

## ORIGINAL ARTICLE

# Innovation and practice in the service model of the nursing team in the 37°C comprehensive ward

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## ABSTRACT

**Objective:** To establish a nursing service model of 37°C “six-center service” and study the effect of this model on improving nursing services in the course of nursing work.

**Methods:** The semi-structured interview method and group meeting method are used to establish the 37°C nursing service model and implement the “general health” concept of “benevolence-based and central enterprise quality.” The newly established 37°C “six-center service” (enthusiastic reception, patient explanation, careful observation, sincere help, warm-hearted delivery and heart-to-heart visit) nursing model in the comprehensive ward of Baogang Hospital (Inner Mongolia) runs through the three phases of patient admission, hospitalization and discharge, providing patients with warm care services, so that patients can truly enjoy the warmth of 37°C nursing and friendly family flair during the peri-hospitalization period.

**Results:** (1) The established 37°C “six-heart service” nursing service model has been treated as a nursing service path and is widely used in the hospital; (2) After the implementation of the 37°C nursing service, patients, nurses, doctors, hospitals and the society show an effectively improved satisfaction; (3) The 37°C “six-heart service” nursing service model is established as a hospital nursing service brand; (4) The 37°C “six-heart service” nursing service brand has received enthusiastic responses in Baotou, Health Management Technology Co., Ltd. and GENERTEC.

**Conclusions:** The established 37°C “six-heart service” nursing service model can effectively improve the quality of nursing service and establish a nursing service brand, which can be promoted across the country.

**Key Words:** Nursing service concept, Nurse-patient relationship, Innovative nursing practices

## 1. INTRODUCTION

In 2023, National Health Commission of the People’s Republic of China issued “Action Plan for Further Improvement of Care Services (2023-2025),” emphasizing the continuous medical service and the adherence to the focus on people’s health to promote high-quality development of medical services.

In 2023, the hospital formulated and implemented a three-year action plan for the service improvement project,<sup>[1]</sup> and all departments in the hospital responded positively and con-

tinuously enriched the service, and the comprehensive ward came into being on April 6, 2023. The nursing team of the comprehensive ward adhered to the principle of “Nursing First for Service Improvement,” fully implemented the “six-heart service,” and subsequently established the “37°C nursing service model,” striving to provide high-quality holistic medical services for the people, so that every patient can feel friendly family warmth and flair. After nearly a year of hard work, the nursing services in the hospital were effectively improved with satisfactory results, which are listed as follows:

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## General condition

The department has 15 special wards and 12 nursing staff, all of whom are women. The general personnel information are as follows: 67% of the nursing staff are under the age of 35, with an average age of 29.5; there is one associate chief nurse, 3 nurses-in-charge, 2 nurse practitioners and nurses; there is 1 graduate student, 9 undergraduates, 2 junior college students; Working years: 1-5 years: 7 people; 5-10 years: 1 people; 10 years and above: 4 people.

## 2. METHODS

### 2.1 Establishing the concept of 37°C nursing service in the nursing team

#### 2.1.1 Establishing a target for 37°C nursing service

Semi-structured interviews and group meetings were held for several times, and the dean in charge, the director of the Nursing Department and the head nurse from some departments were invited to participate in these activities in order to determine the working goal of 37°C nursing service. The working target consisted of one tenet, two goals, 3 stages of service and 4 working focuses. The tenet is to provide an attentive service with friendly family warmth; The two goals are to satisfy the patient and reassure the doctors; The 3-stage service is implemented with the concept of six-heart service<sup>[2]</sup> (enthusiastic reception and patient explanation when admission, careful observation and sincere help during hospitalization, warm-hearted delivery and heart-to-heart visit after discharge). The four working focuses are the optimization of the service process, the enhancement of health education, the complement of safety assessment and the continuation of out-of-hospital care.

#### 2.1.2 Explaining a target for 37°C nursing service

The essence of 37°C nursing service includes a home-like inpatient environment and warm professional care. The comprehensive ward provides patients with a spacious and bright independent inpatient room with complete appliances, and allows family members to accompany them throughout the hospitalization, so that patients can feel friendly family flair. Under the premise of getting the best treatment environment, the medical staff will explain the knowledge of the disease to the patients, so that they can be informed about the condition and treatment; Through three phases of six-heart nursing service, a harmonious nurse-patient relationship is established so that patients can receive professional treatment and nursing in a comfortable, safe, pleasant and relaxed atmosphere. In the end, doctors will be reassured with the patients satisfied.

### 2.1.3 The team unifies its thinking and strengthens the implementation of standardized nursing services

The team strengthens the training of standardized nursing services, and all staff are required to participate in the standardized training of nursing etiquette, window service and communication skills and civilized language. A 37°C warm nursing management team has been set up within the department to conduct systematic demonstration training for nurses on a regular basis, and to carry out “transposition experience,<sup>[3]</sup>” in which nurses can act as patients’ family members to provide patients with a day of companionship and share their feelings; the behavior of nurses is also standardized through “six dos and six don’ts.”

#### 2.1.4 Creating and maintaining a culture of 37°C nursing service

Nursing staff on duty are required to wear uniform dress with light makeup and provide warm nursing service. Every month, we will share the 37°C story, select one 37°C nursing service pacesetter, and give a “37°C” badge to stimulate nurses’ service awareness, consciously abide by the relevant standards and service processes of 37°C nursing services, and maintain the brand image.

### 2.2 Implementing the measures of 37°C nursing services

#### 2.2.1 Creating a clean, quiet, comfortable and safe ward environment

The comprehensive ward area now has 15 VIP wards with the hotel-style design, all rooms are equipped with accompanying beds, baths, microwave ovens, kettles and other convenient facilities, so that patients can feel friendly family flair, the end of the corridor is set up by a green leisure area, and the ground is pasted with cardiac function 6-minute walk experimental logo, providing an exercise basis for cardiac insufficiency and convalescent patients; There is a reading corner and a convenience box next to the nurse’s station, and free bedside meal ordering and discharge car booking services are provided, so that patients can have a comfortable and warm family feeling.

#### 2.2.2 Optimizing the workflow and implementing 37°C nursing services

From admission to discharge, the responsible nurse abides by nursing procedures to solve the patient’s existing or potential nursing problems, formulates a personalized care list, and provides 37°C warm nursing services. By using the “SBAR” model<sup>[4]</sup> to communicate with doctors about the patient’s condition, nurses can pledge their commitment, so that doctors can be reassured with patients satisfied. Adjust the work content of each shift, optimize and implement 37°C nursing service process, such as the reception process for the newly admitted patients, the bedside SBAR handover process, and

the telephone follow-up visit process for the discharged patients; Implement 37°C nursing service standards, such as admission and discharge education standards, inspection and appointment service standards, basic nursing and specialty nursing standards, patient safety management, etc. We provide safe and comfortable 37°C nursing service for patients from the smallest detail.

### ***2.2.3 On the basis of six-heart service, we implement eight-more service for patients***

Listening more, asking more, understanding more, and communicating more are the foundations to help nurses have a comprehensive understanding of patients and their conditions, understand the different needs from patients, and develop personalized nursing plans; caring more, explaining more, inspecting more, and helping more can increase the patient's sense of security and trust in the nurse, which is conducive to establishing a cordial nurse-patient relationship and increasing compliance.

### ***2.2.4 Carrying out "one board, one card, one column" communication activities***

The interactive whiteboard allows patients to reflect their hospitalization feelings, suggestions, etc. at any time, and it is also a way for deaf-mute patients to communicate and express themselves with the medical staff. The content of the whiteboard is collected by full-time nurses every day, and relevant personnel are organized to discuss, analyze and respond to that information and give feedback the same day. Reminder cards provide patients with precautions and procedures for each examination. The column is updated day by day to publicize and educate the knowledge of the disease carefully prepared by the medical staff.

### ***2.2.5 Giving out love bags and cards***

At the time of admission, patients will be given "love bags" to facilitate the storage of various bills and laboratory examination documents. "Love cards" will be issued upon discharge to remind patients of the precautions after discharge, and it is also convenient for patients to get timely answers when they encounter health problems.

### ***2.2.6 Giving patients a sense of ritual for birthdays and traditional festivals***

During the patient's hospitalization, if it is the birthday or the festival, the department will arrange many forms of celebrity activities for patients to celebrate, such as sending greeting cards, birthday cakes, Mid-Autumn moon cakes, New Year dumplings, etc., reflecting the warmth of the home and harmonizing the nurse-patient relationship.

## **2.3 Creating 37°C nursing service brand - "six-heart service"**

**Enthusiastic reception:** When a patient is admitted to the hospital, the responsible nurse is required to open the window in the room for ventilation in advance, change the bed from a spare bed to a temporary available bed, and prepare "37°C" warm boiled water for the patient in advance. After the patient arrives at the ward, the nurse in charge will greet the patient, take the inpatient supplies from the patient or his/her family members, and lead the patient to the ward, so that the patient can feel comfortable; Warm introduction is necessary in order to eliminate the patient's strangeness; pouring a cup of hot water can create intimacy with the patient and establish a sense of closeness; Measure the patient's vital signs, assess the patient's condition, notify the doctor in time, and build a sense of trust; By the integrated rounds of medical care,<sup>[5]</sup> the responsible medical staff take the initiative to ask about the patient's discomfort in order to reduce pain, relieve symptoms and establish the patient's sense of security.

**Patient explanation:** According to the examination of the patient's etiology, clinical manifestations, treatment methods and effects, the responsible nurse will conduct personalized health education on the precautions before and after treatment, rest, diet, sleep and activities. In the face of the characteristics of different education backgrounds and clinical manifestations in patients, it is particularly important to be patient and careful to explain every detail. The specific methods include patient and careful explanations from the responsible nurses, and the health education to patients in various ways such as verbal communication and non-verbal communication (whiteboards, cards, manuals), and recording health education videos, so as to promote the rapid recovery.

**Careful observation:** from admission to discharge, the patient is assigned with a responsible nurse to provide professional care on duty for 8-10 hours, 24 hours a day, and the night shift staff will take over the patient for the absence to ensure that the patient is always "managed" and the changes in the condition are "watched." The responsible nurse uses the nursing procedures to systematically and carefully evaluate the nursing service for the patient to formulate a personalized nursing service list and adopts SBAR model to communicate with the doctor, observes and solves the patient's existing and potential nursing problems, and perceives the changes in the patient's condition and psychological needs through the careful observation, in order to solve the patient's disease problems, meet the patient's psychological needs and make the patient feel friendly family flair.

**Sincere help:** Proactively care for patients, understand their needs and provide timely assistance. After the patient is ad-

mitted to the hospital, some relevant examinations and tests will be done, and the nursing team of the comprehensive ward will place a warm reminder card on the patient's bedside table to remind the patient of the examination, therapies and precautions; During the infusion, the patient or his/her family members are worried that the liquid will not be detected in time, and the nurse in the comprehensive ward uses the "infusion alarm" to eliminate this concern; For bedridden patients, when they turn over or move, due to the patient's large weight and the nurse's small strength, his/her family members will worry about the frequency and nursing effect. The comprehensive ward is equipped with easy turning pads for such patients, effectively reducing patients' concerns and allowing nurses to easily tap the back of the patient to implement basic nursing; For patients with urinary catheters or drainage tubes after surgery, they are afraid of accidentally getting out of the catheter and having their self-image damaged due to carrying the tube, so the comprehensive ward is equipped with a drainage bag and tube protection bag to reduce the risk of catheterization and protect the patient's image. The nurse in the comprehensive ward will make an appointment for the patient in advance, explain the precautions and accompany the examination. Whatever it is basic care or special care, the nursing team in the comprehensive ward truly makes patients feel friendly family flair.

**Warm-hearted delivery:** After the patient is discharged, the nursing team of the comprehensive ward will send the patient a self-made discharge reminder card from the department, which reminds the patient of the precautions and follow-up time after discharge and indicates the information about the doctor in charge and the nurse in charge; The phone number of the department is marked on the edge of the card, so that patients can consult at any time if they have any questions after discharge; For patients who are discharged from the hospital with limited mobility, the nurse in the comprehensive ward will also send them off the elevator, to the car home, or even to directly send them home for patient's convenience.

**Heart-to-heart visit:** When the patient has been discharged from the hospital for a week, one month or three months, the nurse in the comprehensive ward will contact the discharged patient by phone for the physical condition, the need for diagnosis and treatment knowledge, etc., and answer the existing problems in a timely manner. The regular follow-up visit after discharge connects doctors and patients closely together, and realizes the warm-hearted service for the wellbeing of the people.

### **3. RESULTS**

#### **3.1 Building up the nursing service path**

Through the group discussion, the nursing service model was innovated in the three aspects from hospitalization to discharge, and the six-heart nursing service model was finally built up. Through the application, this model effectively improved the quality of nursing service and greatly increased the satisfaction rate, and this model was widely used in many hospitals to improve nursing service.

#### **3.2 The satisfaction from the patients**

Nursing brand service, from the service concept to the service model, was more specific, more appropriate and more comprehensive to meet the needs of patients' health, 37°C nursing service had won unanimous praise from patients. So far, the comprehensive ward has received a total of 15 pennants, more than 100 handwritten thank-you letters, countless commendations and one hand-made model of raising the national flag. Patients had high praise for the nursing service as it effectively relieved their pains and concerns. Patients' recognition of care is a testament to the effectiveness of 37°C quality nursing service.

#### **3.3 The satisfaction from the nurses**

The comprehensive ward provides a stage for nurses to reduce their workload by continuously learning and improving their professional competence and optimizing their workflows. It also creates a more comfortable and efficient working environment for nurses. The creation of "37°C" nursing service brand realizes the professional value brought by the nurses, who gain a great satisfaction and a sense of accomplishment.<sup>[6]</sup> The team won the first prize in the "2023 Nursing Professional Etiquette Competition;" won the first and the third prizes of "Inner Mongolia Baogang Hospital's First Clinical Nursing Teacher Classroom Teaching Skills Competition;" won the high-quality nursing service demonstration ward of "One Department, One Product Nursing Service Improvement Competition;" received the "Dean's Special Award" of the 37°C nursing service brand.

#### **3.4 The satisfaction from the doctors**

Nurses communicate with doctors and patients in a timely and effective manner based on the principle of "being a good communicator and observer;" so that patients can recover faster, master more disease knowledge, reduce doctors' explanation time and have a more harmonious relationship with doctors and nurses. It has been recognized and trusted by most of doctors in the hospital.<sup>[6]</sup>

### 3.5 The satisfaction from the hospital

Zhang Fengzhen, Secretary of the Party Committee, highly praised and promoted the effectiveness of the 37°C nursing service brand when she was interviewed by Baotou Comprehensive Radio. At the 2024 Inner Mongolia Baogang Hospital Work Conference, the nursing team of the comprehensive ward won the “Dean’s Special Award” of the 37°C nursing service brand.

### 3.6 The satisfaction from the society

Since its establishment, the comprehensive ward has received wide attention and praise from all walks of life. The hospital has received more than 30 visits and surveys at all levels, the leaders of General Technology Group and the autonomous region highly affirmed the high-quality nursing services in the comprehensive ward and the overall work on improving patient satisfaction, and called on the group company and the medical institutions of the autonomous region to carry out learning activities. The “37°C nursing service model” has become a successful model of “Baogang Hospital with Warmth,” which fully demonstrates the service brand image of central enterprise hospitals.<sup>[7]</sup>

## 4. CONCLUSION

The innovation and practice of the nursing model have driven the growth of the nursing team and laid the foundation for the sustainable development of the hospital; With the concept of “six-heart-based services,” we will gather strong synergy and motivation for development; The connotation of nursing quality has effectively improved the sense of access to medical treatment; Promote the hospital’s 37°C attentive service and great brand building to facilitate high-quality and healthy development. The innovation and practice of nursing model is not accomplished on the first try. In this process, it is necessary to continuously summarize lessons and improve relevant systems to ensure the steady improvement of nursing quality. The established 37°C “six-heart service” nursing service model can effectively improve the quality of nursing service and establish a nursing service brand, which can be promoted across the country.

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### AUTHOR CONTRIBUTIONS

Ruijuan Huang is responsible for the overall idea and review of the article, Yuxin Zhang and Guanfeng Fu are responsible for data collection and writing, all authors read and approved the final manuscript.

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