Level Of Nursing Competence And Caring Behavior Of Outpatient Clinic Nurses In Second Affiliated Hospital Of Guilin Medical University In Guilin, China

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Abstract — The purpose of this study was to assess the level of nursing competence and caring behavior of outpatient nurses in the Second Affiliated Hospital of Guilin Medical University, and to propose intervention measure to enhance the nursing competence and caring behavior.

This study was a quantitative study using a structured questionnaire to collect data from outpatient nurses, including the use of validated scales to measure the level of nurses' competence and caring behaviors.

The results showed that nurses had a higher level of competence and caring behavior. Meanwhile, It provides insights into the relationships between different variables related to nursing competence and caring behaviors. including age, gender, position, highest education and years of service have no significant relationship with nursing competence and caring behaviors. These relationships can be useful in understanding the factors that influence nursing competence and in developing. For instance, the positive correlation between years of service and professional development highlights the importance of investing in nursing care.

Based on the analysis and summary of the survey results, a plan specifically designed to address the competence and caring behaviors of outpatient nurses in the Second Affiliated Hospital of Guilin Medical University was proposed. The plan provides strategies to enhance nurses' competence and caring behaviors.

The results of this study provide valid evidence and insights into interventions for managers to enhance nurses' competence and caring behaviors. These interventions focus on the characteristics of outpatient nursing and incorporate the needs of patients' visits. Through the implementation of this program, the Second Affiliated Hospital of Guilin Medical College targeted nursing staff and ultimately enhanced quality nursing care and patient satisfaction among outpatient nurses.

Keywords — Nursing Competence; Caring Behavior; Outpatient Nurses

I.   Introduction

Background of the Study

The outpatient clinic is the first department that patients contact when they enter the hospital, and it is an important window of the hospital's external service. Therefore, the nursing service of outpatient nurses is crucial, and the quality of service and the level of technology directly

affect the overall evaluation of patients' nursing work in the hospital, and the level of nursing service in the outpatient clinic represents the image and technical level of the hospital, which directly affects the economic benefits of the hospital（Li ,2019.

In the whole medical process, nursing staff is the most frequent, closest and most extensive group of medical workers in contact with patients. Nursing behavior and humanistic care of nurses directly affect patients' satisfaction with the quality of nursing services. And some studies point out that nurses' humanistic care for patients is conducive to establishing a good nurse-patient relationship, which in turn is conducive to stimulating nurses' love for the nursing profession and job satisfaction. However, it is not widely and effectively implemented in current nursing practice(Xu, 2022).
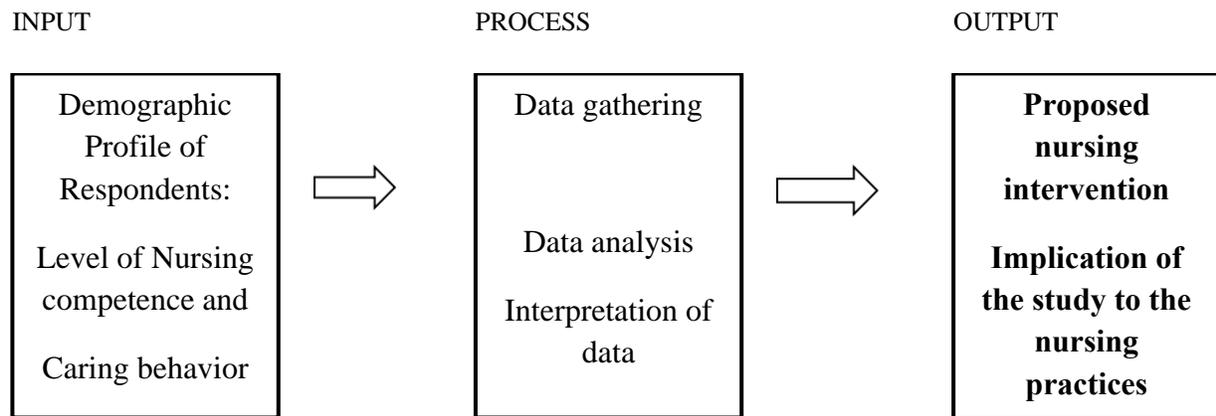
Thus, nurse competency and caring behavior are imperative in the services to be given to the clients.

In China, the concept of "competency" was introduced and widely used during the 1990′s, first in the selection of management cadres in the communications industry, and later in various professions, and gradually became the core and foundation of the human resource management system. The fields of nursing competency research in China mainly include the fields of nursing education and nursing management（Wang, 2019）.

The study of job competency models for nurses is an important method for implementing job management. However, there are few studies on the job competencies of clinical nurses in the human resource management of health organizations, and the scope of the existing studies includes the competencies of clinical nurses, nursing managers, clinical nursing teachers, specialist nurses (emergency nurses, ICU nurses, operating room nurses, etc.) and competency-based education and training models. Little research has been done on the job competencies and caring behaviors of outpatient internal medicine nurses.(Xie, 2014).

Due to above cited circumstances, the researcher decided to pursue a study on the nursing competence and caring behavior of outpatient clinic nurses in tertiary Hospital in Guilin, China. The rarity of the study on the nursing competence and behavior motivated that researcher to further explore and achieve positive outcomes that will add to the existing knowledge and contribute to the upliftment of the nursing competence and positive behavior to nurses in Second Affiliated Hospital of Guilin Medical University in Guilin, China.

Conceptual Framework

INPUT

| Demographic Profile of Respondents: |
| Level of Nursing competence and |
| Caring behavior |

PROCESS

| Data gathering |
| Data analysis |
| Interpretation of data |

OUTPUT

| **Proposed nursing intervention** |
| **Implication of the study to the nursing practices** |

Figure 1

The study aimed to assess the Nursing Competence and Caring Behavior of Outpatient Clinic nurses in Second Affiliated Hospital of Guilin Medical University in Guilin, China.

Specifically, it sought to answer the following questions:

1. How are the respondents described in terms of

    1.1:Age

    1.2Gender

    1.3Highest Educational Attainment

    1.4Length of Service

    1.5Position

2. What is the level of competency of outpatient nurses at the Second Affiliated Hospital of Guilin Medical University, Guilin, China?

3. What is the caring behaviors of outpatient nurses at the Second Affiliated Hospital of Guilin Medical University, Guilin, China?

4. Is there a significant relationship between the outpatient clinic nurses profile to their competence and caring behavior?

5. What are the problems encountered by the outpatient clinic nurses in terms of :

    5.1 Enhancing their competence

    5.2 In the provision of quality nursing care?

6. 6.What intervention measures could be proposed to enhance their competence and caring behavior in the provision of quality nursing care?

7. 7.What are the implications of the study to the Nursing practice?

Literature Review and Related Studies

1.Knowledge of Competence

1.1 Research advances abroad

Shouryabi et al. (2017) applied the Persian version of the Critical Care Nursing Competency Scale-Version 1 to measure critical care nursing competencies of Iranian nurses and showed that it is a valid and reliable competency scale.

There is no unified concept of "competency" at home and abroad, but the concept of competency abroad is based on a study published in 1973 by David McClelland, who worked in the field of education in the United States - testing Competencies, rather than intelligence, where personal competencies (defined as motivation and personality traits) or personal characteristics were considered to be important predictors of employee performance and success. （Skorková & Zuzana, 2016）

Core competencies for nurses are essential core competencies for professional nursing practice and are essential for nursing professionals to develop in nursing education （Fan & et al 2015）

Liaw SY et al. (2015) found that web-based interactive multimedia simulation instruction improved nurses' competency in emergency care through a randomized controlled trial.

1.2 Progress of local research

The most widely accepted concept is the one proposed by Spencer et al. as the deeper characteristics that distinguish high from average performers in a job, including knowledge, behavioral skills, motivation, traits, self-image, attitudes or values. （Zhang, Feng, Lei, Jiang, & Zhou, 2021）

In many places in China, such as Beijing, Shandong, Hunan, Guangzhou, Fujian, etc., investigation and research on the core competence of specialized nursing have been carried out, providing a reference basis for the construction of the specialized nursing team, but relevant research is extremely limited in western cities in China, while Guangxi belongs to one of the western cities in China, the level of medical services is relatively weak, and the professional competence of the nursing team needs to be improved urgently （Li & et al, 2021）

Domestic specialist nurse core competency is similar to foreign countries, mainly studying oncology, emergency and intensive care 3 each nursing specialties. Because the domestic nurse core competency evaluation system is mostly carried out by the academic this person, at the same time, the specific content composition of the core competency evaluation system of specialist nurses in the same nursing field is much the same as that of generalist nurses, which cannot highlight the characteristics of the specialties and is less likely to be supported and recognized by academic professional organizations（Xue & et al, 2020）.

2. Knowledge of Caring behaviors

2.1 Research advances abroad

Leininger was the first to study care giving. It is believed that caring is a natural instinct unique to human society and that different cultures express caring in different ways and with different emphases. Nurses give specific care according to different cultural backgrounds and characteristics. Caring is the essence and core of nursing, the basic personal and professional attitudes and daily life events of nurses in contact with patients and expressed through actual caring behaviors34. It is also considered that caring is the core of nursing and the driving force of nursing activities, which is reflected in the nurse-patient relationship and nursing practice, and is a way for nurses to meet the individualized needs of patients and maintain or promote their health from a holistic viewpoint.(Oluma, 2020)

The results of Erol 's study on caring behaviors among Turkish nurses showed that nurses working in intensive care units perceived caring behaviors higher than nurses in general wards(Erol,2019).

In a study of 246 clinical nurses in Greece, Palvos et al. noted a significant negative correlation between occupational stress and all dimensions of caring behaviors, and that improving the factors associated with causing stress in nurses' work is conducive to the effective implementation of caring behaviors. Also humanistic climate is an important factor in the implementation of caring behaviors, clinical environment plays an important role in developing humanistic care competencies, but it can also be a barrier factor when leaders or other medical staff are not concerned with providing a culture of humanistic care(Sarafis et al,2016) .

2.2 Progress of local research

The awareness and competence of humanistic care of health care professionals not only affects patient psychology, medical treatment and rehabilitation, but also has an impact on improving patient satisfaction, professional recognition among health care professionals, and promoting harmonious doctor-patient relationship and social harmony. It has become a core concept of nursing clinical service system and a core element of nurses' professionalism, and its importance has been recognized by national laws and policies（Hu, Ge, Zuo, Guo & Li, 2022）.

Care is one of the fundamental dimensions of Marx's philosophy, which is the concern for the human condition, the affirmation of human dignity and humane living conditions, and the pursuit of human liberation and freedom. Care and concern are the manifestation of love. Scholars, both domestic and foreign, believe that the care that managers give to their staff allows them to pass on that care to others. Caring in nursing management in China is also evolving and updating, with a growing emphasis on the caring needs of nurses and the caring behaviors of nurse leaders(Chen , Nie & Luo, 2021).

The difference between the traditional nursing approach and the humanistic nursing approach is reflected in the change from "disease-based" to "people-based", as well as the humanistic management approach of the nurse manager. In nursing management, the caring behavior of the head nurse should focus on the values of nurses, namely the nurses' care and attention to their personality and dignity, their rights and needs, and their physical and mental health. Only by giving nurses humanistic caring behaviors and making nurses feel the experience of being cared for can we realize nurses' humanistic own values, thus fully mobilizing work motivation and practice satisfaction and further improving nursing quality (Song, 2018).

II. Methodology

This study was conducted using a descriptive correlational design. The correlation study aims to establish correlations between two or more variables in the same sample, or between similar variables in two different populations.

This study involved 68 nurses who are currently working in the outpatient clinic of the Second Affiliated Hospital of Guilin Medical University. Total enumeration will be used in the study. All 68 nurses working in the Outpatient Clinic of the hospital will be included in the study.

The study used questionnaire as the major instruments in the conduct of the study.The instrument has undergone validity and reliability testing prior to the conduct of the study. For the validity of the questionnaire, experts in the field of nursing were asked to validate using the validation tool formulated by Dr. Luzviminda G. Rivera and the computed validity score was 0.96. In addition, the reliability testing was done through dry run of questionnaire to the 30 respondents who are not included in the study and computed through the Cronbach's alpha with the reliability score of 0.94. This means that the questionnaire is highly reliable for the conduct of the study. The determination of the validity and reliability score was assisted by Dr. Nancy Mati – the statistician of the study.

The questionnaire has been divided into four parts, the first part will be the demographic profile of the respondent.The second and third of the questionnaire will be will be the level of competency and caring behavior of the respondents while the 4th part will be the problems encountered by the outpatient clinic nurses in the Second Affiliated Hospital of Guilin Medical University.

The researcher distributed the structured, validated and reliability tested questionnaire to the respondents through google form . After the completion of the data gathering, the researcher summed up the responses of the respondents for statistical treatment and presented it through tables for data analysis.Data was collected and analyzed and using descriptive statistics such as frequency, percentage and mean. Inferential statistics Pearson r was used to examine the relationship of the variables.

III. Results and Discussion

Profile of the Respondents

The table shows the profile of participants in a study, with information on their age ,gender, , civil status, educational attainment, position/designation, and years of service.

Table 1
Profile of the Respondents

Profile		Frequency=68	Percentage
Age	23 - 33	44	64.71
	34 - 44	16	23.53
	45 -55	8	11.76
Gender	Male	15	22.06
	Female	53	77.94
Civil Status	Single	47	69.12
	Married	21	30.88
Educational Attainment	Bachelor's Degree	60	88.24
	Master's Degree	8	11.76
Position/Designation	Staff/Assistant	64	94.12
	Supervisory	4	5.88
Years in Service	Less than 6 years	23	33.82
	6 to 10 years	25	36.76
	More than 10 years	20	29.42

Table 2
Over-all Summary Assessment of the nurses'competence

NURSES COMPETENCE	Over-all Mean	Verbal Description
Responsibility System Implementation	4.58	Fully Competent
Theoretical Knowledge	4.18	Highly Competent
Theoretical Appraisal	4.52	Fully Competent
Performance Evaluation	4.41	Highly Competent
Nursing Management	4.46	Highly Competent
Safety Management	4.50	Fully Competent
Grand Mean	4.44	Highly competent

The table shows that over-all summary assessment of the nurses' competence(4.44) is highly competent. Responsibility System Implementation(4.58) is highest.

Table 3
Over-all Summary Assessment of the nurses'caring behavior

NURSES CARING BEHAVIOR	Over-all Mean	Verbal Description
Patient Services	4.49	Very Caring
Colleague Relationship	4.54	Very Much Caring
Health Education	4.51	Very Much Caring
Outpatient Environment	4.51	Very Much Caring
Grand Mean	4.51	Very Much Caring

The table shows that over-all summary assessment of the nurses' caring behavior(4.51) is very much caring.Colleague Relationship(4.54) is highest.

Table 4
Summary of the Correlations between Profile and Nurses Competence

		rsi	tka	ta	pe	nm	sm
Age	Pearson Correlation	.291*	.173	.246*	.235	.275*	.232
	Sig. (2-tailed)	.016	.159	.043	.053	.023	.057
	N	68	68	68	68	68	68
Gender	Pearson Correlation	.202	.194	.123	.105	.082	.114
	Sig. (2-tailed)	.099	.113	.316	.392	.508	.354
	N	68	68	68	68	68	68
Civil Status	Pearson Correlation	.177	.126	.277*	.279*	.280*	.178
	Sig. (2-tailed)	.149	.307	.022	.021	.021	.147
	N	68	68	68	68	68	68
Education	Pearson Correlation	-.117	.117	-.052	-.094	-.044	-.040
	Sig. (2-tailed)	.340	.343	.676	.445	.721	.749
	N	68	68	68	68	68	68
Designation	Pearson Correlation	-.087	-.021	-.114	-.100	-.114	-.119
	Sig. (2-tailed)	.481	.867	.356	.418	.353	.333
	N	68	68	68	68	68	68
Service Years	Pearson Correlation	.273*	.160	.223	.215	.263*	.214
	Sig. (2-tailed)	.025	.192	.067	.078	.030	.080
	N	68	68	68	68	68	68

*. Correlation is significant at the 0.05 level (2-tailed).
**. Correlation is significant at the 0.01 level (2-tailed).

The Problems Encountered by the Outpatient Clinic Nurses in terms of Enhancing Their Competence and in the Provision of Quality Nursing Care

Table5

Problems Encountered in the Provision of Quality Nursing Care

Situation/Situations	Frequency	Percentage	Rank
Irregular and untimely nursing records	55	80.88	1
Inadequate health education publicity and lack of diversity in publicity channels	54	79.41	2
Poorly targeted health promotion arrangements	52	76.47	3.5
Nursing staff execution is insufficient, the task can not be completed on schedule	52	76.47	3.5
Low income makes nurses less motivated to work	51	75.00	4
Health education materials are old and not up to date	50	73.53	5
The waiting area is chaotic and the order is not strictly controlled	48	70.59	
Poor arrangement of warning signs and guide signs	48	70.59	
Waste classification management is not in place, medical waste and household waste mixed	48	70.59	
Insufficient outpatient space and unreasonable layout	47	69.12	
Inadequate disinfection of consultation rooms and public areas	47	69.12	
The low overall quality of nurses leads to the lack of awareness of nursing service attitude	47	69.12	
Nurses are not familiar with the disease characteristics of the department, and the triage of patients is not accurate, which leads to the delay of patients' treatment time	46	67.65	
Poor aseptic awareness among nurses	41	60.29	

According to the survey results, majority 55 or 80.88% of the nurses encountered problems of the irregular and untimely nursing records. This was followed by inadequate health education publicity and lack of diversity in publicity channels according to 54 or 79.41% of the nurses. This was followed by poorly targeted health promotion arrangements and nursing staff execution is insufficient, the task can not be completed on schedule are 52 or 76.47% . Health education materials are old and not up to date, 50 or 73.53%.

Table 6

Problems Encountered in Enhancing the Respondents' Competence

Situation	Frequency	Percentage	Rank
No personal goals and settling their mindset in the improvement of their competence.	59	86.76	1
Poor subjectivity and motivation of nurses to learn	57	83.82	2
High turnover of nursing staff that resulted to brain drain in the hospital	54	79.41	3
Lack of proactive thinking and initiative in updating their skills, knowledge and attitudes (SKA)	53	77.94	4
Lack of basic general knowledge and specialist knowledge of nurses	52	76.47	5.5

Nursing management is not perfect, part of the staff can not be promoted	52	76.47	5.5
Nurses are older and become stagnant in their knowledge and skills	50	73.53	
Lack of promotion to the higher level that stop the nurses to continue their education, a notch higher	48	70.59	
Lack of motivation to be proficient in common computer operations	47	69.12	
Poor receptiveness to new technologies and methods	44	64.71	
The opportunities for nurses to go out for further study are limited. Most nurses do not have the opportunity to go out for further study	41	60.29	

Followed by poor subjectivity and motivation of nurses to learn, 57 or 83.83%, high turnover of nursing staff that resulted to brain drain in the hospital, 54 or 79.41%. lack of proactive thinking and initiative in updating their skills, knowledge and attitudes (SKA),53 or 77.94%, lack of basic general knowledge and specialist knowledge of nurses and nursing management is not perfect, part of the staff cannot be promoted, they are both 52 or 76.47%.

Intervention Measures to Enhance Competence and Caring Behavior in the Provision of Quality Nursing Care.

Goal/s: To improve the nurses' competence in the provision of quality nursing care			
Objectives	**Activities**	**Persons Involved**	**Performance Indicator**
Enhance the specialized knowledge and skills of outpatient nurses	Increase the number of basic knowledge and training for outpatient nurses, strictly implement the assessment system for nurses, formulate emergency plans related to outpatient services, and encourage nurses to participate in professional meetings and seminars.	Nurses Hospital administrators	Assessment performance improvement
Improve nurse executive ability	Improve the outpatient management system, standardize nursing records, make nursing record templates, organize management personnel to carry out regular work supervision in the outpatient department, and monitor the implementation of the work by the chief nurse	Nurses Hospital administrators	Improved performance appraisal
Improve nurses' work enthusiasm	Improve the performance appraisal system, motivate nurses to work, carry out volunteer service activities for patients, regularly listen to the opinions of patients and their families, constantly improve the quality of nursing services, and conduct patient satisfaction surveys	Nurses Hospital administrators	Effective work performance More engaged Nurses
Improve nursing safety management	Post warning signs, arrange first aid facilities according to the characteristics of outpatient patients, improve the emergency treatment process, and strictly implement the nursing error reporting and rectification system	Nurses Hospital administrators	Incidents of nursing errors are reduced
Improve the job satisfaction of nursing staff	Improve the working conditions of nurses, provide a safer environment, strive for hospital financial subsidies, and offer condolences to nurses on traditional festivals, such as sending small gifts to nurses on the International Nurses' Day, increasing the number of free medical	Nurses Hospital administrators	Nurses' satisfaction increased

examinations for nurses, and enhancing nurses' sense of belonging.

Goal/s: To improve the nurses' caring behavior in the provision of quality nursing care			
Improve the quality of triage and reduce patient visit time	Strengthen the theoretical knowledge training of triage nurses, reduce the workload of triage nurses to guide patients, increase the indication signs, further the waiting area number system, strictly implement the system of one patient and one consulting room, and train the basic knowledge and professional knowledge of guiding nurses	Nurses Hospital administrators	Patient visit time decreased
Establish a harmonious relationship with colleagues and create a good working environment	Carry out department group building activities, colleague mutual assistance activities, establish employee assistance programs, managers understand the ideological dynamics of nurses, encourage participation in department management, and create a "family atmosphere".	Nurses Hospital administrators	Harmonious relationship between colleagues
Improve the quality of health education	Timely update the monitoring education manual, refine the content of health education, use plain words or use more illustrations. Implement health education based on illness, person and situation, set up health education columns, carry out multimedia health education publicity, and push health education information through videos in waiting areas, wechat public accounts, and wechat groups of patients	Nurses Hospital administrators	Patient satisfaction is improved, and the quality of health education is improved.
Improve the outpatient environment	Further adjust the layout of the outpatient clinic, improve all kinds of signs, improve the orientation, publicity and beautification functions of the signs, increase the outpatient hall registration and payment instruments, promote online time reservation, guide patients to seek medical treatment at different peak, keep the ground clean, increase convenient facilities, such as: wheelchairs, charging services, umbrellas, etc., improve lighting and ventilation conditions	Nurses Hospital administrators	Patient satisfaction is improved.

Level of Competence of Outpatient Nurses

For the level of Competence of Outpatient Nurses; in the areas. Of responsibility system implementation (fully competent), theoretical knowledge assessment (highly competent), technical appraisal competence (fully competent), performance evaluation (highly competent), nursing management(highly competent) and safety management (highly competent).

Level of the Caring Behavior of the Outpatient Nurse

The level of the caring behavior of the outpatient nurses were very much caring in the areas colleagues relationship, health education and outpat5ent environment while very caring in patient services.

Correlation between the Outpatient Clinic Nurses between the profile to their competence and caring behavior

For Significant relationship between respondent's profile and competence it was found that there is no significant relationship between the gender and educational attainment profile and the competence of the outpatient nurses. This means that no matter what gender and educational attainment of the Outpatient Nurses, it does not affect their competence. However, in the age, civil status and years in the services have significant relationship with the competence. Of the outpatient nurses. This means that as the nurses grows older, increases their number in the service and their civil status has effect on their competencies.

Problems Encountered in the Provision of Quality Nursing Care

According to the top 5 problems encountered in the provision of quality nursing care of outpatient nurses, irregular and untimely nursing records was considered as top 1 problem by the outpatient nurses because lack of record keeping awareness among nursing staff, inconvenient ways of recording nursing care, high workload for nurses and not enough time to complete nursing records.

Inadequate health education publicity and lack of untimely nursing records was due to the publicity and education personnel are not familiar with health knowledge, the content of publicity and education is too simple and one-sided, the way of publicizing relies mainly on words, the funds for publicity are insufficient, and there is a lack of publicity materials with illustrations and a variety of media forms.

Poorly targeted health promotion arrangements because of the content of health promotion lacks relevance, the schedule of promotion is unreasonable, and the promotion process lacks interaction with patients.

Nursing staff execution is insufficient, the task cannot be completed on schedule due to low overall quality of nurses, lack of appropriate incentives, poor systems, poor managers and lack of personal charisma.

Health education materials are old and not up to date was considered a problem because lack of regular assessments, low priority and lack of resources for health education, e.g., insufficient financial and human resources.

Problems Encountered in Enhancing the Respondents' Competence

According to the top 5 problems encountered in the provision of quality nursing care by the outpatient clinic nurses. As top 1 problem is no personal goals and settling their mindset in the improvement of their competence. because individual nurses have unclear career plans and lack goals for improving their personal competencies.

Poor subjectivity and motivation of nurses to learn was due to the management of nursing does not pay much attention to nursing staff, nurses work under pressure, lack of time and energy for learning, and lack of a good learning atmosphere.

High turnover of nursing staff that resulted to brain drain in the hospital because the number of nurses is small, the workload is heavy, the income is low, and nurses do not have a sense of accomplishment or belonging in their work.

Lack of proactive thinking and initiative in updating their skills, knowledge and attitudes (SKA) because there is a lack of information on future nursing trends, new technologies and methods in nursing education and training, and nurses have limited access to and understanding of information.

IV. Conclusion

Based on the findings of the study, the following conclusions were drawn:

1. The level of competence of the Outpatient Nurses was highly competent.

2. The level caring behavior of the Outpatient Nurses was Very Much Caring

For Significant relationship between respondent's profile and competence it was found that there is no significant relationship between the gender and educational attainment profile and the competence of the Outpatient nurses. In addition, However, in the age, civil status and years in the services have significant relationship with the competence of the outpatient nurses.

There were problems encountered in the provision of quality nursing care by outpatient nurses namely: irregular and untimely nursing records, inadequate health education publicity and lack of diversity in publicity channels, poorly targeted health promotion arrangements, nursing staff execution is insufficient, the task cannot be completed on schedule, low income makes nurses less motivated to work, health education materials are old and not up to date.

There were problems encountered in enhancing the respondents' competence namely: no personal goals and settling their mindset in the improvement of their competence, poor subjectivity and motivation of nurses to learn, high turnover of nursing staff that resulted to brain drain in the hospital, lack of proactive thinking and initiative in updating their skills, knowledge and attitudes (SKA) ,lack of basic general knowledge and specialist knowledge of nurses, nursing management is not perfect, part of the staff can not be promoted

Intervention measures were proposed to improve the nurses competence and caring behavior in the provision of quality nursing care.

V. Recommendations

Based on the conclusions of the study, the following recommendations were drawn:

The enhancement of nurses' competence requires a standardized, institutionalized and rationalized training process. Training nurses in good observation and judgment in clinical work, and targeted training in emergency management and crisis response according to the characteristics of each position.

The improvement of nurses' caring behavior needs to standardize the writing of nursing records, increase the financial investment in outpatient clinics, improve the environment of outpatient clinics, update health education materials in a timely manner, increase the publicity channels of health education, improve the level of nursing health education through the training of nurse-patient communication skills, cultivate nurses to establish a good image, and improve the satisfaction of patients' medical treatment. At the same time nursing managers, strengthen the humanistic care of nurses.

The continuing education of enhancement of nursing skills, knowledge and attitudes can enhance nurses' professional identity and self-efficacy, and make nursing quality improve effectively, so that outpatient nurses can find a sense of belongingness and fulfillment in their career.

By improving the management system of nursing personnel, improving the incentive mechanism of the nursing team, giving nurses more opportunities for promotion, and creating a harmonious working atmosphere, we strive to retain more excellent nursing talents.

Due to the limitations of the study, further research is recommended.

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