

Study and Discussion on Nursing Management of Outpatient Infusion Room

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Abstract: *Outpatient service is an important place for patients to seek medical treatment, carry out preliminary diagnosis and treatment, and provide treatment for patients. Some patients have mild diseases, and most of them do not need to be hospitalized for treatment from outpatient service. Most of these patients receiving treatment in the outpatient department are treated by intravenous infusion. However, the outpatient staff is miscellaneous, the patient mobility is large, and there are many kinds of infusion, and the requirements for timeliness are high. Therefore, higher requirements are put forward for the nursing management of the outpatient infusion room. This study reviewed the relevant literature on nursing management of outpatient infusion room at home and abroad, and summarized as follows.*

Keywords: *Outpatient service; Infusion room; Nursing management; Progress*

There are many patients gathering in the transfusion room of the outpatient department with large mobility. There are also various diseases and many types of drugs used in infusion treatment, thus the clinical nursing risk is greater, which is easy to cause medical accidents or medical disputes, and nursing management is faced with great challenges [1]. There are especially many patients in the outpatient infusion room, with large mobility and more kinds of diseases, which are generally difficult to manage and prone to medical disputes and accidents. Therefore, it is very important to reduce the accident caused by the hidden danger of nursing management in outpatient infusion room and strengthen the nursing management. At present, as a nursing error, accident frequent outpatient infusion room, the quality of care and the patient's treatment effect has an inseparable relationship, but also can have a certain impact on the honor of the hospital. In this study, the potential safety risks in outpatient infusion room were searched, solutions were proposed, and corresponding strategies were summarized to enhance the nursing management of outpatient infusion room. Nursing management of transfusion room in outpatient department is studied and discussed in this paper.

1. Nursing management security risks

1.1 Nursing staff management defects

With the deepening of the reform of the medical system, the number of outpatient infusion room patients increased year by year, the workload of nurses increased significantly, labor intensity increased, and the treatment of nurses has not been significantly improved, resulting in the shortage of nursing personnel, nursing personnel arrangement is not reasonable, nursing management system and supervision mechanism is not perfect.

1.2 Nurses lack professional knowledge and weak awareness of observation

Outpatient infusion room patients with a variety of diseases, different disease symptoms vary greatly, the symptoms of different patients with the same disease will be different, at the same time, the condition of children with rapid change, but cannot correctly describe the discomfort. Some nurses are relatively lack of professional knowledge, insufficient understanding of the use of drugs and adverse reactions, poor awareness of observation, cannot accurately understand the condition, the process of infusion cannot predict the change of the condition, there are great safety risks.

1.3 Nurses have weak legal concept and lack of sense of responsibility

Some nurses lack legal awareness and self-protection awareness, lack of knowledge of related

factors that may cause nursing disputes, poor understanding of inversion of evidence under the new situation, if nursing disputes occur, can not find enough evidence to protect themselves. The outpatient infusion room is prone to nursing errors, some outpatient nurses are not rigorous, the sense of responsibility is not strong, the wrong medicine, the wrong needle and other problems, or do not adjust the infusion speed according to the requirements, the shift is not serious.

1.4 The effect of health education is not satisfactory

Outpatient infusion room patient mobility, coupled with a large workload of nurses, nursing work is only mechanical technical operation, less communication and exchange with patients, difficult to take into account the emotional and psychological patients and their families, health education work has not been in-depth.

1.5 Patient reasons

Outpatient infusion room is the last stage of outpatient treatment, patients are easy to get excited, emotional instability, sensitive response and other characteristics; With the continuous improvement of the patient's health knowledge level and self-protection consciousness, the requirements for the quality of nursing services also increase correspondingly, if the waiting time before infusion is too long, or the nurse puncture failure, coupled with the patient's mood is not good, it is easy to produce irritability, may cause nursing-patient disputes; Some injection drugs are expensive, beyond the patient's ability to bear, there will be dissatisfaction; Patients lack medical professional knowledge and leave the observation area without authorization during infusion.

2. Countermeasures

2.1 Nursing risk management

Nursing risk management is a means to manage nursing risks, which is related to patients, family members and working staff, etc. It's used to identify the problems such as injuries and potential risks faced by them, and implement correct and reasonable treatment measures according to the risk situation [2, 3]. The main purpose of nursing risk management is to maintain the interests of patients, reduce medical risks to the greatest extent, reduce medical accidents, improve the safety of diagnosis and treatment of patients, effectively recover patients' conditions, and effectively improve the quality of hospital service [4, 5]. Nursing risk management can effectively improve the quality of nursing management of transfusion room in outpatient department. The management emphasizes the effective and sound infrastructure of outpatient department and setting up a special infectious disease quarantine area. Special training is performed for the nursing staff to strengthen their nursing ability of for the elderly and children, pregnant women and other patients, improve the safety of nursing and operation comfort, so that they can have a better comfort ability and perform scientific and reasonable emotional guidance; developing a strict and smooth nursing process according to the outpatient department, the nursing staff in the outpatient transfusion room should provide nursing services for patients in accordance with the established process. They are required to ask the patients' basic condition in detail before infusion, know about the patients' medical history, pay attention to if the patients have allergy history, assess the patients' infusion risk comprehensively, and strictly adjust the patients' infusion speed. They also check the patients' infusion conditions, observe patients' physical and mental changes, and record their abnormalities in detail [6, 7]; the nursing staff of outpatient transfusion room are required to tell the patient all aspects of matters before infusion treatment and ask them to report feedback immediately to the medical staff once they have any adverse conditions; when carrying out nursing services, medical staff in transfusion room of outpatient department should ensure proper appearance and good relationship between doctors and patients [8, 9].

2.2 Quality control circle nursing management

Quality control circle is a widely used means of medical institution management in recent years. The key of this method is all staff participation, continuous improvement of the management quality of the workplace, and emphasis on humanization in the field management process. The focus is to mobilize the initiative of nursing staff, promote their conscious in accordance with the provisions of various nursing activities, so that nursing staff participate in management activities more fully, which

can make them have a stronger sense of achievement and effectively improve the overall work quality [10, 11]. The effect of quality control circle nursing management in outpatient transfusion room is remarkable. Nursing staff can find ways to find the solving methods through collective brainstorming according to the actual infusion situation, so as to effectively solve the problems of outpatient infusion [12]. Before the nursing management of outpatient transfusion room quality control circle, establish the quality control circle and select the circle head, provide reasonable training according to the actual situation, and determine the activity theme to improve the nursing quality of outpatient transfusion room, reduce patients' adverse reactions to infusion, and reduce the incidence of medical accidents. The whole staff carry out discussion according to the theme, and accept scientific and reasonable training according to the actual situation, so that each nursing staff's ability to solve problems is effectively improved. The nursing management of outpatient transfusion room quality control circle usually emphasizes the improvement of transfusion room signs and the eye-catching degree of them, as well as making the infusion flow chart optimized reasonably, which can make patients and nurses better understand the infusion situation. It is necessary to effectively improve the indoor environment of the transfusion room, make the layout of the room and placement of articles more reasonable, disinfect the indoor space, and clean all kinds of sundries in time [13]. Pay attention to improve the working concept of nursing staff, so that a variety of management conditions can be effectively perfected. Especially, pay attention to clothing management, require nursing staff to strictly abide by the operating specifications and promote their awareness of self-protection effectively enhanced. Tell the patient that changing seat and adjustment of the drip speed of infusion are forbidden in the process of infusion treatment, and the infusion absolutely cannot be interrupted by themselves. Tell the patient about the medication precautions, let the patient know the effect of medication and disease treatment effect, and inform the patient to pay attention to strengthen health care in life. Tell the patient to press the pinhole with effective pressure after pulling the needle to avoid bleeding. The quality of infusion inspection tour should be effectively strengthened to monitor the drip rate of infusion and local reaction of patients closely. The infusion reactions of patients should be timely handled. Various infusion failures should be effectively avoided and adverse situations of patients should be timely solved. Change infusion bottles for patients actively, and guide patients to apply hot towels to the back of their hands when the weather is too cold in winter. Make sure puncture successful at one time to prevent greater trauma to patients.

2.3 Decentralized nursing management

Decentralized nursing management is clinically recommended nursing management means in recent years. The purpose is to effectively improve the skill level and carry out reasonable labor division of nursing staff with different work experience, to ensure that the nursing work is clear, which cannot only arouse the enthusiasm of the staff effectively, but also can enhance the nursing staff's initiative and improve nursing work efficiency, so that the overall level of nursing is effectively improved and the quality of patient care can be significantly improved [3]. In the decentralized nursing management in the nursing work of outpatient transfusion room, firstly, establish a decentralized nursing management team and the working time of team members should be more than 6 years. The head nurse is responsible for making the management plan of decentralized management work, putting forward a scientific and effective implementation plan, and providing strict evaluation system and quarterly inspection and review rules, etc., as well as reporting the year-end summary according to the actual work situation of the transfusion room, and building an effective reward and punishment mechanism [14]. The decentralized allocation of nursing staff should be attached with great importance, to consider nursing staff age and years of work, education and other aspects comprehensively. The scientific stratification of nursing staff is usually divided into four levels for different levels of allocation. Professional personnel are arranged to carry out decentralized training, so that the work ability of different levels of nursing staff can be strengthened effectively, they are allowed to work after reaching the assessment standard. Reasonable scheduling of work should be carried out according to the actual situation of the transfusion room. A group leader should be set and asked to be responsible for the nursing work, to ensure that the transfusion room in all aspects of the work has professional personnel. The group leader is responsible for the scientific coordination of the nursing work.

2.4 Strengthen health education

Health education is one of the important aspects of outpatient infusion room nursing management, strengthen the implementation of health education, carry out in-depth. The health education group and supervision group shall be established. The health education group shall formulate health education leaflets, which shall include disease-related knowledge and drug application. The nurse shall give the

health education leaflets to the patients and sign them, and ask them to learn the contents of the education again. The content of health education can also be recorded as a video and played in a loop. The supervision group is responsible for the supervision and assessment of the implementation of health education, and the assessment results are linked to performance.

2.5 To learn legal knowledge, while maintaining good psychological quality and strong responsibility

Modern nursing mode gradually to the patient-centered overall nursing mode change, nurses in the continuous improvement of nursing operation technology at the same time, should also strive to learn the relevant legal knowledge. At the same time, the outpatient infusion room work pressure, requires nurses not only to have a strong ability to work, but also should not fear the psychological quality of pressure, in order to stabilize the mood. If elderly and critically ill patients are encountered in the process of infusion, they should explain the matters needing attention, strengthen inspection, find adverse reactions, and deal with them in time according to emergency measures. Nurses should also learn to put themselves in the other's shoes, understand the negative emotions of patients, do a good job of communication, enhance their sense of responsibility, improve the relationship between nurses and patients, reduce the occurrence of transfusion accidents.

3. Summary and prospect

There are especially many patients in the outpatient infusion room, and the mobility is relatively large, and there are more kinds of diseases. In addition, the task of nursing staff is large, the work is also very heavy, and it is generally difficult to manage, and it is easy to occur medical disputes and accidents. These security risks for the hospital and outpatient infusion room nursing staff are quite unfavorable, easy to cause personal losses. At present, as a nursing error, accident frequent outpatient infusion room, the quality of care and the patient's treatment effect has an inseparable relationship, so reduce the accident caused by the outpatient infusion room nursing management safety risks, and strengthen the nursing management is very important.

In this study, through the analysis of various nursing work in outpatient infusion room, the main safety risks were found to be: nursing staff's professional knowledge and ability is insufficient, knowledge structure update speed is slow, their main work is only limited to dispensing infusion; Hospital outpatient infusion room management mode is relatively single, mode is also more traditional, can only be dispensing infusion as the main work; Nursing staff management deficiencies; The legal consciousness of nurses is weak, the sense of responsibility is not enough; Health education implementation effect is not satisfactory; Outpatient infusion room service needs to be further improved, some nurses are too utilitarian. According to the safety risks obtained, this study puts forward the corresponding countermeasures, including improving the management system of infusion room in outpatient department; The application of comprehensive assessment system; Improve the professional level of nursing staff, improve professional quality; Strengthen health education.

The nursing management of outpatient transfusion room involves many contents, and attentions, so nursing management should attach great importance to safety risks and avoid the occurrence of related safety accidents. Reasonable methods should be used for nursing management, to prevent nursing errors or accidents, ensure that the patient's condition is effectively treated and outpatient infusion is safe. New concepts and nursing mode shall be explored continuously in the future to strengthen the nursing quality of outpatient transfusion room.

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