONCLUSIONS

In response to the quarantine policy under the pandemic, technology and clinical practice must be combined. The QR Code and audio-visual platform are the easiest way to operate currently. Health education videos and QR code we made enable family members to download and view health educational contents. Moreover, during online video visits, we will conduct nursing guidance once again. With better understanding, patients can receive more profound care. Complete nursing guidance not only facilitated acquiring correct caring skills, but also demonstrate the professional competence of nursing staff. Positive feedback from family members makes the professionalism of nursing guidance more valuable.

ACKNOWLEDGEMENT

The leadership at Kaoshiung Chang Gung Memorial Hospita, and specifically the PICU at Kaoshiung Chang Gung Memorial Hospita, for the support to bring ideas from the bedside to life.

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