

Effect of Enhancing the Mental Resilience of Nursing Worker on Patient Satisfaction and Related Interventions

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Keywords: Resilience, Nursing Staff, Satisfaction, Impact, Interventions.

Abstract: Objective: to observe the effect of psychological resilience of professional nursing staff on patient satisfaction and psychological state in normal population. Methods :100 patients and 100 nurses were selected in this study. From February 2017 to August 2018,100 patients were satisfied with the inclusion and exclusion criteria, aged 23 to 85 years (42.56 ± 2.03), and the course of disease was 0.20 to 23.52 months ($3.40\pm0.2.03$). At the same time ,100 nurses in 100 patients will be responsible for the psychoelasticity questionnaire. Results: Satisfaction, are rate comparison, so use chi-square test to prove whether P value is statistically significant. The higher the psychological elasticity score of nursing staff, the higher the patient's job satisfaction, and the difference was statistically significant, $P < 0.05$. Conclusion: The higher the psychological elasticity of nursing staff, the higher the job satisfaction of patients, and the higher the psychological resilience of nurses can improve their job satisfaction.

1. Introduction

The American Psychological Society defines resilience as a good process to adapt to a person facing disaster, trauma, tragedy, threat, or other severe stress, the ability to retreat in a difficult experience. With the development of positive psychology, scientists in Europe and the United States have increased their resilience in the study of job satisfaction, noting that it has an important impact on patient satisfaction. The question of how to improve nurses' job satisfaction is an important issue for nursing managers, even for human resource management in health care. Therefore, this study explores the impact of resilience on patient job satisfaction, providing some advice for medical purposes by studying the relationship between resilience and job satisfaction.

2. Information and Methods

2.1. Clinical Data

This study mainly selected the normal population patient satisfaction. The diagnosis and treatment time of the selected patient satisfaction was from February 2017 to August 2018, and 100 patients and nursing staff each met the inclusion and exclusion criteria of this experimental study. The course of the disease was 0.20 to 23.52 months, average (3.40 ± 0.26) months, male patient satisfaction was 60%(54), female patient satisfaction was 40%(36),100 nursing staff aged 25 to 47 years, average (3.12 ± 2.34) years, working time was 1 year and above, all were female.

2.2. Methods

Before the psychoelastic intervention of nursing staff, the satisfaction of 100 patients to nursing staff was investigated by questionnaire; after the psychoelastic intervention of nursing staff, the satisfaction of 100 patients to nursing staff was investigated again.

The validity of the questionnaire data was analyzed by SPSS21.0, and the results are shown in the following table:

Table 1 Test results of bartlett (KMO and Bartlett's Test)

Testing of KMO and Bartlett		
A Kaiser-Meyer-Olkin measure of sampling adequacy.		.680
Ball test of Bartlett	Approximate chi-square	711.429
	DF	300
	Sig.	.000

Its kmo result value is 0.68, and the significance level is much less than 0.05, passed the bartley spherical test, which indicates that the data of the questionnaire has certain validity.

2.3. Observation Indicators

Nursing satisfaction: the nursing satisfaction questionnaire was formulated by the doctors in our hospital, including 50 questions, including the investigation of the medical environment, the nursing related situation of the medical staff, the return visit, etc., the selective distribution and recovery, the use of 100 points system, 60 points below is dissatisfied, 60-80 is divided into more satisfactory, 80-100 is very satisfied. Case: mainly three items A, B and B, incidence = number of cases / total number of cases *100.00%.

2.4. Multivariate Linear Regression Analysis

multivariate linear regression assumes a linear relationship between the explained variable y and multiple explanatory variables x_1, x_2, \dots, x_k , and is a multivariate linear function of the independent variable. It is applicable to study that the explained variable is influenced by multiple explanatory variables, and its model is $Y = B_0 + B_1X_1 + B_2X_2 + \dots + B_kX_k + u$. the model uses the ordinary least squares method (ols) to estimate the parameters to satisfy the independence hypothesis, the isovariance hypothesis, the no-sequence correlation hypothesis, the normality hypothesis, the non-random assumption, and the absence of multiple collinearity hypothesis. The test of model includes goodness of fit test, equation significance test and parameter significance test.

The Anova table represents an overall test of the regression coefficients of all independent variables performing regression, indicating that at least one independent variable can effectively predict the dependent variable if sig <0.05.

3. Prior to Intervention

Table 1 Significant test of psychological resilience of nursing staff on patient satisfaction and regression equation

Anovab						
Model		Square sum	DF	Median	F	Sig.
1	Return	3.644	1	3.644	29.781	.000a
	Residual	11.992	98	.122		
	Total	15.636	99			
a. Predictive variables :(constant), psychological resilience of nursing staff.						
b. dependent variable: patient satisfaction						

The probability of the significance test from the regression equation is 0.000, less than the significance level 0.05, the linear relation is good, and the regression equation is significant.

B, or beta, represents the regression coefficient, the standardized regression coefficient represents the correlation between the independent variable and the dependent variable, and why should it be standardized, because the various independent variables and the unit of the dependent variable can be unified at the time of standardization, making the results more accurate and reducing the error caused by the different units. the t value is the result of the t test of the regression coefficient. the larger the absolute value, the smaller the sig, which represents the significance of the t test.

Table 2 Mental resilience of nursing staff to patient satisfaction coefficient

Model 1		Non-standardized coefficient B		Standard factor	t	Sig.
			Standard error	Trial version		
	(constant)	1.931	0.284		6.809	.000
	Mental resilience of nursing staff	1.431	0.079	5.483	5.457	.000
a. dependent variable: patient satisfaction						

Through the regression coefficient significant test, the significance of psychological resilience of nursing staff was less than 0.05, and the psychological resilience of nursing staff was significantly different to patient satisfaction. So the standardized regression equation is: patient satisfaction = 0.483* nursing staff psychological resilience.

3.1. After Intervention

Table 3

Anovab						
Model		Square sum	DF	Median	F	Sig.
1	Return	10.449	1	10.449	143.522	.000a
	Residual	7.135	98	.073		
	Total	17.584	99			
a. Predictive variables :(constant), psychological resilience of nursing staff.						
b. dependent variable: patient satisfaction						

The probability of the significance test from the regression equation is 0.000, less than the significance level 0.05, the linear relation is good, and the regression equation is significant.

Table 4 Mental resilience of nursing staff to patient satisfaction coefficient

Model		Non-standardized coefficient		Standard factor	t	Sig.
		B	Standard error	Trial version		
1	(constant)	1.035	.206		5.026	.000
	Mental resilience of nursing staff	.690	.058	.771	11.980	.000
a. dependent variable: patient satisfaction						

Through the regression coefficient significant test, the significance of psychological resilience of nursing staff was less than 0.05, and the psychological resilience of nursing staff was significantly different to patient satisfaction. Therefore, the standardized regression equation is patient satisfaction = 0.771* nursing staff psychological resilience.

3.2. Intervention of Resilience of Nursing Staff

To sum up, improving the psychological resilience of nursing staff can improve their job satisfaction, foreign scholars through research show that through a certain way of education and cognitive behavioral therapy can intervene the psychological resilience of nursing staff, can enhance the psychological resilience of nursing staff. Therefore, the hospital should pay attention to improve the psychological resilience of nursing staff and find the psychological resilience intervention measures suitable for the nursing staff in our hospital.

The main contents of the intervention measures of psychological flexibility of nursing staff are

as follows: strengthening the study of their own professional knowledge and skills; creating a good working atmosphere by themselves, such as dressing up their own office area; reducing the pressure source, communicating with their families, debugging family contradictions and seeking family support for their work; changing the concept and treating their work with a normal heart; actively facing the pressure of work; being able to adjust their own psychology, self-decompression, such as singing and exercising; being able to face up to their own psychological problems and actively seek help; Pay attention to the construction of nurse-patient relationship, cultivate nurse-patient communication ability, so as to avoid unnecessary trouble and make nursing staff work in a good mood; will deal with the relationship between superior and subordinate, respect the leadership decision, and adjust the mentality at the right time.

4. Conclusion

The results of this study showed that the total score of psychoelasticity was positively correlated with the total score of job satisfaction and all of them ($P < 0.05$), which indicated that the higher the psychological resilience of nurses, the higher the job satisfaction was, which was consistent with the results of relevant studies.

To sum up, the nursing of patients satisfaction in normal population can adopt professional mode of nursing, which can play a positive role in the psychological intervention of patient satisfaction to a certain extent, while reducing the incidence and improving the degree of nursing satisfaction. Professional nursing is a kind of people-oriented high-quality nursing staff psychological elasticity, which is worthy of clinical promotion and wide application.

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