

Analysis of the Health Needs of Inpatients and Hospital Health Service Strategies

Dong Wang

Lianyungang Maternal and Child Health Hospital, Xinyi 222000, China.

Abstract: Hospitals exist to provide medical care to the community with a passion to exceed client requirements and expectations. The hospital's positive trend toward client outcomes, awards, and recognition is a combination of excellent service and rapid response to community needs, and we should support the hospital's vision, mission, and values. A superior service leadership system creates and balances the value of three customer groups, placing the customer at the heart of organizational decision-making. The key to guiding the results is the leadership development process and corresponding rewards, as well as the management experience of the hospital's "hire service", which becomes the basis for achieving the organizational leap.

Keywords: Health Needs of Inpatients; Hospital's Health Service Strategy

Introduction

Hospitals apply health promotion theories, concepts and strategies to medical institutions, build a comprehensive medical service system centered on patient needs and health, and provide a good interactive platform for hospitals, medical staff, patients and community residents. Clinical services not only contribute to health and disease policy, an enabling environment for the physical and mental health of physicians and patients, and community action, but also to enhance health education and provide optimal health services. It can further improve the knowledge and skills of patients and their families, community residents and medical staff on disease control and prevention of healthy lifestyles, and improve their health and fitness levels.^[1] This paper analyzes the health needs of the inpatient population and the analysis of the hospital health service strategy. Details are as follows:

1. Health needs of inpatients

1.1 Needing a good health care environment

The medical environment, as well as the nursing hygiene environment, should have a positive impact on the patient, be therapeutically effective, and be able to meet the needs of the patient. One of the duties of nurses is to provide people with a safe and comfortable treatment environment and to promote national health. The arrangement and workflow of a medical environment should be patient-centred, consider patients' comfort and convenience, and minimize patient suffering. Therefore, it is very important to create and maintain an optimal physical and social environment for the recovery of the patient's health.

1.2 Needing happiness and company

When people get sick, it is often accompanied by changes in mood and behavior. From a healthy person to a patient suddenly, it is difficult to adapt, and it is difficult to enter the role of a patient, and various reactions may occur. For example, they do not admit that they are ill, refuse to be taken care of by others, do not trust their work, and do not let go of the role of the family. Patients often feel fear, loneliness, anxiety, and dependence. New patients generally hope to adapt to the new environment as soon as possible, be emotionally welcomed by the patient, and become a member of the group. For hospitalized patients, the care, love and support of families are essential. Inappropriate family visits can affect the patient's

rest and recovery.^[2]

1.3 Physiological and Pathological Needs

Generally speaking, telling patients truthfully is beneficial to examination, treatment, and drug cooperation. Of course, some diseases can be properly treated conservatively without raising suspicion. Otherwise, the idea of being deceived will build up in the patient's worries and anxieties, and eventually aggravate the condition. A correct pathology report is necessary. First of all, the doctor should check the clinical diseased tissue, fix it with fixative in time, and make an appointment with patients. The pathologist's specification of pathological sections should be standardized. A pathologist must have a certain level of production and experience to gain a more detailed understanding of a patient's symptoms, as well as other test results, to rule out the possibility of other pathologies.

1.4 Wanting to be known and respected more than usual

Once the patient enters the role of the patient, the medical staff is expected to understand what kind of social role he originally was, his importance and contribution. In this way, the medical staff can take him seriously, care about his condition, and let him get better treatment. All patients expect healthcare workers to call them by their first names, not their bed numbers. In addition, the patient's family, colleagues, and friends should go to the hospital for treatment in time to eliminate loneliness. When this need is satisfied, patients will have a sense of security and trust, their condition will be stable, and they will be willing to cooperate with doctors.

1.5 Hoping to recover as soon as possible without any sequelae

Patients hope that there will be no accidents during the treatment, and the treatment measures given by the medical staff are safe, reliable and less painful. If these needs can be met, they believe that medical staff are serious and responsible. Patients feel more confident in their treatment, feel more stable, and feel happier. They can cooperate with medical care, and the effect is more obvious. They can also strive for a speedy recovery and discharge from the hospital, get rid of the role of a patient psychologically and physically as soon as possible, return to work and study, and assume the responsibilities of their original social roles.

2. Hospital's Health Service Strategies

2.1 Environmental protection

The layout of the ward should be simple, neat and beautiful. The indoor temperature is generally between 18°C and 22°C in winter and around 25°C in summer. Humidity 50 ~ 60% is appropriate. Paying attention to ventilation and keep the air in the ward fresh. Reducing noise and try to create a quiet environment. Staff should pay special attention to their words, actions and work. In addition, with proper sun exposure, it improves the nutritional status of skin and tissues, increases appetite, and makes you feel comfortable and happy. Therefore, in the ward we have to open the windows to let the sun shine directly in, but not let the sun shine directly on the face.^[3]

2.2 Psychological care

Nurses should first be enthusiastic when receiving patients, and should take the initiative to introduce themselves, the environment and regulations. There is good emotional communication and help among patients. Mutual help and care among patients is conducive to eliminating the heterogeneity and anxiety of new patients, and promoting friendship and solidarity among patients. For the emergence of some negative emotions, we must be good at perception, patiently explain, and guide them correctly. The caregiver is the primary regulator of the patient environment, appropriately guiding the patient to positively influence various influences. Instead, nurses can take advantage of this positive atmosphere and do their nursing work better. Therefore, we should appropriately limit the number of visits and inform the relatives of patients of relevant precautions. Individual patients will change their appearance due to surgery. We must fully respect, try to control the scope

of visitation, and talk more about the condition to avoid affecting the patient's good mood. If the patient cooperates well, timely encourage the progress of rehabilitation, so that the patient can obtain psychological satisfaction and confidence. When contacting patients, medical staff should answer the questions clearly and without hesitation. Conversations between health care workers and family members need to be kept confidential and should be avoided with patients. If the patient can participate and listen, we should talk face-to-face to reduce the patient's psychological suspicion.

2.3 Respect patients

When performing their duties, nurses should eliminate the physical and mental pain of patients in specific medical and nursing activities, and should treat them equally regardless of nationality, belief, gender, occupation, position, distance. Nurses should be generous and decent in front of patients, patiently and meticulously answer questions raised by patients, reduce patients' fear and anxiety about symptoms, win patients' trust, and enable patients to actively cooperate with treatment and nursing. The relationship between good care and the patient is itself therapeutic. Everything starts from the interests of patients, meets the physical and mental needs of patients, and respects the rights and personality of patients. Nursing staff should listen to the opinions of patients often and in a timely manner, especially patients who are hospitalized for the first time and elderly patients. They should take active care, scientifically explain the patient's physical symptoms, so that the patient can be relieved and cooperate with the treatment. Unresolved issues show that patients feel safe and trusted to receive hospital care.^[4]

2.4 Organizing Rehabilitation Exercises

We should introduce the patient's condition, diagnosis and treatment methods in a timely manner, and provide information such as rehabilitation measures and prognosis. Medical staff often seek the opinions and requirements of patients, offer hope to patients, and encourage patients to actively participate in treatment and rehabilitation activities. According to the specific situation of the patient and the objective conditions of the hospital, they organize appropriate activities and fresh stimulation to meet the spiritual needs of the patient. It can not only stabilize the patient's mood, but also help the patient quickly adapt to social life after recovery.

3. Conclusion

To sum up, everyone wants to have a healthy body. Of course, getting sick is not voluntary. Similarly, the occurrence of the disease cannot be controlled by oneself, and once hospitalized, the mental and physical pain is very painful. The hospital's service is not only patient-centered, but also "patient-centered needs", that is, professional services. Health services emphasize the attentiveness of people and the whole process. Medical staff participate in the whole service chain from outpatient to hospitalization, from hospitalization to discharge, and provide warm services throughout the process. The attitude of health service is an important part of the competitiveness of the hospital, and it is also an aspect that can be rapidly improved after we complete the environmental transformation. Only by understanding the difficulties of one patient and realizing the importance of treating all patients well, can the satisfaction of patients be improved in practical work. Once customers are loyal to the hospital, the hospital can maintain the long-term stability of the medical market share, reduce the operational risk in the future market, resist the attack of competitors, and reduce the pressure of competition.

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Brief introduction: Name: Wang Dong (1985.10-), Gender: Male, Nationality: Han, Place of birth: Xinyi, Jiangsu Province, Position: Director of Performance Management Office, Senior Economist, Master of Management, Unit: Lianyungang Maternal and Child Health Hospital, Research direction: health policy and health management research.