

## **Exploring the characteristics of nursing staffs' nursing services - take a hospital in Taiwan as an example**

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### Abstract

This study was subsequently conducted to in-depth explore the characteristics and nursing services in a hospital in Yunlin, Taiwan. Adopting qualitative research methods, the researcher interviewed 2 senior nursing supervisors, to insightfully understand the characteristics of nursing staff's nursing service and reflective inner voices. Through a series of on-site interviews, reflective interpretation, and validating triangulation, this study finally drew the crucial conclusions: (1) Patients and their families generally agree that the characteristics of hospital nursing are humanized, caring and high-quality nursing services, and the nursing staffs are conscientious, kind and empathetic. (2) The characteristics and nursing services are to provide high-quality medical care, build a happy workplace for employees. Nursing staffs have learned not only operating routines and standard procedures, but also integrated care that is based on the disease and humane into their daily work and life. (3) The current nursing is bound to follow the pursuit of innovation and change, in order to create excellent nursing quality. Hospitals should constantly reflect on the characteristics of services and future development, continuous teaching and growth, provide high-quality nursing services.

Key words: nursing staffs, nursing services, characteristics

### 1. Introduction

The population in the world is gradually aging, and global aging has become the focus of attention of various countries. The Statistics Department of the Ministry of the Interior (2021) has increased from 79.18 years in 2010 to 81.32 years in 2020. In 2020, the average of life expectancy in Taiwan is 81.3 years, 78.1 years for men and 84.7 years for women. The average of life expectancy of people is on the rise. Therefore, it is necessary to strengthen the content of nursing services, service facilities and service teams to ensure nursing services, enhance the quality and value, and improve the effectiveness of nursing services (Shan, et al., 2021). Health care professionals need to provide more support, and nursing services need to undergo quality management and performance assessment to provide high-quality nursing services (Lee, et al., 2017). With the improvement of patients' health awareness and attention to quality of life, the demand for health promotion has increased significantly, and medical institutions have paid more attention to the service quality of caregivers. Nursing staff serve patients and their families on the front line, which is a key factor affecting the quality of patient care. Nursing care professionals need to have the professional ability to understand their needs and elderly care, work together as a team, and the important contents include: personnel education, nurturing nursing talents, how to provide community-based integrated care, nursing staff to provide nursing services, and to propose Collaborative services and innovative care systems (Song & Tang, 2019).

The innovative smart care model has changed the current way of care, and the digitalization of nursing information is an important direction and trend for the development of global medical care in the future (Hu et al., 2021). And the rapid development of technology plays an important role in the change of nursing profession. The advanced development of technology in medical care can save people's lives; technology can continuously provide information, educate innovation and

expand the role and skills of nursing staff (Chhetri & Koirala, 2017). "Treat the sick as close to each other" treats each customer equally as if they are themselves or their relatives and friends, which is the caring performance of the nursing staffs (Hsieh, 2003).

From the above, it can be seen that the needs and connotation items of nursing services: talent cultivation, application of innovative smart technology, long-term care services and humanized care. The research on nursing service rarely discusses the analysis of the characteristics of nursing service, the training of talents and the management strategy. High-quality medical institutions are based on providing humanized services that focus on customer needs, and go deep into the living world of people with proactive and advanced preventive and caring service medical care. The main purpose of this study is to explore the performance characteristics, nursing services and manpower training process of a hospital in Yunlin, Taiwan.

## **2. Literature Review**

### **2.1 Demand Trends in Healthcare Institutions**

#### **2.1.1 Emphasis on humanized care**

An ideal hospital requires not only high-tech equipment and excellent medical skills, but also humanized services and patient-centered care. The most basic level of medical services is to treat the disease as close as possible and humanized care (Hsieh, 2003). Chen and Chou (2010) "Caring" is the essence and core of nursing. Attach importance to the establishment of the relationship between patients and medical staff to show the characteristics of specific humanistic care services (Chiang and Liaw, 2017). Nursing services should include the concept of "caring", coupled with humanized nursing services, so that patients can feel respected and cared for, which can not only enhance people's deep inner feelings, but also build trust relationships; enhance medical professional care and generate core values and benefits.

#### **2.1.2 Nursing talent training**

As the needs of the population and the patterns of medical care change, the way we nurture our staffs will also need to be adapted accordingly. Chao et al. (2010) nursing staff is an important factor in ensuring people's health. The direction of cultivating staff should be in line with international standards, and the teaching connotation and literacy should be strengthened. Hsu et al. (2020) nursing education aims to cultivate nursing leaders, and education needs to be internationalized to improve the quality of global health care. Courses that provide ongoing training teach staff how to establish appropriate interactions with patients, paying attention to patient input (Raadabadi, et al., 2017). Emphasis on talent cultivation is to cultivate more excellent nursing staff, so as to have a competitive advantage and create business performance in today's competitive medical environment (Yang & Liao, 2021). It is necessary to understand the characteristics of nursing staff, the content of nursing work, the nature of nursing work and nursing career planning. Emphasizes interpersonal communication skills, management skills and leadership in nursing. Nursing staff should actively participate in public issues and promote nursing science and support the nursing profession (Glerean, et al., 2019). In addition to professional quality, nursing education also needs to include humanistic education. Through self-reflection and introspection, we can

strengthen the observation ability, improve the humanistic quality of nursing staffs, and make nursing care more humanistic and caring (Yeh & Lee, 2011). It can be seen from the above: we need to continue to educate and train nursing staffs, and we need to prepare for the inheritance of nursing, so that the nursing services business can continue to operate.

### 2.1.3 Nursing Administration

Jeffs et al. (2020) in the face of the COVID-19 epidemic, nursing supervisors need to have insight, make decisions under special circumstances, and maintain a balance between responsibilities in the organization and system, and in the experience or events of others. Learning, nursing leadership is more important. In addition to the nursing professional ability, nursing leaders can display appropriate leadership behaviors in a timely manner, which can not only make administrative work more efficient, but also better demonstrate the role of leaders, so that team members can be convincing and trustworthy (Chen et al., 2017). Liu et al. (2021) formulated the common values and vision of the organization, strengthened communication with employees and training related to care, and helped nurses adapt to the medical care environment and quality care. When a crisis occurs, nursing leaders with deep charisma and influence to motivate the team can lead the organization to move forward, make the team progress, re-engineer, and then create good results (Chen et al., 2017). From the above, it can be seen that the nursing supervisor must have the ability of nursing leadership and enhance the role of nursing professionals in the medical system, the management of nursing professionals and the mechanism of talent cultivation and development.

## 2.2 Demands and characteristics of high-quality medical care services

### 2.2.1 Definition and Concept of Nursing Services

Chen et al. (2012) nursing service is a diverse concept, covering a wide range of areas, including nursing care, patient safety, care and respect for patients. Chen et al. (2008) nursing is a patient-centered profession that promotes nursing services through an interactive process with patients. The structure of nursing services varies from hospital to hospital and includes guidelines, policies, philosophies and goals for nursing. Personnel are responsible for providing nursing services according to their respective responsibilities. Good nursing services have a stable working environment, professionalism and promotion of development, which are directly related to effective nursing, emphasizing professional practice to meet the expectations and needs of society (Nishio, et al., 2021). Approaches to improving the quality of nursing services include: increasing skills experience, competencies, organizational communication, performance, work guidelines and principles policies, a culture of safety, a supportive environment, and organizational structures (Poortaghi, et al., 2020). From the above, it can be seen that the hospital nursing service needs to have an innovative spirit, and improve the nursing effect by proposing various innovations, so as to improve the quality of nursing services and make patients have a good feeling of service quality. High-quality nursing services come from serious, active, dedicated and enthusiastic nursing staff, who provide humanized care, patient-centered care, and caring care that is close to the disease.

### 2.2.2 Smart technology

The introduction and integration of mobile technology can not only improve the professional knowledge and ability of nursing staffs, but also improve the working efficiency and immediacy of

nursing staffs, and provide comprehensive nursing care to patients (Wu et al., 2017). In order to improve the efficiency of medical services, medical institutions gradually introduce new technologies and develop towards intelligence to respond to and meet the needs of the times. Apply the innovation of information technology to provide humanized services, integrate technological services into people's lives, and then assist their health management and health promotion. The application of technology remote care has become the trend of people's medical care in the future. Nurses can obtain information related to health and physiological monitoring based on the remote care information system to provide appropriate nursing services (Chou et al., 2009). The application of smart technology in nursing includes: smart bedside service system, smart electronic room door card, indoor positioning system, smart electronic whiteboard, nursing information system, automatic smart medicine cabinet, bedside health education system, transmission-type physiological monitor, Pepper robot, virtual reality teaching, etc., to simplify the nursing operation process and improve the quality of patient care (Hu et al., 2021). Smart technology has been widely used in nursing practice, enabling medical personnel to more quickly grasp the condition of patients and provide immediate services, playing an important role and influence in the medical services of medical institutions.

### 3. Methods

#### 3.1 Research design

This study adopted qualitative research methods. Senior nursing supervisors were selected as participants for this study. Interviews were conducted and results were collected to collect the performance characteristics of hospital nursing staffs, nursing service items and manpower training process and business strategy, hoping to obtain research data on the deep feelings of nursing executives. The study focused on the characteristics of the nursing services of the nursing staffs in a hospital in Yunlin, Taiwan, professional reflection, and deep inner feelings. The conceptual architecture diagram of this research is shown in Figure 1:

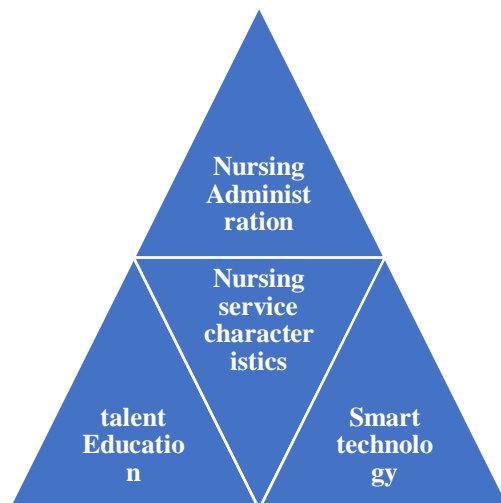


Figure 1 Conceptual architecture diagram

### 3.2 Research participants

The interviewed senior nursing supervisors have worked in a teaching hospital in the central region of Taiwan for 3 years or above, who were able to complete the interview and communicate in Chinese and Taiwanese, were selected to participate in this study.

### 3.3 Data collection and analysis

The time required for each research interview was approximately 40 minutes to 1 hour. In order to make the qualitative interview more precise to the research questions, the interview was outlined in advance according to the research purpose and research questions. Then narrative and observation analysis were used to conduct in-depth interviews, and a total of 2 senior nursing supervisors were interviewed. Data processing and analysis were conducted after the interview, and the manuscripts were established. All the spoken data of the interview, the emotional reaction at the time and the relevant interview situation were resorted to written expressions, and a complete and detailed text manuscript was established. Transcription of the manuscript: After the interview, the researcher listened to the audio file repeatedly, then transcribed the manuscript and created a digital file and a written file. Next, the researcher studied the content of the manuscript, explored the themes and carried out data coding. Data coding were made up after repetitively reading the manuscript, searching for relevant words according to the research purpose and research questions, exploring the meaning that the participants wanted to express, and coding these important messages for interpretation and analysis. We use validating triangulation. Throughout the process, the researcher continued to review the dialogue by comparing the data and the literature. This helped to analyze the data and clarify the concepts, so that the research results and other research parts became more relevant to the objectives of the research report. The qualitative research process is shown in Figure 2:

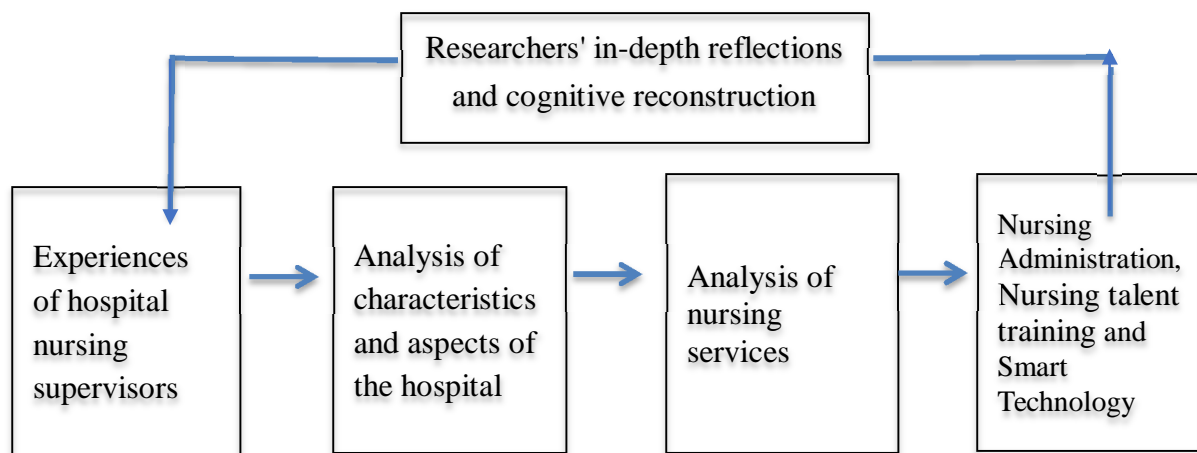


Figure 2 Qualitative research process

#### 4. Research Results and Findings

1. High-quality features include: "Humanity Care", "Respecting Diseases as Family Members", "Smart Technology", "Talent Cultivation", etc. Chen et al. (2008) nursing is a patient-centered profession that promotes nursing services through an interactive process with patients. The humanized care and care provided by the nursing staffs is an important part of strengthening the service quality of the medical team (Hsieh, 2003). Nursing service is the care and respect for patients (Chen et al., 2012). After interviews with the interviewees, we learned that:

*"Yunlin County is a highly agricultural society. When the elderly come to the hospital, they do check-ups or read reports, and see outpatient work. Process and service are very important, keep abreast of the situation and atmosphere of patients and consultations at any time, work and arrange in advance, warm caring greetings(C1)."*

*"The current use of nursing smart technology includes: nursing information system, mobile APP, digital positioning system, electronic whiteboard etc. Development of Nursing Information: arranging responsible nursing supervisors, setting up nursing information teams, and related nursing information systems. The research and development, education and training, tracking and counseling, and use effect analysis, etc(C2)."*

*"Innovative care - mobile care package, which is equipped with blood oxygen machine and measuring instrument; after allowing the patient to monitor by himself, it will automatically. A system for uploading medical information, medical staffs can view the relevant information of patients through the computer medical information system, reducing the need for medical treatment. Nursing staffs frequently enter and leave the isolation care ward to reduce the risk of cross-infection of infectious diseases(C1)."*

Good nursing care requires a stable work environment, professionalism and development, with an emphasis on professional practice to meet the expectations and needs of society (Nishio, et al., 2021). Ways to improve the quality of nursing services include: increasing skills experience, competencies, organizational communication, work guidelines and principles policies, a culture of safety, a supportive environment and organizational structure (Poortaghi, et al., 2020). In addition to the nursing professions that are generally required, the nursing staff also emphasizes active, warm and humanized care, showing the spirit of self-confidence, caring care and nursing in the overall performance, so that patients and their families can deeply feel the connotation of nursing services and the importance of medical care. Institutional trust is the hallmark of nursing services.

2. Consensus establishment, cultivation connotation and strategy for employees to pursue excellence. The medical professional technology and care of each medical institution can provide the satisfaction of people's health and disease needs as a whole, and should cover the concept of "caring" and nursing (Hsieh, 2003), plus humanized nursing services, so that patients can be in contact with each other. In the process of each work unit, one can feel respected, cared and moved, which can not only enhance people's deep inner feelings, but also establish a trusting relationship; through humanized care, medical professional skills and care can be enhanced, and core values can be generated and benefit. After interviews with the interviewees, we learned that:

*"Introduce the concept and purpose of the hospital to the nursing staff, and the work*



*performance of the nursing staff is in line with humanistic care, to upgrade us to a medical center, education has included the concept and purpose of the hospital. The National Taiwan University system is usually doing it. It has been made into daily life, emphasizing respect and care, mutual relationship between patients and colleagues, and the implementation of a happy workplace(C2).”*

*“We are not just A, but also A+ and excellence. We have been working towards the direction of the medical center(C1).”*

*“The Nursing Department adheres to the spirit of seeing the disease as a close friend, actively promotes the professional ability advancement system, strengthens the quality of nursing, and improves the quality of nursing. Provide humanized and high-quality nursing services, and promote the health of patients in physical, mental, spiritual and social aspects through the nursing profession health, to achieve "whole person care"(C2).”*

We need to continuously training nursing staffs and prepare for the inheritance of nursing, so that the nursing services business can continue to operate. Nursing staffs need to assist in dealing with patients' problems in a timely manner in order to provide higher-quality nursing services (Hsieh, 2003). Improving the quality of medical services and pursuing customer satisfaction will be an important issue for the hospital to achieve sustainable operation. Humanized medical process and environment, and actively promote nursing humanistic education to improve the humanistic quality of nursing staffs (Yeh & Lee, 2011). High-quality nursing services are professional honor and the realization of ideals. The more positive and engaged the attitude is, the greater the service energy will be generated.

3. Staff assessment indicators and guidance mechanism. Positive workplace culture is an important factor for nursing staffs' retention and recruitment. Nursing managers must pay attention to work management and the variables that affect workplace culture. Tseng et al. (2008) complete internal education and training in medical institutions can improve employee job satisfaction. Promoting effective education and training can specifically show the performance of talent cultivation, so as to improve the quality of human resources, help employees effectively improve their workplace competitiveness, and promote organizational growth, innovation and strategic innovation, and enhance competitive advantage. After interviews with the interviewees, we learned that:

*“The leadership should manage the upper-level supervisors well, so as to manage the lower-level personnel and manage them in place. A team should be organized for human resources, education and training, and the business should be in place. Business improvement should be done every year(C2).”*

*“To match the last mile of students' internship, first grasp the manpower shortage or demand dynamics of the hospital, and meet the needs of students. Provide a good teaching environment, teaching atmosphere, teachers, etc., so that the nurse sisters can lead the new students with heart and mind, and help for graduate with the students. After graduation and employment, the hospital will train the staffs to pass the nursing staff competency advancement and obtain the nursing staff competency advancement bonuses, salary can be increased(C1).”*

*“New staffs' training, newcomer training and selection of outstanding talents, the method of*



*training is changed to the method of online learning, accessibility good. In the process of education and training, a physical course is held every 2 months, allowing supervisors to participate in education and training and education and training must be standardized change. Nursing supervisors screening review: N3 or above is required, emphasizing closeness to clinical needs and interpersonal communication skills. The leading and management unit will arrange supervisors to lead for 3 to 6 months, and then evaluate the clinical business performance(C2).”*

Education and training of continuing care workers is important to provide quality and safe care (Gimenes & Faleiros, 2014). Promoting effective education and training can specifically show the performance of talent cultivation to improve quality, assist employees to effectively enhance their workplace competitiveness, and promote organizational growth, innovation and strategic innovation, enhance competitive advantages, and improve the interests of patients. In order to gain a competitive advantage and create business performance in the highly competitive medical environment, it is necessary to attach importance to talent cultivation and have more talents (Yang and Liao, 2021). The system of personnel training and counseling is complete to ensure the quality of nursing services.

4. Social development and popular demand trends, and mechanisms and strategies for continuous self-improvement. The aging population has brought out related issues. Nursing administrators should understand their own leadership styles and shape organizational culture to improve organizational effectiveness (Lin and Lu, 2000). Transfer the nursing services provided by the needs of patients from medical institutions to community care; promote preventive community care services, penetrate into the life world of people, actively establish interpersonal relationships, and adopt a health promotion model of medical care services to provide humanized patient-centered care. After interviews with the interviewees, we learned that:

*“Assess the suitability of nursing staffs, think about the development education and process, provide the complete talent training and coaching plans, implement the training plans so that the right people can be adapted to suit their talents(C2).”*

*“Create a spirit of teamwork, identification with the organization, cohesion and a sense of mission, hospital policies and operations. The direction allows all employees to participate and implement in their daily work and life(C1).”*

*“Promote policies for maternal and child care, the elderly and long-term care, improve the level of medical care for all ages, and promote the integration of regional medical resources and actively participate in international medical cooperation. Employees are encouraged to pursue further studies and can apply for a two-year tuition subsidy. Encourage employee research, publishing, submitting manuscripts to outstanding journals, awards, and scholarships for public funds to go abroad(C1).”*

Facing the competitive business environment and various challenges, only by strengthening the business philosophy and characteristics of medical services can we move towards "sustainable management". Therefore, the hospital management strategy also changes with people's needs, economic policies and the times, so that it has competitive advantages and characteristics to meet

people's needs. Nursing supervisors need to be well-trained and insightful about the prospects of health care development, with the four leadership capabilities of professional leadership, clinical leadership, health system leadership and health policy leadership, and the thinking and ability to predict medical reform and high-quality services (Heinen, et al., 2019). Nursing services need to focus on developing excellent nursing staffs to provide comprehensive professional care.

## 5. Conclusions

Patients and their family members generally agree that the nursing management features of a hospital in Yunlin, Taiwan are humanized, caring and excellent nursing services, and the nursing staffs are serious, kind and empathetic; the hospital strives for excellence and better service quality. In order to establish the consensus of the team, cultivate talents and management strategies, and develop the characteristics of the hospital. The performance characteristics and context of a hospital in Yunlin, Taiwan are providing high-quality medical care, fulfilling social responsibilities, building a happy workplace for employees, and sustainable operation. Nursing senior supervisors should effectively grasp the actual work performance of nursing staffs, implement an evaluation system for work performance, so that nursing staffs can truly learn not only working routines and standard procedures, but also integrating patient-friendly and humane nursing into their daily lives. So that the purpose and goals of the hospital can be integrated with nursing services and be felt by patients and their families.

The cultivation of nursing staffs and the development of the nursing profession need to be combined with the organizational culture and the concept of the hospital. Humanistic care is implemented in nursing practice, so that patients and their families have a high degree of loyalty to the hospital and maintain a good doctor-patient relationship. There are systems and strategies for the professional quality of team members and talent cultivation. To cultivate excellent nursing talents, to become good nursing staffs and supervisors, they can provide high-quality nursing services for patients. In addition to the nursing professions that are generally required, the nursing staffs also emphasize active, warm and humanized care, showing the spirit of self-confidence, caring care and nursing in the overall performance, so that patients and their families can deeply feel the connotation of nursing services and the importance of medical care. Institutional trust is the hallmark of quality nursing care. The work performance of nursing staff is closely related to talent cultivation. The education and training of nursing staffs provided by medical institutions will affect the nursing services provided by nursing staffs to patients or their families. The performance and ability of nursing staffs are evaluated by senior nursing staffs of the unit. It is worth further discussion whether the training process and content of nursing staffs are complete with the general new staffs, the standardization and consistency of teaching, plus the application of smart technology, whether the use of personnel is in place and complete.

**6. Suggestions**

6.1 The nursing process is a dynamic development. Assess the professional competence of nursing staffs, consider the nursing education and process, provide a complete talent training and counseling plan, and implement the overall training plan of information technology. Let suitable people can be applied to the right talents, and according to the needs of various professions, continuous education and training and professional upgrading are provided to meet the needs of current and future medical care and provide patients with high-quality nursing services.

6.2 The organization team should constantly reflect on the characteristics of the organization and its future development, social development and public demand trends, and the mechanism for continuous self-improvement, how to innovate thinking and business strategies, provide high-quality nursing services, fulfill social responsibilities, and meet the needs of society. Maintain good interaction and sustainable operation.

6.3 The organization team should constantly reflect on the characteristics of the organization and its future development, social development and public demand trends, and the mechanism for continuous self-improvement, how to innovate thinking and business strategies, provide high-quality nursing services, fulfill social responsibilities, and meet the needs of society. Maintain good interaction and sustainable operation.

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