Research on the Design of Daily Nursing Services in China's Pension Institutions at Present

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Abstract: How to improve the level of daily nursing services has become an important issue in the development of pension institutions. Under the new situation, pension institutions should attach importance to planning and deployment, and carry out scientific design of daily nursing services, so as to achieve satisfactory service effects. This paper conducts a special study on the daily nursing service design of the pension institutions in my country at this stage. It first analyzes the connotation of the daily nursing service of the pension institutions, then analyzes the main problems existing in the daily nursing service of the pension institutions in my country at the present stage, and finally discusses the effective strategies of innovating the daily nursing service design of the pension institutions under the new situation from five aspects.

Keywords: pension institutions, daily nursing service, design

Introduction

In recent years, the pension industry has developed rapidly, and its work functions and service types have been constantly improved, so that the life needs of the elderly can be constantly met. Daily nursing service is an important service content in pension institutions at present. Due to subjective and objective reasons, there is still a great space for improvement in this service type. At present, pension institutions should strengthen the design of daily nursing services and establish scientific service models, so as to improve the quality of life of the elderly and enjoy better services.

1. The connotation of daily nursing services in pension institutions

As for the concept of "daily nursing services", there is no unified definition in the pension industry. It is generally accepted in academic circles that it is equivalent to "long-term care", which refers to the provision of daily nursing and nursing services for the elderly who have lost their ability to live on their own. Here we should distinguish between the two concepts of pension service and nursing service. The elderly service mainly refers to the elderly group, providing them with a general term of various life services, which belongs to the category of social security. In addition to the basic pension services, nursing services also include medical related content, usually using some medical means to help the elderly maintain their health. In addition, nursing services in pension institutions are easily confused with those in medical institutions.

When people think of nursing services, they usually think of professional medical services. However, from the construction situation of pension institutions, there are few pension institutions with professional medical conditions, so the nursing services of pension institutions can be called daily nursing services, which are closely combined with basic health therapy. And there are great differences between these services and the nursing services in medical institutions. Under normal circumstances, the daily nursing services in pension institutions include four aspects. The first is daily life nursing, and the elderly nursing staff can take care of the living situation of the elderly to meet their basic life needs. The second is the daily nursing of cultural entertainment, which mainly refers to organizing some popular cultural activities for the elderly to enrich their spiritual and cultural life. The third is daily spiritual comfort nursing, mainly psychological communication and communication with the elderly so as to ensure that they develop a good psychological state. The fourth is auxiliary medical care, mainly to assist professional medical personnel to carry out various services for the elderly, to ensure that the elderly in accordance with the requirements of professional doctors rehabilitation treatment.

2. The main problems in the daily nursing services of China's pension institutions at present

In recent years, the daily nursing services of pension institutions have developed rapidly, promoting the upgrading of pension institutions, providing diversified services for more elderly people, and constantly meeting their needs in life, health and other aspects. However, from the construction of pension institutions, especially the efficiency and effect of daily

nursing services, the existence of some problems can not be ignored, mainly in the following aspects.

2.1 The number of nursing staff in pension institutions is relatively small

With the increasing aging of the population, pension institutions are gradually increasing in the society, and more nursing staff are needed. However, from the current development, a contradiction has been formed between the increasing number of pension institutions and the small number of nursing staff. According to incomplete statistics, the demand for nursing staff in China's pension institutions has exceeded 10 million, but the actual number of nursing staff is less than 5%. In some institutions for the elderly, one nursing staff is responsible for the health of more than a dozen elderly people, with an overloaded workload.

2.2 The structure of nursing staff in nursing institutions is relatively single and solidified

The structure of nursing staff is not optimized enough, which is also a major problem plaguing the development of pension institutions. It is mainly manifested in three aspects: First, the ratio of male and female is seriously unbalanced. In nursing institutions, there are fewer male nursing staff, and most of them are women. The proportion of female nursing staff in some nursing facilities has even exceeded 90 percent. Second, caregivers tend to be older. The number of elderly nursing staff in pension institutions is relatively large. The average age of individual nursing staff in pension institutions has exceeded 50 years old, or even will soon enter the ranks of the elder range, and there is a lack of young nursing staff. Third, personnel mobility is relatively large. Nursing staff in pension institutions usually sign labor contracts with them, and their working life is relatively limited. Some nursing staff work for no more than 3 years, or even less than 1 year. In a short period of time, the elderly can not generate enough trust in them.

2.3 The professional quality of nursing staff in nursing institutions needs to be improved

In some pension institutions, the professional quality of nursing staff is uneven, which can be seen from the educational level and the holding rate of qualification certificates. In terms of education level, the education level of nursing staff is close to high school level, and very few of them have received formal higher education, accounting for less than 20%. In terms of the holding rate of qualification certificates, only about 20% of nursing staff in old-age care institutions have obtained the qualification certificate, and only one nursing staff in each old-age care institution has obtained the qualification certificate on average, showing a relatively low professional level.

2.4 Nursing institutions lack scientific design and model

Although some pension institutions have introduced nursing services, the effect is not satisfactory. Some pension institutions are only in the consideration of perfect functions, and set up some basic and simple nursing services, which are quite different from the needs of the elderly. Some pension institutions lack scientific design of nursing operation, often carry out some temporary work, lack of effective operation of nursing services system mechanism; Some pension institutions in nursing lack of typical work mode, work is often a mere formality, no guiding significance.

3. Effective strategies to innovate daily nursing service design of pension institutions under the new situation

With the rapid development of pension, pension institutions should attach great importance to the optimization and innovation of routine nursing care, not only to develop comprehensive quality excellent nursing staff team, and to strengthen the service mode and operation process design, will be of the latest development of the application, for the majority of the elderly to provide more scientific, high level of daily nursing services.

3.1 Establish different types of user models

The establishment of user model is the foundation to strengthen the design of daily nursing service. The elderly will establish their basic information files after entering pension institutions. The starting point of establishing the user model is to carry out targeted "one-to-one" services for the elderly, so it is necessary to "remove the dross and select the essence" from the content of basic information files, and establish a model according to the physical condition and life needs of the elderly. The following model should be established for each elderly person in the pension institution: Personal information models include age, occupation before retirement, level of education, and current family structure; Physical condition model include their own diseases, interests in life and so on; Life goal model include the basic needs of life, the needs of nursing staff and so on; Knowledge experience model include their own behavior ability, the degree of emergency response, the existence of the shortcomings in life and so on.

Through the establishment of user models, accurate "portraits" of each elderly can be divided into different types

according to the standards of care so as to provide standardized scientific services. In addition, it is necessary to establish user models for nursing staff to highlight their own advantages in personality information model, family status model, life goal model and knowledge experience model, so as to provide more targeted care for the elderly.

3.2 Construct daily nursing service system

Through the understanding of the daily living habits of the elderly, the elderly institutions should conduct conclusion and establish a set of daily nursing service system. The flow chart divides the daily life of the elderly into four stages, that is, routine activities in the morning, meals and daily activities, various preparatory activities before sleep and sleep. Each stage corresponds to the basic information of the elderly, such as their behavior, thinking, emotions, contact space, unexpected pain points and their solutions.

The elderly in the flow chart of the series can be made with close contact with caregivers, once the elderly problems encountered in the specific scene in a certain stage, the call process can be immediately started,especially when the elderly has lost consciousness or behavior. Bedsides, the elderly health indicators of the system automatically open call procedures. After a short wait after the call, the elderly will receive voice feedback from the nursing staff, give psychological comfort to them, and immediately go to the scene to finally resolve the problem. In the whole process of solving problems, supervisory staff should be set up, starting from the elderly call, to pay attention to the communication process between the elderly and the nursing staff and the problem solving process, and provide help to the nursing staff if necessary.

3.3 Strengthen daily scenario-based nursing services

Scenario-based nursing services play an important role in pension institutions. The difference between daily nursing service and scene service lies in the setting of scene. The former tends to build a systematic routine service system, which makes the nursing service tend to standardized construction. The latter, through the carrier of information technology, provides the elderly with specific services in a certain scene of life, making the content of nursing services more specific, scientific and humanized. The author divides the nursing service scenarios into non-emergency scenarios and emergency scenarios. For non-emergency scenarios, nursing institutions need to equip each elderly person with a multi-functional wireless device and place it in front of their bed. Some elderly people may be confined to bed for a long time due to health reasons. In this case, a wireless device can be placed in front of their bed, making it very convenient to use it.

Wireless devices should be designed to meet the living habits of the elderly, with a good feel. In the screen of the device, high recognizable colors should be used, the screen information content should be concise and comprehensive, and various scenes in life should be covered by large font size. For example, when the elderly need a certain life scene, they only need to gently press some information blocks on the screen, and the nursing staff will come to them or provide them with specific services in an intelligent and artificial form.In the aspect of emergency scenarios, wireless devices should be configured for the elderly and nursing staff respectively. The two devices are interconnected and all kinds of unexpected situations that the elderly may encounter in their life are covered in the equipment. For example, a sudden attack of wrestling disease and so on, once there is a certain situation, the wireless equipment of the elderly and nursing staff will automatically give off a warn, the nursing agency sends nursing staff closely related to the situation to the scene, so that they can be found and treated in time and receive proper care, so that the warning signal will be automatically lifted.

3.4 Establish and improve the evaluation system of daily nursing service

The quality of daily nursing needs to be evaluated scientifically. In addition to scientific design of daily nursing service matters and operation process, pension institutions also need specific design on how to establish a scientific service evaluation system. Specifically, on the one hand, we should broaden the scope of service evaluation subjects, and bring the elderly groups, nursing service personnel, service equipment suppliers, pension institution managers and so on into the category of service evaluation, so as to comprehensively and more objectively understand the quality of daily nursing services; On the other hand, the standards and methods of assessment and evaluation should be clarified, and the user's experience effect and demand satisfaction should be highlighted on the standards. On-site interview, secret ballot, network questionnaire and so on can be adopted to highlight the fairness of service evaluation and assessment.

3.5 Continuously improve the professional quality of nursing staff

In the design of daily nursing services, the improvement of nursing staff literacy is a very important part. Pension institutions should pay attention to the training of professional nursing staff, establish a relatively stable, professional quality of nursing staff team. First of all, we need to make sure that nurses are properly admitted. Pension institutions should recruit and select nursing personnel with professional knowledge or work experience from the society, and establish a reasonable selection and appointment mechanism. The government, social organizations and pension institutions should jointly recruit

and train talents, timely supplement talents, and ensure the stability of the number of nursing personnel.

Secondly, the training of nursing staff should be strengthened. It is necessary to strengthen cooperation with medical professional institutions, carry out regular professional training, so that nursing staff can learn professional nursing knowledge, especially to understand different cases, and master nursing means and skills in practice. To take the way of on-site observation, through the form of communication and cooperation, nursing staff to designated hospitals and other pension institutions to learn from the site of daily nursing services related business processes. Thirdly, establish and perfect the rewarding performance mechanism of nursing staff. Pension institutions should cooperate with relevant departments to improve the treatment of nursing staff. In the form of performance, different regions should carry out overall planning, and certain rewards should be given to those with outstanding daily performance to improve the work enthusiasm of nursing staff.

Conclusion

Daily nursing is an important service content of pension institutions, so pension institutions should attach great importance to this form of service, strengthen planning and design, select and train excellent nursing staff, and improve the level of nursing. With the continuous development of pension, medical, and old people, to the promotion of life needs daily nursing services will be faced with challenges, and the nursing personnel must set up innovative concept, the integrated use of the latest scientific achievements, for the elderly to carry out the innovative service, let the elderly to live more comfortable in pension institutions, enjoy the high quality service.

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