

# Clinical Management Practice of Performance Appraisal in Infusion Room of Pediatric Outpatient Department

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## Abstract

**Objective:** To construct a scientific and reasonable performance appraisal scheme with "coefficient of each level+individual workload" as the core, so as to provide a basis for standardizing nursing practice and forming a more comprehensive, objective, efficient and applicable nursing quality evaluation system.

**Methods:** Taking the transfusion room of pediatric outpatient department as a pilot, the department was organized to set up a performance appraisal team, designed a performance appraisal scheme, and quantified the score weight of nursing operation by item. The application effect of performance appraisal scheme was evaluated by the patient satisfaction scale developed by our hospital.

**Results:** In 2024, patients' satisfaction with nurses in pediatric infusion room was over 92%.

**Conclusion:** The assessment scheme with the core of "coefficient of each level+individual workload" can embody the principle of getting more for more work, and improve the enthusiasm of nursing staff and patient satisfaction.

**Keywords:** Department of Pediatrics, Performance Appraisal, Management Practice.

## Introduction

The Fifth Plenary Session of the 19th CPC Central Committee pointed out the major task of "comprehensively promoting the construction of a healthy China", which makes the three medical treatments of medical care, medical insurance and medicine the focus and difficulty of promoting the people's high-quality medical care, and at the same time puts forward higher requirements on the overall effectiveness of the hospital management [1]. Nurse performance appraisal refers to the organization to adopt specific methods and tools to evaluate the work performance, work ability, work attitude of nurses demonstrated in the work process, in order to determine whether the nurse is commensurate with the requirements of the position [2]. Performance appraisal as an important means of assessing and motivating the quality and efficiency of the work of nursing staff, the maximization of its role has become the focus of attention of major hospitals [3, 4]. The results of the performance appraisal of the hospital organization and implementation of the nursing

management work of the basis and the basis of the hospital [5]. So, the establishment of a set of appropriate and reasonable appraisal program is imperative.

Pediatric diseases are characterized by atypical symptoms, rapid progression, and unpredictable outcomes, which puts pediatric nurses under great psychological pressure at work, especially in pediatric outpatient infusion rooms, where the nursing workload is high and children have low cooperation with medical care, resulting in high work difficulty, high intensity, and low timeliness, so how to make frontline nursing staff reflect more work and more pay at work is an important topic for pediatric nursing managers. Therefore, how to make frontline nursing staff work with more work and more pay is an important topic for pediatric nursing managers.

## Main Practices

Our children's hospital outpatient clinic is a comprehensive outpatient clinic integrating outpatient and emergency care, infu-

sion, nebulization, health education and so on, with an annual daily outpatient volume of 300~800 visits, a daily infusion volume of 100~450 visits, and a nebulization volume of 50~300 visits. There is a total of 12 nurses, aged 22~40 years old, including 3 supervising nurses, 5 nurse practitioners, 2 nurses and 2 assistant nurses.

### Development of Departmental Performance Appraisal Program

The head nurse + one N2 nurse + one N1 nurse form the departmental performance appraisal team, establish and improve the performance appraisal system that is compatible with the posi-

tion, and fully embody the principle of more work, more pay, and better pay for better work. Nurses' individual performance = coefficients of each level + individual workload, individual workload is based on outpatient children's infusion tour card and individual workload register.

### Assessment Standards for Various Nursing Operation Programs

Refinement of the workflow, according to the work risk, technical content, workload and other details of the post assessment rules, from the receipt of drugs, refilling, infusion, rescue, nebulizer treatment and other aspects of the work to quantify and give points, see Table 1.

**Table 1: Weighting of Scores of Various Nursing Operations in Pediatric Infusion Room**

Quantitative items	Technical content	Score weighting coefficient
Receiving medicine	Medium	0.6
Configuration of drugs	High	1
Infusion	High	2
Medication change	Low	0.4
Needle removal	Medium	0.5
Skin test	Medium	0.5
Nebulized inhalation	High	1
Resuscitation	High	3
Intramuscular injection	Low	0.4
Pediatric enema	Low	0.4
Secondary puncture	Medium	0.5
Pulmonary function tests	High	3
Nitric oxide test	High	1.5
Desensitization therapy	High	3

### Effectiveness

The patient satisfaction with nurse's questionnaire designed by our Nursing Department was used to summarize the results of the Nursing Department's satisfaction from January to December 2024, which showed that patient satisfaction with nurses in the pediatric infusion suite was 92% or higher throughout 2024 (total score of the questionnaire was 100 points).

### Discussion

Some studies have shown that the core of quality nursing is not only to optimize basic nursing care, but more importantly to reform and innovate the problems in nursing service and nursing management, in order to truly bring into play the subjective initiative of nurses and enhance the sense of service. The establishment of a set of scientific and reasonable nursing performance appraisal system can effectively mobilize the work enthusiasm of nurses and improve the quality of nursing care [6]. The performance allocation program implemented in our department follows the principles of fairness and justice, superior labor and superiority, which can fully mobilize the work enthusiasm of nurses and effectively improve their work efficiency.

The characteristics of pediatrics, such as the younger age of children, poor treatment compliance, and strong medication specificity, determine the high difficulty of pediatric nursing [7]. The promotion of the quality nursing service demonstration project

not only brings a strong impact on the nursing management model, but also brings opportunities for its further innovation and development [8]. The implementation of performance work in pediatric outpatient clinics has effectively improved the quality of care and patient satisfaction through clear performance indicator settings and scientific assessment methods. Performance work not only stimulates the work enthusiasm and initiative of nursing staff, standardizes the nursing operation process, and strengthens the health education work, but also prompts outpatient managers to continuously optimize the consultation process and improve the service attitude and nursing effect. Therefore, it is of great practical significance to continuously improve and promote the performance work in pediatric outpatient management, which helps the hospital to improve the level of medical services, establish a good brand image, and provide children with more high-quality, efficient, and satisfactory medical and nursing services.

In summary, the implementation of a reasonable performance appraisal program for pediatric outpatient infusion room can not only fully mobilize the enthusiasm and creativity of nursing staff at all levels, stabilize the pediatric nursing team and enhance patient satisfaction, but also standardize nursing practice and provide the hospital management with a more comprehensive, objective, efficient, and applicable basis for the evaluation of the quality of care. In the implementation of the performance appraisal program, on the one hand, we should continue to op-

timize the performance indicator system, so that it is more scientific and reasonable, in line with the actual needs of the work; on the other hand, we should pay attention to the performance of the feedback and communication, and timely solution to the problems and issues encountered by the nursing staff in their work, to ensure that the performance of the work of the smooth implementation and continuous improvement. In the future, the nursing quality management program that combines performance work and hospital culture construction can be further constructed to inject new vitality into the development of pediatric outpatient clinic.

## Conclusion

The implementation of a structured performance appraisal system in the pediatric outpatient infusion room has significantly contributed to improving nursing efficiency, patient satisfaction, and overall hospital management. By adopting a model that incorporates both individual workload and level-based coefficients, the program ensures fairness, motivates nursing staff, and enhances service quality. The consistently high patient satisfaction rates further validate the effectiveness of this approach. Moving forward, continuous optimization of performance indicators and effective feedback mechanisms will be essential to sustain and further improve nursing quality. Additionally, integrating performance assessment with hospital culture initiatives can provide a holistic approach to enhancing pediatric outpatient care, ensuring better healthcare outcomes for children.

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