

Exploration of Optimizing Hospital Nursing Work in the New Era

Jing Zhou

Yixing People's Hospital, Yixing 214200, Jiangsu, China

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Abstract: Under the background of the new era, with the continuous advancement of the Healthy China strategy, the general public has put forward higher requirements for hospital nursing work. As a bridge between medical services and patient needs, nursing work directly affects medical quality and safety, patients' medical experience, and the sustainable development of the medical and health cause. Based on this, this paper briefly analyzes the connotation and development requirements of hospital nursing work in the new era, as well as the current situation of hospital nursing work, and discusses the optimization paths of hospital nursing work in the new era, aiming to provide certain theoretical support and practical guidance for the improvement of hospital nursing work.

Keywords: New era; Hospital nursing; Optimization paths

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1. Introduction

The new era has endowed hospital nursing work with new connotations and missions. Nursing work is no longer limited to traditional disease care, condition observation, and basic operations, but extends to the entire process of prevention, health care, treatment, rehabilitation, and palliative care, and develops in the direction of personalization, precision, humanization, and intelligence. It requires nursing work to pay more attention to quality and safety, patient experience, connotation construction, and team literacy. Therefore, exploring the optimization paths of hospital nursing work in the new era and improving the quality and level of nursing services have become new issues facing current hospital nursing work.

2. Connotation and development requirements of hospital nursing work in the new era

2.1. Connotation of hospital nursing work in the new era

The connotation of hospital nursing work in the new era is an extension and expansion of traditional nursing.

Its core is to adhere to people's health as the center, take the whole-life cycle health service as the fundamental starting point, and build a nursing service system with full coverage of nursing service objects, all-round nursing service content, and full innovation of nursing service models. First, full coverage of nursing service objects, including healthy people, sub-healthy people, patients, the elderly, rehabilitation groups and other groups at all levels, realizing the whole-process nursing from disease prevention to end-of-life care. Second, all-round nursing service content, including traditional content such as disease care, condition observation, basic nursing, and treatment cooperation, as well as diversified content such as health education, psychological counseling, rehabilitation guidance, nutritional support, palliative care, and community extended nursing ^[1]. Third, full innovation of nursing service models, breaking the limitations of traditional ward nursing, promoting the extension of nursing services to communities, families, and home settings, and combining intelligent technologies to build a precise, personalized, and convenient nursing service model.

2.2. Development requirements of hospital nursing work in the new era

With the continuous development of medical technology, the complexity and risk of nursing work have been continuously improved, and the management of nursing quality and safety has become more and more strict. In this context, hospital nursing work should strengthen the awareness of quality and safety, improve the management system of nursing quality and safety, standardize nursing operation processes, strengthen the monitoring of nursing quality, and timely detect and eliminate potential nursing safety hazards; strengthen the training of nursing staff on quality and safety, improve their risk prevention ability and emergency response ability, and eliminate the occurrence of nursing errors and accidents ^[2]. At the same time, hospitals should strengthen the construction of nursing teams, improve the structure of nursing teams, and improve the recruitment, training, assessment, and promotion mechanisms of nursing staff; strengthen the professional training and continuing education of nursing staff, especially the training of professional ethics and communication skills, enhance their sense of responsibility, service awareness, and humanistic care ability, and build a nursing team with political qualification, exquisite professional skills, good work style, and high-quality service.

3. Analysis of the current situation of hospital nursing work

3.1. The construction of nursing teams needs to be improved

The structure of nursing teams in many hospitals is obviously unbalanced. For example, there is a large gap in clinical front-line nursing staff, and the proportion of nursing staff in non-clinical positions such as administration and logistics is relatively high, resulting in a shortage of clinical nursing manpower, excessive workload of nursing staff, and affecting the quality and level of nursing services. In addition, some nursing staff lack systematic training and continuing education, their professional knowledge is not updated in time, they are not proficient in new nursing technologies and new diagnosis and treatment equipment, and cannot provide precise and professional nursing services. At the same time, there is a lack of specialist nursing talents, and there is an insufficient number of nursing talents in specialist fields such as critical care nursing, geriatric nursing, rehabilitation nursing, oncology nursing, and palliative care ^[3]. In addition, the scientific research ability of nursing staff is generally weak. Most nursing staff have no scientific research awareness and methods, making it difficult to improve nursing quality through scientific research innovation.

3.2. The nursing service model is relatively rigid

At present, the nursing work in some hospitals pays too much attention to disease care and basic operations, ignoring the psychological and social needs of patients. When providing nursing services, nursing staff lack communication with patients, pay insufficient attention to negative emotions such as anxiety and fear of patients, and cannot provide timely psychological counseling and emotional support, which leads to poor patient experience and low satisfaction. In addition, the traditional nursing service model is mainly “one-size-fits-all”, lacking pertinence and personalization, and cannot meet the diversified and personalized health needs of the general public in the new era ^[4]. At the same time, nursing services lack precision. The observation of patients’ condition changes and rehabilitation progress is not detailed enough, and nursing interventions are not in place, making it impossible to achieve precise nursing of “one person, one policy”, which directly affects the nursing effect and patients’ rehabilitation process.

3.3. The level of nursing informatization needs to be strengthened

With the rapid development of digital technology, informatization and intelligence have become the development direction of nursing work in the new era, and also an important way to improve nursing efficiency and quality. However, the level of nursing informatization in some hospitals is relatively low, and the application of intelligence is insufficient, which cannot meet the development needs of nursing work in the new era. On the one hand, due to insufficient investment in the construction of nursing informatization in hospitals, the informatization system is not perfect, and there is a lack of a unified nursing informatization platform, resulting in the inability to share and integrate nursing data, leading to low efficiency of nursing work ^[5]. On the other hand, the application of intelligent nursing equipment is relatively small, the popularity of intelligent equipment such as intelligent infusion pumps, intelligent monitors, and nursing robots is not high, the informatization literacy of nursing staff is lacking, and they lack the operational ability of informatization systems and intelligent equipment, so they cannot give full play to the role of intelligent technologies and equipment in nursing work.

4. Optimization paths of hospital nursing work in the new era

4.1. Strengthen the construction of nursing teams and implement the responsibilities of nursing staff

Hospitals should formulate scientific and reasonable recruitment and allocation plans for nursing staff according to their own development scale and nursing work needs. In terms of age structure, attach importance to recruiting nursing staff of different age groups, reasonably match young nurses and middle-aged and elderly nurses, give play to the experience advantages of middle-aged and elderly nurses and the vitality advantages of young nurses, and promote the experience inheritance and healthy development of nursing teams ; in terms of educational structure, raise the educational threshold for nursing staff recruitment, focus on recruiting nurses with bachelor’s degree or above, strengthen the continuing education and academic improvement training for nurses with low educational background, gradually increase the proportion of nurses with bachelor’s degree or above, and improve the professional theoretical level of nursing teams; in terms of post structure, reasonably allocate nursing manpower, reduce the number of nursing staff in non-clinical positions such as administration and logistics, enrich the clinical front-line nursing manpower, and dynamically allocate nursing manpower according to factors such as department characteristics, number of patients, and severity of illness, so as to ensure the supply of clinical nursing manpower

and reduce the workload of nursing staff^[6]. In addition, strengthen the construction of grass-roots nursing teams, and improve the quantity and quality of grass-roots nursing staff through paired assistance, talent sinking, training and guidance, so as to promote the balanced distribution of nursing resources. By formulating personalized training plans, on the basis of strengthening the training of basic nursing skills, standardizing nursing operation processes, and improving the basic nursing ability and risk prevention ability of nursing staff, carry out specialist nursing training focusing on specialist nursing, critical care nursing, geriatric nursing, rehabilitation nursing and other key fields, cultivate specialist nursing talents, and improve the professional precision and pertinence of nursing staff.

In addition, formulate clear job descriptions for nursing staff to facilitate their reference, so as to better provide nursing services for patients and shorten the waiting time for patients^[7]. At the same time, keep pace with the times and introduce an intelligent scheduling system, which dynamically adjusts the work schedules of medical staff according to the real-time outpatient visit prediction data, ensuring that there are sufficient nursing resources during peak visiting periods.

4.2. Innovate the nursing service model and optimize basic nursing services

Hospital nursing work in the new era should establish a “patient-centered” concept and integrate humanistic care into the whole process of nursing work. Strengthen the training of nursing staff’s humanistic literacy, improve their communication ability, empathy, and sense of responsibility, so that nursing staff respect, care for, and understand patients; establish a good nurse-patient communication mechanism. Nursing staff should take the initiative to communicate with patients, patiently listen to their demands, timely answer their questions, alleviate their negative emotions such as anxiety and fear, give them sufficient psychological counseling and emotional support, and strengthen humanistic care^[8].

At present, people’s health needs are increasingly diversified and personalized. In this regard, hospitals should continuously optimize basic nursing services. For example, assign special nurses at the entrance of each department of the hospital to be responsible for guidance, provide health and medical guidance for patients, guide elderly patients to use self-service machines, help disabled or critically ill patients go through procedures, and improve the efficiency of medical treatment^[9]. In addition, nursing staff should break the traditional one-size-fits-all nursing model in practical work and provide personalized and precise nursing services for patients. Nursing staff should formulate personalized nursing plans according to individual differences such as patients’ age, gender, condition, psychological state, and living habits, and implement personalized nursing of “one person, one policy”. Strengthen the observation of patients’ condition changes and rehabilitation progress, adjust the nursing plan in a timely manner, and ensure the timeliness and accuracy of nursing interventions. Take multiple measures to promote the detailed management of nursing services, so that patients can experience the meticulous care and exquisite medical skills of medical staff in every link from admission reception, condition assessment, nursing operations to discharge guidance. For example, in the condition assessment stage, nursing staff comprehensively grasp the patients’ physical conditions and potential risks through detailed inquiry and examination, providing accurate basis for the formulation of subsequent nursing plans.

4.3. Improve the nursing management system and improve the quality of nursing staff

Hospital nursing management should abandon the traditional extensive management model, implement refined management concepts and methods, and improve the refinement level of nursing management. First, establish

the management concept of “details determine success or failure”, integrate refined management into every link of nursing work, and strengthen the detailed control of various aspects such as nursing quality, nursing processes, nursing manpower, and nursing costs. Second, optimize the nursing service process, simplify the procedures for patients’ admission, medical treatment, nursing, discharge and other links, reduce patients’ waiting time, and improve the convenience and efficiency of nursing services^[10]. Third, strengthen the refined monitoring of nursing quality, establish a scientific and reasonable nursing quality monitoring index system, and use various methods such as daily inspections, random spot checks, and special inspections to conduct all-round and whole-process monitoring of nursing quality, timely discover and solve problems in nursing work, and promote the continuous improvement of nursing quality.

Hospitals should improve the assessment and evaluation system for nursing staff and build a scientific, reasonable, comprehensive and systematic assessment and evaluation system for nursing staff. First, improve the assessment index system, increase the assessment weight of nursing quality, patient satisfaction, professional ability, humanistic care, scientific research achievements and other aspects, and form an assessment model combining process assessment and result assessment, quantitative assessment and qualitative assessment^[11]. Second, innovate assessment methods, adopt various assessment methods such as daily dynamic assessment, comprehensive evaluation, patient evaluation, and colleague evaluation to comprehensively, objectively and fairly evaluate the work performance of nursing staff. Finally, strengthen the application of assessment results, directly link the assessment results with nursing staff’s salary and benefits, promotion, selection of excellent employees, training and further study, commend and reward nursing staff with excellent assessments, interview and train nursing staff with unqualified assessments, fully mobilize the work enthusiasm and initiative of nursing staff, and stimulate the work vitality of nursing teams^[12].

4.4. Improve the construction of nursing informatization and enhance the efficiency of nursing work

Hospitals should increase investment in the construction of nursing informatization and intelligence, promote the development of nursing informatization and intelligence, improve nursing efficiency and quality, and reduce the workload of nursing staff. Establish a unified nursing informatization platform, integrate resources such as nursing data, patient information, and nursing processes, realize the sharing and integration of nursing data, and improve the informatization level of nursing work^[13]. At the same time, actively introduce intelligent nursing equipment, such as intelligent infusion monitoring systems, mobile nursing terminals, and nursing robots, and use intelligent tools to automatically collect patients’ vital sign data and perform basic nursing operations, reducing human operation errors and repetitive labor. In addition, hospitals should regularly organize training for nursing staff on informatization system operation, data processing, and information security, improve their ability to use informatization tools to carry out work, ensure the efficient application of informatization systems and intelligent equipment in nursing work, and promote the transformation of nursing work from traditional experience-based to intelligent and precise.

In addition, in traditional hospital nursing work, nursing staff need to spend a lot of time and energy on cumbersome documentation such as patient information entry and nursing record filling. These repetitive tasks not only occupy the valuable time of nursing staff, but also may lead to recording errors or omissions due to human factors, thereby affecting nursing quality and patient safety^[14,15]. In this regard, hospitals have introduced nursing information systems. Through automated data entry and intelligent information management, they help nursing

staff complete various documentation work accurately and efficiently, enabling nursing staff to devote more time and energy to direct patient care, thereby effectively improving the efficiency of nursing work.

5. Conclusion

In summary, in the context of the new era, the Healthy China strategy is constantly advancing, and the reform of the medical and health system is deepening. While putting forward higher requirements for hospital nursing work, it also brings new opportunities for the development of nursing work. Nursing work is an important part of the medical and health cause, and also a guarantee for meeting the all-round and whole-cycle health needs of the general public. Therefore, hospitals should further strengthen the construction of nursing teams, innovate nursing service models, improve the nursing management system, and improve the construction of nursing informatization, so as to promote the high-quality development of China's nursing cause.

Disclosure statement

The author declares no conflict of interest.

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