

# WORLD NURSING EDUCATION AND EVIDENCE BASED PRACTICE CONFERENCE

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## Using multiple strategies to improve rehabilitation nursing quality

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**Introduction:** Satisfaction is an important indicator of quality of nursing care. Through certain improvement measures, nursing care quality may be improved as well as patient satisfaction.

**Aims:** To build up effective measures to improve nursing care quality in rehabilitation wards. The purpose of this study was to investigate the relevance of using multiple strategies and satisfaction of rehabilitation services in rehabilitation wards.

**Methods:** This is a cross-sectional, randomized study to enroll 200 patients in physical medicine and rehabilitation ward receiving rehabilitation services (50 before and after the intervention in 2015 and 50 cases each year in 2016 and 2017). This study focused on low score items for improvement. These measures included: (1) Formulating a service system for specialized rehabilitation workers; (2) developing standard operating procedures for in-hospital rehabilitation; (3) setting up rehabilitation scheduling and delivery mechanisms; (4) re-arrangement of the sequence of rehabilitation treatments and route planning and (5) deployment of ward rehabilitation equipment and additional management practices. After the intervention, we conducted a questionnaire survey on patient satisfaction with in-patient rehabilitation services including: (1) Rehabilitation contents and procedures; (2) rehabilitation environment and equipment and (3) professional ability and service attitude. The options were scored on the Likert's five-rating-scale (score 1 to 5 for very dissatisfied to very satisfied). We applied descriptive statistics to analyze the satisfaction of our rehabilitation services before and after the implementation.

**Results:** After introduction of the improvement measures, the overall satisfaction score of rehabilitation service was increased from 2015 pre-intervention 3.92 to 2015 post-intervention 4.61 ( $P < 0.05$ ) and continued to achieve good results in 2016 (4.78) and 2017 (4.77) with compared with 2015 pre-intervention ( $P < 0.05$ ).

**Conclusion:** Using multiple strategies for rehabilitation services in rehabilitation wards, description of rehabilitation content, process arrangements, and environmental equipment, were positively correlated with patient's satisfaction. Standard operating procedures improved nursing work consistency and service satisfaction.

### Biography

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