

Influence of Personalized Nursing on Improving the Satisfaction of Emergency Pediatric Nursing

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Abstract: Personalized nursing is a necessary means to improve the satisfaction of emergency pediatric nursing. It can enhance the responsiveness of nursing services, strengthen the emotional connection between nurses and patients, and provide a theoretical basis for clinical practice. Therefore, in the context of the new era, it is necessary to deeply analyze the essence and connotation of personalized nursing, and analyze the existing deficiencies in current emergency pediatric personalized nursing, so as to develop effective improvement plans. Research shows that personalized nursing can significantly improve the satisfaction of emergency pediatric nursing, largely avoid nursing risks, and has strong clinical application value. This article summarizes and explores the research on the influence of personalized nursing on improving the satisfaction of emergency pediatric nursing, and puts forward corresponding views.

Keywords: Personalized nursing; Emergency pediatric nursing; Satisfaction; Influence; Research

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1. Introduction

Since the new era, exploring personalized nursing has been the key to promoting the development of clinical nursing work^[1]. The emergency pediatric department is one of the many departments in most hospitals, and it undertakes the important responsibility of treating critically ill children. However, due to the complex and changeable conditions of children and the anxiety of some parents, the nursing work in the emergency pediatric department is quite difficult. In response to this situation, the application of personalized nursing in emergency pediatric nursing is crucial for improving satisfaction. Personalized nursing is more comprehensive and targeted. Its focus is to strive for perfection in the nursing process, pursue high-quality nursing, and provide patients with a good nursing service experience^[2].

2. The essence and characteristics of personalized nursing

At present, the public's requirements for clinical nursing are escalating and personalized nursing is being

increasingly applied to different departments of clinical nursing. Through analysis, personalized nursing is a new patient-centered nursing concept. It emphasizes that nursing should meet the different detailed needs of patients. During the nursing process, high-quality and comprehensive personalized nursing services are provided for patients from physiological, psychological, social and other levels^[3]. Considering the characteristics of the emergency pediatric department, personalized nursing covers in-depth and scientific observation and treatment of children's conditions, as well as health education and psychological support for children and their families. For example, the emergency degree of the condition can be quickly judged according to the children's complaints, symptoms, and signs, and the children can be divided into three categories: critical, urgent, and non-urgent. The possible causes can be judged according to the children's symptoms (such as fever, vomiting, diarrhea, dyspnea, convulsions, etc.). Moreover, at the level of psychological support, nursing staff also need to communicate with children and parents with a good attitude, and timely grasp their psychological dynamics, to relieve the anxiety of children and their families and ensure the treatment^[4].

3. The intrinsic value of the application of personalized nursing

3.1. Effectively improving the overall quality of nursing

Personalized nursing significantly improves the quality and safety of nursing work, reduces the occurrence of nursing errors and risk events and ensures that children receive high-quality and efficient nursing services^[5]. This can bring a good nursing experience to children, reduce their physical and psychological burdens, and also relieve the psychological pressure of their families.

3.2. Improving the satisfaction of children and their families

Nursing services that pay more attention to details can make children and their families feel the care and professionalism of nursing staff, enhance their trust and recognition of nursing work, and thus improve their satisfaction with nursing services. In addition, personalized nursing also pays more attention to the psychological changes of children and their families. If unstable emotions occur, nursing staff will adjust the nursing methods in the shortest possible time, which can further improve the satisfaction of children and their families^[6].

3.3. Promoting the recovery of children

Through practice, it is not difficult to find that personalized nursing plays a role in psychological care, nutritional support, rehabilitation guidance, etc. It helps to relieve children's negative emotions, enhance their body immunity, and promote their early recovery.

4. A brief description of common risks in emergency pediatric nursing

4.1. Factors affecting personalized nursing

4.1.1. Insufficient competence of nursing staff

Personalized nursing requires medical staff to take into account the situation of children. Moreover, the diseases of children in the emergency pediatric ward are diverse, and there are few cases of a single disease. Therefore, in the treatment process, multiple drugs need to be used in combination, and there are many nursing operations. From these two perspectives, nursing staff should have strong practical ability, adaptability, and application ability.

At the same time, they also need to have a certain understanding of first-aid, personalized nursing, psychological analysis, and other knowledge, be proficient in using various advanced rescue equipment, and have certain insight. However, analyzing the emergency pediatric nursing situation in some hospitals, the professional knowledge of some nursing staff does not meet the standards, and their overall professional level is low. For example, when observing the patient's condition, some nursing staff do not understand the symptoms of the patient, resulting in frequent delays in diagnosis and even missing the best treatment time. Secondly, they cannot skillfully use the latest diagnostic and treatment equipment. Some nursing staff have difficulty operating the latest treatment equipment, and their adaptability is poor, which often leads to disputes with the patient's family.

4.1.2. Excessive overall pressure on nursing staff

Since the new era, China's people's livelihood medical system has been further improved and the number of emergency pediatric patients has continued to increase. Based on this, to meet the nursing needs of emergency pediatric patients, clinical nursing technology and basic nursing workload have also increased further, resulting in a shortage of clinical nursing staff, and even failing to meet the bed-to-nurse ratio stipulated by relevant departments. For example, in 2021, the bed-occupancy rate of hospitals nationwide was 74.6%, and that of public hospitals was 80.3%. In 2024, the number of registered nurses per 1,000 population in China reached 4^[7]. In such a situation, the workload of nursing staff has further increased and they are often in a state of fatigue, which increases the nursing risk to a certain extent and some negligent behaviors occur from time to time. Moreover, due to the lack of staff, some hospitals directly require interns to engage in front-line work. Due to the lax management of some hospitals, the nursing risk has been further increased.

4.2. Internal hospital factors

At present, more medical technologies and drugs are applied to medical nursing. In order to improve the effect of emergency pediatric nursing and meet the basic needs of users, it is necessary to train relevant nursing staff to minimize the internal risks of nursing. However, some hospitals have not implemented this, resulting in insufficient training for nursing staff and difficult improvement of their abilities. For example, some medical equipment has certain potential hazards. The more prominent problem is the hardware facilities. A depressing environment is not conducive to the recovery of children and will also affect the emotions of children and their parents to a certain extent^[8].

5. Strategies for applying personalized nursing to improve the satisfaction of emergency pediatric nursing

5.1. Strengthening risk assessment and improving nursing ability

Personalized nursing requires medical staff to have strong management, nursing, and service abilities, and be able to develop effective nursing plans according to the actual situation. Therefore, the hospital needs to assist medical staff to further strengthen risk control and effectively improve the comprehensive abilities of nursing staff, to fully implement personalized nursing in the emergency pediatric department. First, the hospital needs to organize medical staff to conduct a nursing risk assessment of the emergency pediatric patients in the hospital. In this process, various assessment forms can be used, such as infection risk assessment forms, nursing quality assessment forms, psychological nursing assessment forms, etc., and corresponding risk prevention measures can be implemented around these assessment contents, to develop an effective safety management system^[9]. Second,

the hospital needs to organize the nursing staff to regularly analyze the nursing risk events that have occurred in the department recently, based on the integrated clinical data. If the problem lies with the nursing staff, they need to be trained to strengthen their comprehensive management abilities, to avoid the occurrence of safety events and enable them to fully master the application methods and precautions of personalized nursing. Finally, anonymous reporting management can be carried out for adverse events in nursing, encouraging each department to report various adverse phenomena, and organizing medical staff to implement effective management countermeasures for the causes of risks. At the same time, relevant management systems should be established to ensure that medical staff work in strict accordance with the standards.

5.2. Gradually improving the nursing service process around personalized nursing

From the perspective of personalized nursing, scientific and accurate nursing services can significantly improve the nursing efficiency of the emergency pediatric department. Combining the needs of the reform and development of emergency pediatric nursing, a new nursing service system can be constructed from the following aspects: First, appropriately simplify the admission process for children according to the actual situation. Apply intelligent and big-data technologies to timely input and transmit children's information, to save more time for children and their families^[10]. Moreover, nursing staff should quickly assess the condition of children when they are admitted to the hospital, and arrange the nursing priority according to the severity of the condition to ensure that critically ill children can receive timely treatment. Second, scientifically set the nursing operation process. Adjust and improve various nursing operations according to the standards, develop detailed operation processes and precautions, and strengthen the operation assessment of nursing staff, so that they can proficiently master the correct operation methods and improve the accuracy and efficiency of nursing operations. For example, in the aspect of intravenous puncture, nursing staff should select the appropriate puncture site and puncture tool according to the age and vascular conditions of children, to improve the success rate of one-time puncture and reduce the pain of children^[11]. Third, establish a nursing shift-handover system. Nursing shift-handover is an important link to ensure the continuity and integrity of nursing work. A detailed shift-handover process and record form should be developed. Nursing staff are required to make a detailed handover of the children's conditions, treatment situations, nursing key points, etc. during the shift-handover and make records to ensure the accurate transmission of information. Through these methods, a new nursing process system can be constructed to effectively improve the nursing service quality.

5.3. Establishing a good nurse-patient relationship

In nursing work, in order to ensure the smooth progress of nursing work, nursing staff need to establish a good relationship with children and their families in line with the principles of personalized nursing, effectively reduce nursing risks, and ensure that children actively cooperate with nursing. In most cases, when nursing staff build a good communication relationship with patients, through communication, they can understand each other's situations. Children and their families will be more actively cooperate with the work of nursing staff and the nursing risk will be further reduced. In order to build a bridge of communication with patients, nursing staff need to treat everyone equally and should not discriminate against or neglect children for some special reasons. They need to establish a good and mutual-trust relationship with patients in actual work^[12]. At the same time, nursing staff need to use warm language and appropriate actions to make emergency pediatric patients feel their sincerity, to gain the trust of patients. Then, appropriate language can be selected according to different psychological states

to relieve the psychological barriers of patients as much as possible. Emergency pediatric patients may have fragile and sensitive psychological states due to their insufficient cognitive abilities and the strangeness of the hospital environment. They may be more likely to feel anxious, fearful, lonely and helpless, and this psychological state will directly affect their attitude and cooperation degree towards nursing. Therefore, nursing staff should be keenly aware of these psychological signals in their work and take corresponding measures to win the trust of children. After that, nursing staff can better understand the psychological states of patients and then take targeted psychological nursing measures. For children who are anxious due to illness, nurses can explain the condition and treatment plan in plain language to help them reduce their psychological burden. For children who feel lonely due to long-term hospitalization, nurses can appropriately increase the accompanying time or organize some in-ward interaction activities to make them feel the warmth of the group^[13].

5.4. Continuously guiding children and their families

To ensure the smooth progress of nursing work and improve management efficiency, it is particularly important to effectively guide children and their families. First, for young patients with relatively weak self-care abilities, medical staff need to communicate with their families in a timely manner and clearly inform the families to ensure that they can accompany the children throughout the day, or assign professional caregivers for accompaniment. This is because young patients often have fear, anxiety, and other negative emotions when facing the strange hospital environment and complex treatment process, and the accompaniment of family members can provide them with necessary psychological support and a sense of security^[14]. Moreover, strengthening the psychological guidance of young patients is also a key link in improving nursing quality. During the long-term treatment of chronic diseases in the internal medicine department, not only the children themselves but also their families are prone to various negative emotions, such as anxiety, irritability, and even loss of confidence in treatment. Based on this situation, medical staff should actively communicate with patients and their families, and grasp the patients' worried psychology through careful observation. When negative emotions are found in children or their families, nursing staff need to actively comfort and guide them in a timely manner^[15].

6. Future prospects

First, the integration of intelligent and personalized nursing services. With the rapid development of science and technology, artificial intelligence and big data technologies will be more widely applied in the medical field. In emergency pediatric nursing, with the help of intelligent devices such as smart bracelets and smart temperature patches to monitor the vital signs of children in real-time, dynamic tracking of children's health conditions can be achieved. Medical staff can predict the changes of the condition in advance based on these accurate data and adjust the treatment and nursing plans in a timely manner.

Second, multi-disciplinary collaboration. Emergency pediatric nursing involves multi-disciplinary knowledge and skills. In the future, multi-disciplinary collaboration will be further strengthened. A multi-disciplinary nursing team centered on children will be established, including pediatricians, nurses, dietitians, psychologists, etc., to jointly develop comprehensive and systematic treatment and nursing plans for children. In nursing management, advanced management concepts and methods such as project management and PDCA cycle will be introduced to improve the nursing quality.

7. Conclusion

In summary, in the context of the new era, combined with the current situation of emergency pediatric nursing, taking corresponding intervention measures around personalized nursing can significantly reduce clinical nursing adverse events, improve the nursing quality of nursing staff, and promote the continuous and good development of the pediatric department and even the entire hospital. Therefore, in the new era, hospitals and nursing staff need to base on the actual situation, explore new emergency pediatric nursing methods, deeply explore the connotation and main application methods of personalized nursing. By analyzing the existing problems in current emergency pediatric nursing, a new nursing system can be constructed from aspects such as strengthening the work ability of nursing staff, improving the nursing management system, and strengthening the psychological intervention of children, to improve the overall service quality.

Disclosure statement

The author declares no conflict of interest.

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