

Analysis of the Effect of Humanistic Care in the Process of Pre-Hospital Emergency Care

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Abstract: *Objective:* To explore the effectiveness of humanistic care in pre-hospital emergency care. *Methods:* From April 2020 to January 2021, 80 pre-hospital emergency patients were studied. The patients were randomly divided into two groups: a control group ($n = 40$), which received conventional care, and an experimental group ($n = 40$), which received humanistic care. The effects of nursing care and psychological state were compared between the two groups. *Results:* The experimental group showed better nursing outcomes and a more positive psychological state compared to the control group ($P < 0.05$). *Conclusion:* Humanistic care in pre-hospital emergency settings is more effective in reducing patients' anxiety and depression, enhancing the operational abilities and service attitudes of nursing staff, and increasing the emergency success rate.

Keywords: Humanistic care; Pre-hospital emergency care; Negative emotion; Effect analysis

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1. Introduction

Pre-hospital emergency care is a crucial component of the medical emergency system and plays a vital role in health protection^[1]. Effective pre-hospital emergency care is essential for saving patients' lives. The condition of pre-hospital emergency patients is often sudden and risky, leading to complex and demanding nursing tasks. Doctors and nurses must quickly establish a strong nurse-patient relationship to ensure the smooth implementation of medical measures. Given the high stakes, nursing requirements are elevated; any errors can endanger the patient's life and increase the risk of doctor-patient disputes. This paper examines 80 cases of pre-hospital emergency care from April 2020 to January 2021, comparing the value of conventional nursing with that of humanistic care nursing.

2. Materials and methods

2.1. General information

Eighty cases of pre-hospital emergency patients were studied from April 2020 to January 2021. The test group

consisted of 22 males and 18 females, aged 20–80 years, with a mean age of 49.61 ± 20.05 years. The control group included 21 males and 19 females, aged 20–80 years, with a mean age of 49.61 ± 20.11 years; the comparison between the groups showed no significant difference ($P > 0.05$).

2.2. Methods

2.2.1. Routine emergency care

Patients are admitted to the hospital, where nursing staff assess their condition, perform triage, and implement relevant tests. In more serious cases, the head nurse is notified to activate the green channel, aiming to minimize the time required for emergency care.

2.2.2. Humanistic care nursing

- (1) First responders approach the patient in a gentle tone to reduce anxiety and build trust, followed by a detailed assessment of the patient's condition while maintaining gentle and accurate operations ^[2].
- (2) During the examination, the nursing staff assist patients with their clothing, hair, and belongings and gather information about the patient's condition from family members or bystanders. First-aid measures are then carried out according to the doctor's instructions, and transfer is initiated after obtaining consent from the patient and their family ^[3].
- (3) Before the transfer, nursing staff ensure the ambulance's temperature and humidity are appropriate to meet the patient's needs, and at least one family member is required to accompany the patient. During the transfer, the medical staff contact the hospital's emergency personnel by phone, prepare relevant departments for the patient's arrival, and closely monitor the patient's condition. If sudden abnormalities occur, the nearest hospital is contacted for emergency treatment. The nursing staff also explains post-admission precautions to the patient, implements the necessary examination procedures, and regularly checks on the patient's comfort to address clinical needs. Additionally, they must stay alert, follow the doctor's instructions to complete first aid measures, and enhance the trust of patients and their families in the medical staff.
- (4) Upon arrival at the hospital, the nursing staff assist in the transfer and handover process, ensuring the green channel is efficiently managed ^[4].

2.3. Observation indicators

- (1) Nursing effect: Evaluated based on first-aid success rate, nursing attitude, nursing skills, and communication ability.
- (2) Psychological state: Assessed using the Hamilton Scale for anxiety and depression, with scores ranging from 0–50 points, where higher scores indicate worse psychological states.

2.4. Statistical analysis

Data were analyzed using SPSS 22.0. The *t*-test and chi-squared test were used to analyze measurement and count data, respectively, with *P*-values indicating the test results.

3. Results

3.1. Nursing effect

Table 1 shows that the experimental group had a significantly higher first-aid success rate and better nursing

attitudes, nursing skills, and communication skills as compared to the control group ($P < 0.05$).

Table 1. Nursing effect

Group	First-aid success rate [n (%)]	Nursing attitudes	Nursing skills	Communication skills
Experimental group (n = 40)	36 (90.00%)	86.62 ± 5.76	90.51 ± 4.25	86.91 ± 3.42
Control group (n = 40)	28 (70.00%)	70.52 ± 1.35	76.82 ± 3.15	78.61 ± 4.25
χ^2 / t	5.0000	17.2116	16.3671	9.6228
P	0.0253	0.0000	0.0001	0.0000

3.2. Psychological state

Table 2 shows that the experimental group had significantly lower anxiety and depression scores as compared to the control group ($P < 0.05$).

Table 2. Psychological state (mean ± standard deviation)

Group	Anxiety (points)	Depression (points)
Experimental group (n = 40)	20.61 ± 1.05	19.05 ± 1.52
Control group (n = 40)	28.25 ± 2.04	27.31 ± 1.82
t	21.0601	22.0310
P	< 0.0001	< 0.0001

4. Discussion

In pre-hospital emergency care, the establishment of a professional first aid team is essential, rapid action is crucial, and proper procedures are key. Pre-hospital emergency personnel must possess professional skills, accurately assess the patient's condition upon arrival, predict the risk of disease, and stabilize the patient's mood. Additionally, ensuring that the ambulance is equipped with the appropriate temperature, humidity, and necessary equipment such as a respirator, suction machine, tracheal intubation, and emergency medications is vital for improving prognosis and increasing the success rate of emergency care.

In this study, the experimental group had lower anxiety (20.61 ± 1.05) and depression (19.05 ± 1.52) scores compared to the control group, indicating that humanistic care in pre-hospital emergency settings is more effective than conventional care in alleviating patients' negative emotions related to their condition, treatment, and prognosis. This approach encourages patients to cooperate with medical staff during clinical emergency procedures, leading to a higher success rate of 90.00% compared to 70.00% in the control group. These findings confirm the high value of humanistic care in pre-hospital emergency care.

Furthermore, the experimental group scored higher in nursing attitude (86.62 ± 5.76), nursing skills (90.51 ± 4.25), and communication ability (86.91 ± 3.42) than the control group, suggesting that humanistic care positively impacts the professional abilities of nursing staff. As the medical model evolves from traditional to modern, there is increasing emphasis on psychosocial support for patients, and humanistic care, along with its spiritual essence, is highly valued. Patients, whose social identities change due to illness, need respect and understanding. While utilizing advanced technology in nursing, it is equally important to provide humanistic care, offering patients comprehensive support.

Humanistic care nursing fully embodies the concept of holistic care. Emergency personnel quickly assess

the patient's condition, calm their negative emotions, ensure a smooth transfer, and provide a detailed handover, which not only prevents unnecessary nurse-patient disputes but also informs post-admission treatment. Regularly inquiring about the patient's physical and mental state during transfer and meeting their needs as much as possible fosters respect and care from medical staff, encouraging patients to actively cooperate in their treatment, thereby promoting recovery ^[5].

In conclusion, humanistic care nursing for emergency patients is highly effective, not only in alleviating negative emotions during emergencies but also in improving nursing staff's attitude and professional abilities, making it a valuable approach for reference.

Disclosure statement

The authors declare no conflict of interest.

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