Effect of Nursing Management in Humanized Hospital on Reducing Nurses' Psychological Stress and Improving Nursing Satisfaction

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Abstract: Objective: To investigate the effect of humanized management in hospital nursing management on reducing the psychological pressure of nursing and improving the satisfaction of nursing. Methods: 50 in-service nursing staff in our hospital were used as research samples. In January 2019, humanized hospital nursing management was carried out to evaluate the psychological stress of nursing staff before and after management. At the same time, 100 patients in the first half of the year were selected as the control group. In order to carry out humanized management, 100 patients in the first half of the year were observed groups, and their nursing satisfaction was investigated. RESULTS: After the management group, the anxiety scores (9.2±1.1) and depression scores were (7.2±1.5), which were lower than those before management, p<0.05.Pre-administration care satisfaction was 88.0%, and after management was 97.0%, p<0.05.Conclusion: Humanized hospital management can reduce the psychological pressure of nursing staff and improve patient care satisfaction..

1. Introduction

The level of nursing service largely represents the quality of hospital services. In recent years, with the improvement of people's quality of life quality, higher requirements have been put forward for the management of medical services. Conventional medical service management has been unable to meet due to its singularity and stereotype. At this stage of clinical needs, the current phase of the need for more comprehensive, accurate and changeable care service management. At this stage, clinical nursing emphasizes patient-centeredness, and this kind of nursing mode greatly increases the work pressure of nursing staff, and also brings greater psychological pressure to nursing staff, resulting in physical and psychological fatigue of nursing staff. Performance is not conducive to the development of care management [1]. Humanized hospital management is a management model based on humanization and combined with the humanized needs of managers. It can more reflect people's value and explore the potential of managers through respect, trust and care. A harmonious working atmosphere enhances management quality. This study will investigate the management effect of humanized hospitals.

2. Information and Methods

2.1. General information

Taking 50 in-service nursing staff in our hospital as the research sample, all the staff were incumbent in our hospital from July 20 to July 2019.The average age of nursing staff (36.8±11.4) years old was female, with an average of (6.9±2.8) years of work, 27 nurses, 11 nurses, 9 nurses and 3 nurses. All caregivers have no mental illness in the past. The control group had an average age of (49.6±11.4) years, 52 males and 48 females. The average age of the observation group was (49.5±11.6) years old, 53 males and 47 females. There were no psychiatric diseases in both groups; both groups were able to communicate normally; both groups agreed to participate in the survey.

2.2. General method

Provide humanized management for nursing staff in terms of emotion, communication, and environment.

Emotional management: Respect the personality and labor results of the nursing staff, meet the life needs and work needs of the nursing staff as much as possible, and provide timely assistance to the nursing staff. Actively provide help and care for the nursing staff, listen to the opinions and suggestions of the nursing staff at work, give the nursing staff a certain autonomy, and adjust the class with the consent of the head nurse in special circumstances [2]. Management personnel should always understand the actual needs of the nursing staff and adjust the management model to suit the nursing staff's work needs. The management personnel should also understand the family status of the nursing staff, and help those who have difficulties in time to help them reduce the burden and let them work better. The department should also organize the nursing staff to conduct discussions on time, put forward opinions and suggestions on the development process of the department, and adopt the recommendations for high feasibility [3].

Environmental management: adjust the working environment, try to create a comfortable working environment for the nursing staff, transform the lounge environment, and provide microwave ovens, water dispensers and other items in the lounge to facilitate the nursing staff to rest and rest. Adjusting the indoor layout and color ratio, the warm color layout can be used to allow the nursing staff to relax and maintain a comfortable mood during the rest, and also to reflect the humanization of management [4]. In the layout of the work area, it is important to distinguish between clean areas and contaminated areas, and clean the work area on time to maintain hygiene. All items are placed in an orderly manner to ensure that the work area is clean and tidy. Small ornaments can be hung in the work area corridor, or green plants can be placed to improve the environment and make the working environment more welcoming [5].

Training management: It is necessary to provide all nursing staff with opportunities for further study. The nursing staff with excellent performance in the hospital should go to the higher level hospitals for further study and study, and also arrange the senior nursing staff to carry out training courses on time to improve the professional quality of the nursing staff [6]. In addition, the nursing staff should be able to plan their career plans according to their current ability and status, so that the nursing staff can achieve the goal and confidently complete the career plan, enhance their work enthusiasm, and improve work efficiency. The hospital also needs to develop effective incentives to enhance the enthusiasm and enthusiasm of the nursing staff.

Other management: The hospital should improve the self-protection awareness of nursing staff, so that nursing staff can strengthen their self-protection awareness and protection ability in their work, correctly handle the contradiction between doctors and patients, and ensure the harmonious relationship between doctors and patients. After the occurrence of contradictions between doctors and patients, the nursing staff should not be condemned. It is necessary to clarify the fair handling of the incident and ensure the safety of the nursing staff while maintaining the interests of the nursing staff [7]. On-the-job training of nursing personnel to carry out psychological knowledge training, so that nursing staff can learn the way of emotional adjustment, so that they can better adjust their emotions at work and ensure the mental health of nursing staff. An emergency handling team should also be set up in the hospital to ensure that the nursing staff has both benefits.

2.3. Observation indicators

The Hamilton's anxiety scale and depression scale were used to evaluate the psychological status of the nursing staff. The anxiety scale was considered to be anxious with more than 8 points, 8-16 was mild anxiety, 17-24 was moderate anxiety, and 24-28 points were divided. Moderate and severe anxiety, 28 points or more for severe anxiety; depression scores over 7 points for depression, 7-14 for mild depression, 14-24 for moderate depression, and 24 points for severe depression. The patient satisfaction degree was evaluated by our self-made scale. The total score was 100 points, 90 points or more was satisfactory, 70-89 was divided into general, 70 points or less was not satisfied, and satisfaction = satisfaction ratio.

2.4. Data statistics

The data in the text were processed by SPSS 18.0 software. t and chi-square were regarded as test indicators, and P<0.05 was considered as statistical difference.

3. Results

3.1. Nursing staff psychological status score

After the management group, the nursing staff's anxiety score (9.2 ± 1.1) points and depression score were (7.2 ± 1.5) points, all lower than before management, $p<0.05$, as shown in the table below.

Table 1 Anxiety score

Group	Anxiety score	Depression score
Before management	18.7 ± 3.8	14.2 ± 2.7
After management	9.2 ± 1.1	7.2 ± 1.5
p value	＞0.05	＜0.05
t value	6.81	5.47

3.2. Comparison of nursing satisfaction

The pre-administration nursing satisfaction was 88.0%, and the management was 97.0%, $p<0.05$. See the table below for details.

Table 2 Nursing satisfaction

Group	satisfaction	general	Not satisfied	Satisfaction
Before management	88 cases	10 cases	2 cases	88.0 %
After management	97 cases	3 cases	0 cases	97.0 %
p value	-	-	-	＜0.05
X^2	-	-	-	6.49

4. Discussion

The clinical nursing work is more complicated, and the nursing staff has a higher work pressure. In the face of increasingly sophisticated nursing management, the nursing staff also bears more physiological and psychological pressures. In a number of clinical investigations, it has been found that the complexity of nursing management in the hospital, the heavy workload, and the noisy working environment are the main factors that lead to increased pressure on nursing staff. However, after the work pressure of nursing staff increases, there will be situations of emotional irritability, unreasonable communication, and unclear work. In turn, there will be leakage of care and even cause nursing disputes, which will intensify the contradiction between doctors and patients. In addition, the high-pressure working environment and occupational risks will also affect the enthusiasm of the nursing staff, resulting in a decline in the quality of the entire nursing team. Nursing staff's physical and mental stress during work will also affect their health. Nursing staff may even experience depression, anxiety, insomnia, etc., in severe cases, can cause substantial lesions of organs, such as high blood pressure, angina, etc. The turnover rate of personnel has increased significantly, so it is very necessary to carry out humanized hospital management.

Humanized management is to add people-oriented management philosophy on the basis of scientific management. The purpose of this management method is incentive management, which intensifies the potential of managers, enables them to exert greater creativity and initiative, and enhance the quality of work by managers. .Humanized management can relieve the physical and psychological stress of nursing staff in different ways, and can help nursing staff solve their daily difficulties, conduct career planning, fully mobilize the enthusiasm of nursing staff, reduce the work pressure of nursing staff, and It provides postgraduate study and psychological counseling

management to comprehensively improve the physical and mental state of nursing staff. After humanized management, the anxiety and depression of nursing staff in our hospital were significantly reduced, and the satisfaction of nursing was greatly improved. It proved that the humanized hospital nursing management effect is ideal and worth promoting.

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