

Investigation and Research on the Continuing Education Development of Grassroots Nursing Staff in Shandong Province from the Perspective of Differentiation Demand

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Abstract - *In order to better meet the growing nursing needs of residents and comprehensively improve the professional level of grassroots nursing staff in Shandong Province, this paper analyzes the development of continuing education for grassroots nursing staff in Shandong Province from the perspective of differentiated demand, using questionnaire survey method for Shandong. 962 nurses from 20 county and township hospitals in the province conducted surveys. The results showed that nursing staff in Shandong Province have a positive attitude towards continuing education and can fully recognize the necessity of continuing education. The main factor affecting continuing education is work too. Busy; high demand for cardiopulmonary resuscitation, nursing dispute management skills, occupational protection knowledge and ability, emergency assistance related knowledge, trauma rescue training; Chinese medicine nursing technology, scientific research design paper writing, medical statistics, nursing professional English and medical literature Search training needs are low. In the future continuing education, in addition to nursing professional knowledge and skills training, we should pay more attention to the training of humanities, nursing and scientific research, etc. It is necessary to arrange training time reasonably, innovate training methods, reasonably select training content, and improve training results. Improve the overall quality and quality of care of township nursing staff.*

Keywords: *nursing staff; continuing education; differentiated needs; questionnaire*

INTRODUCTION

Continuing education is the education for professional technicians to supplement, improve and update knowledge and skills based on existing education (Zujing, 2014). Nursing continuing education after graduation is a learning process systematically and organizationally in order to improve the ability of registered nursing in practice, management, education, etc. In recent years, Shandong Province has strongly supported the development of county and township hospitals. Some measures are taken to improve the level of medical care at the county and township levels. However, there are problems in county and township hospitals, such as lack of nursing staff, heavy workload, imperfect working system, insufficient investment in continuing education, and low overall professional quality of nurses (Jiang & Xu, 2012). The purpose of this study is to know more about the current situation and influencing factors of continuing education of county and township level nurses in Shandong province of China. Some measures will be taken to better meet the growing nursing needs of residents, and to make full use of health service resources, to further develop continuing education and training programs, and comprehensively improve the professional level of nurses in county and township level hospitals.

OBJECTIVES OF THE STUDY

A survey was conducted among 1,000 nurses from 20 county and township hospitals in Weifang, Heze, Linyi, Qingdao and Laiyang cities in Shandong province. Inclusion criteria: (1) Graduation from full-time nursing major and obtaining RN certificate; (2) Working for at least 1 year in clinical.

MATERIALS AND METHODS

Investigation Tools

In this study, the questionnaire was designed "Questionnaire on the Needs for Continuing Education Needs of Nursing Staff at County and Township Levels in Shandong Province". The reliability and validity were tested; the reliability was 0.980. The content of the questionnaire includes two parts: the nurses'

understanding of continuing education and the needs of continuing education.

Data collection method

Using the questionnaire survey method, 1000 questionnaires were distributed in this survey, and 968 questionnaires were collected. The questionnaire recovery rate was 96.8%, and 962 valid questionnaires. The effective rate of the questionnaire was 99.38%.

Data Entry and Statistical Analysis

The Likert 5 grade method is used to score statistics on continuing education content needs, The "completely unnecessary", "unnecessary", "general necessary ", "more necessary" and "very necessary" correspond to 1, 2, 3, 4, 5 points respectively. The score of each entry is calculated to determine the degree of demand for the entry. The data were entered into SPSS17.0 and analyzed. The count data was described by percentage and number of cases.

RESULTS AND DISCUSSION

Table 1 shows that the General Situation of nursing staff at County and Township in Shandong Province. Among 962 nurses, 594 were from county-level medical institutions and 368 from township-level medical institutions. 432 (44.91%) were aged 25-30 and 267 (27.75%) were aged 31-35. 459 nurses (47.71%), 273 senior nurses (28.38%), 214 supervisor nurses (22.25%), 16 deputy directors of junior & senior (1.67%). 169 (17.57%) have technical secondary school education, 499 (51.87%) have college education, 290 (30.15%) have undergraduate education, and 4 (0.42%) have postgraduate education. 298 (30.98%) worked for in 5 years, 176 (18.30%) worked for 5-9 years, 255 (26.51%) worked for 10-19 years. There are differences between county-level and township-level nurses in terms of title structure, working years and highest academic qualifications, and the differences are statistically significant.

Table 1. General Information of Nursing Staff at County and Township Levels (n=962)

Items		County level		Township Level		x ²	p
		Number	Proportion (%)	Number	Proportion (%)		
Gender	male	13	2.18	8	2.17	1.9	0.11
	female	581	97.81	360	97.82		
Age	≤25	95	15.99	36	9.78	1.36	0.25
	25-30	280	47.14	152	41.30		
	31-35	127	21.38	140	38.04		
	36-40	78	13.13	34	9.24		
	>40	14	2.36	6	1.63		
Marital Status	Unmarried	168	28.28	102	27.72	1.17	0.33
	Married	416	70.03	260	70.65		
	Divorced	10	1.68	6	1.63		
Employment type	Establishment	195	32.83	123	33.42	1.7	0.25
	Contract	399	67.17	245	66.58		
Titles	deputy directors	15	2.53	1	0.27	23.451	0.02
	supervisor nurses	139	23.40	75	20.38		
	Senior nurse	141	23.74	132	35.87		
	Nursing	263	44.28	134	36.41		
	Nursing assistant	36	6.06	26	7.07		
Years of working (years)	<5	208	35.02	90	24.46	44.85	0.01
	5-9	121	20.37	55	14.95		
	10-19	115	19.36	140	38.04		
	20-29	97	16.33	62	16.85		
	>30	53	8.92	21	5.17		
Highest degree	Graduate student	2	0.84	0		80.744	0.03
	Undergraduate course	119	20.03	23	6.25		
	Junior college	314	52.86	148	40.22		
	technical secondary school	159	26.77	197	53.53		

Table 2. Status of continuing education cognition of nursing staff at county and township levels (n=962)

	items	Number(Proportion)
Necessary to Continue Education		
	Very necessary	484 (50.31)
	Necessary	242 (38.88)
	General	74 (7.69)
	Unnecessary	30 (3.12)
Satisfaction with Training		
	Very satisfied	328 (34.10)
	Satisfied	424 (44.07)
	General	200 (20.79)
	Dissatisfied	10 (1.04)
The Purpose		
	Adapt to medical development	180 (18.71)
For promotion of professional titles		
	Get credit	152 (15.80)
	To improve the ability	186 (19.33)
	Raise academic qualifications	8 (0.83)
Favorite learning style		
	Seminar	368(38.25)
	Theoretical teaching	176(18.30)
	Visiting and Learning	260(27.03)
	Panel discussion	128(13.31)
	Case analysis	30(3.12)
Sources of Pressure to Attend Continuing Education Training		
	Heavy workload	646(67.15)
	Financial issues	210(21.83)
	Family reasons	106(11.02)
Main Factors Affecting the Effect of Training		
	Training time is too short	474(49.27)
	Too many training courses	188(19.54)
	The content does not conform to the actual work	104(10.81)
	Teaching methods are boring and monotonous	98(10.19)
	Lack of practical exercise	98(10.19)

Table 2 shows that the status of cognition of continuing education among county and township nursing staff in Shandong Province 89.2% of nurses think it is necessary to carry out continuing education. 78.1% of nurses were satisfied with the continuing education. 45.3% of the nurses participated in the continuing education for the promotion of the title, and only 18.7% think that the purpose of participating in the continuing education was to adapt to the medical technology level. Only 18.3% of nurses hope that the training method is theoretical. 67.2% of nurses think that heavy workload is the main source of stress for continuing education training. 49.3% of nurses think that the training time is too short and 19.6% of nurses think that the training course content is too much.

Table 3. Top 5 Requirements for Continuing Education of Nursing Staff at County and Township Levels

Items	Number (%)	Mean±standard deviation
Cardiopulmonary resuscitation	800 (95.7)	4.52±0.81
Nurse-patient dispute handling skills	790 (94.5)	4.51±0.80
Occupational protection knowledge and ability	760 (90.9)	4.50±0.82
Knowledge of emergency rescue	730 (87.3)	4.48±0.79
Trauma rescue	600 (71.8)	4.47±0.85

Table 4. Requirements for Continuing Education of Nursing Staff at County and Township Levels

Items	Number (%)	Mean±standard deviation
Chinese medicine nursing technology	100 (10.4)	4.04±0.91
Writing research papers	50 (5.2)	3.92±1.01
Medical Statistics	40 (4.2)	3.89±0.86
Nursing Professional English	30 (3.1)	3.87±0.99
Medical Literature Search	24 (2.5)	3.85±0.98

Tables 3 and 4 show the status of continuing education needs of nursing staff at county and township levels. The needs of continuing education for county and township nursing staff in Shandong Province are cardiopulmonary resuscitation, nursing dispute management skills, occupational protection knowledge and ability, emergency assistance related knowledge, trauma rescue, etc. The most unnecessary content are Chinese medicine nursing technology, Scientific research design paper writing, medical statistics, nursing professional English, medical literature retrieval, etc.

Table 5. Top 5 Ranks of Requirements for Continuing Education Content for Nurses of Different Ages

Items	Score
The organization and management ability of wards	4.61±0.86
Knowledge and ability of occupational protection	4.54±0.87
Epidemiological knowledge	4.53±0.91
Nursing and rehabilitation of common chronic diseases	4.46±0.96
Nurse-patient dispute handling skills	4.38±0.87
Blood Glucose Monitoring	4.71±0.55
Knowledge of emergency rescue	4.67±0.58
Trauma rescue	4.66±0.64
Cardiopulmonary resuscitation	4.66±0.69
Nursing and rehabilitation of common chronic diseases	4.64±0.59
CPR	4.59±0.73
Trauma rescue	4.54±0.78
Nurse-patient dispute handling skills	4.51±0.79
Defibrillation	4.48±0.83
Knowledge of emergency rescue	4.47±0.80

The need for continuing education content for nursing staff of different ages is showed in Table 5.

Table 6. Top 5 Ranks of Requirements for Continuing Education Content of Nurses with Different Professional Titles

Title	Items	Score
Nurse	CPR	4.60±0.74
	Trauma rescue	4.57±0.76
	Knowledge of emergency rescue	4.57±0.69
	Blood glucose monitoring	4.54±0.72
	Nurse-patient dispute handling skills	4.51±0.76
Senior Nurses	Trauma rescue	4.68±0.79
	Nurse-patient dispute handling skills	4.62±0.81
	CPR	4.60±0.81
	Hospital infection management	4.56±0.62
	Tracheal intubation	4.54±0.81
Supervisor Nurses and above	Knowledge and ability of mental health maintenance	4.87±0.37
	Legal knowledge of medical care	4.85±0.26
	Nurse-patient dispute handling skills	4.82±0.17
	PICC technology	4.71±0.48
	Health education knowledge	4.57±0.75

The need for continuing education content for nursing staff of different titles.

Table 7. Top 5 Ranks of Requirements for Continuing Education Content of Nurses with Different Working Years

Year	Items	Score
≤10 years	Emergency rescue related knowledge	4.57±0.75
	Blood glucose monitoring	4.53±0.75
	CPR	4.52±0.84
	Trauma rescue	4.52±0.72
	Surgical dressing change technique	4.47±0.80
11-20 years	CPR	4.65±0.69
	Trauma rescue	4.65±0.73
	Nurse-patient dispute handling skills	4.59±0.74
	Knowledge of emergency rescue	4.58±0.64
	Knowledge and ability of occupational protection	4.57±0.68
21-30 years	Nurse-patient dispute handling skills	4.65±0.74
	Trauma rescue	4.63±0.71
	CPR	4.61±0.74
	New medical advances	4.59±0.69
	Legal knowledge of medical care	4.57±0.81

Table 7 (cont.) Top 5 Ranks of Requirements for Continuing Education Content of Nurses with Different Working Years

Year	Items	Score
> 30 years	CPR	4.83±0.41
	Legal knowledge of medical car	4.66±0.81
	Self-mental health maintenance	4.50±0.83
	knowledge and ability	
	Nursing management knowledge	4.33±0.75
	Knowledge and skills of clinical psychological nursing	4.16±0.41

DISCUSSION

This study discussed the status of cognition of continuing education among county and township nursing staff in Shandong Province. The survey showed that 89.2% of the nurses considered it necessary to carry out continuing education. This result is consistent with the survey results of Jiang Hua's survey Jiang (2003) continuing education for county and township nursing staff, but slightly lower than Liu Shuzhen's survey (2013); 78.1% of the nurses were satisfied with the effect of continuing education; 45.3% of nurses took part in continuing education for the promotion of professional titles, and 18.7% of the nurses believed that the purpose of participating in continuing education was to adapt to medical technology. while 18.7% believed that the purpose of taking part in continuing education was to adapt to the continuous development of medical technology. 18.3% of nurses hope that the training method is theoretical. The main factors that affect the training effect are short training time, too many training courses and the difference between the training content and the actual work demand. The main reasons that affect nurses' participation in continuing education are: heavy workload, financial problems, etc.

In view of the above aspects, nursing managers should fully consider the different needs of nursing staff, and reasonably arrange training time and curriculum content. They should evaluate the needs and carry out systematic training. As the nursing manager of the hospital, they should take various measures to ease the pressure of nursing staff and ensure the time for them to participate in continuing education according to

the actual situation of the hospital. At the same time, they should increase funding and expand channels for continuing education. They may establish a network education platform and build a cross-cutting nursing continuing education training system. They should add learning opportunities for nursing staff and promote the effective of nursing staff's professional level and personal career development, then effectively achieve the purpose of continuing education (Ni Chunping et al., 2011).

Contents of continuing education with high demand for nursing staff at county and township levels

According to the survey, the top 5 contents of continuing education with high demand for nursing staff at county and township levels are CPR , nurse-patient dispute handling skills, occupational protection knowledge and ability, emergency rescue knowledge and trauma rescue.

Among them, CPR, emergency rescue knowledge and trauma rescue are all knowledge of emergency rescue, which shows that the county and township nursing staff have higher demand for continuing education for emergency rescue. Among them, CPR is the standard requirement for clinical nurses to master and assess. We should pay attention to the actual hands-on operation ability of nursing staff, increase the teaching proportion of on-site CPR, bandaging, hemostasis, transportation, fixation, airway foreign body removal and other operation training, and improve the level and skills of emergency rescue (Deng, Ba & Li, et al., 2010).

There are more potential legal problems in clinical nursing work with the gradual popularization of patients' legal concepts and the improvement of their self-protection consciousness. Improper handling will lead to conflicts between nurses and patients (Dragon three Tai, 2013). We will reduce the occurrence of nurse-patient disputes by training the causes and measures to prevent disputes, standardizing nursing behaviors, using communication skills, improving nursing skills, enhancing job responsibility, attaching importance to nursing record (Kang Xiufeng, 2015).

After being exposed to infectious substances, if nurses do not carry out emergency treatment and vaccination in time,

infectious diseases will easily spread. Therefore, nurses hope to receive continuing education on occupational protection knowledge and ability, learn self-protection against occupational exposure, emergency treatment measures after occupational exposure, and the combination of occupational protection knowledge and practical operation standards, so as to achieve the purpose of preventing occupational diseases from spreading (Feng & Yan, 2016).

Contents of continuing education with low demand for nursing staff at county and township levels

The contents of continuing education with low demand for nursing staff at the county and township levels are traditional Chinese medicine nursing technology, scientific research and paper writing, medical statistics, nursing English and medical literature retrieval.

TCM has the holistic view and dialectical nursing view. It shows unique charm in disease prevention, health preservation, health care and other aspects. In fact most nurses are graduated from colleges major in western medicine, which lack systematic TCM theories and skilled (Kou Wu & Zhan, et al., 2018). Zhou Jing (2006) thought that it is important to have knowledge of Chinese medicine, but most nurses have insufficient knowledge of TCM. So they should correct their attitude subjectively, strengthen their professional thoughts, deepen their understanding and love of TCM nursing, which is conducive to stimulating the internal learning motivation of nursing staff and improving the recognition of nurses on TCM nursing.

Therefore, it is necessary to take a subjective attitude and strengthen professional thinking to deepen the understanding and love of Chinese medicine nursing. Inspire the inner learning motivation of nursing staff and improve the recognition of nurses for Chinese medicine care.

The research design and writing of paper, medical statistics and medical literature retrieval are all related to nursing research, which shows that nurses at the county and township levels do not realize the importance of nursing research. They don't have the ability of doing research, and cannot link scientific research with their daily work. County and township hospitals need to

continuously improve the scientific research awareness of nursing staff so that they can fully understand the significance of scientific research in order to help the development of nursing career (Chen Pinghua, 2011).

Establish and improve the management mechanism of nursing scientific research, encourage nursing staff to eliminate fear of difficulties, find topics and projects from daily nursing work, form multi-channel and multi-level nursing scientific research projects and special funding system, actively train the ability of nursing scientific research and paper writing, and gradually improve the scientific research level of nursing staff (Wang, Ding & Sun 2015).

The needs of continuing education content for Nurses of Different Ages for Continuing Education

Among nurses under 30 years old, ward organization and management ability and occupational protection knowledge and ability are the items with higher demand.

Young nurses with short working times have insufficient working experience. They have a high demand for ward management and occupational protection knowledge and ability.

The ward management requires nurses to go deep into the ward to fully understand the patient's condition, and strengthen environmental management, ward management and escort management. They should provide a safe and comfortable hospital environment for patients. Give full play to its role in ward management, strengthen admission management, operation period management, discharge management and follow-up management, and provide patients with quality care throughout the course (Dai 2013). In order to establish a nurse-patient relationship of equality, respect, trust and cooperation, they should correctly use "empathy", learn in an all-round way, strengthen self-quality construction, and strengthen the cultivation of ward management ability in overall care (Xiao, 2006). After exposed to infectious substances, if the nurses are not treated in time for emergency treatment and vaccination, it is easy to cause the spread of infectious diseases. Some surveys have shown that (Du, Wang, Wu, Sun, Zhang & Kun, 2010) new nurses do not have comprehensive knowledge of clinical

occupational protection and lack effective and perfect countermeasures against occupational hazards. Therefore, nurses hope to receive continuing education on occupational protection knowledge and ability to reduce occupational exposure and ensure the sustainable development of nursing teams.

Nursing staff over 30 years old have a high demand for continuing education in emergency rescue such as CPR, trauma rescue, emergency rescue and other related knowledge. CPR is a nursing skill that clinical nursing staff must master and assess. continuing education should pay attention to the practical operation ability of nursing staff, increase the teaching proportion of on-site cardiopulmonary resuscitation, bandaging, hemostasis, transportation, fixation, and airway foreign body removal and other operation training, and improve the emergency rescue level and skills (Deng, Ba & Li, 2010).

The need for continuing education content for nurses staff with different titles

Nurses with different professional titles have chosen nurse-patient dispute handling skills as the content of continuing education with higher demand. Junior professional title nurses have higher demand for professional knowledge and skills such as CPR, trauma rescue, emergency rescue, blood glucose monitoring, etc. The reason is that low professional title nurses have higher demand for professional basic ability because of short-term working age. The goal of continuing education is to help them adapt to the clinic as soon as possible, enhance their standards and skills. Therefore, their demand for professional basic ability is high. Senior nurses have higher demand for hospital infection management, while Supervisor nurses and above have higher demand for self-mental health maintenance knowledge and ability, medical care legal knowledge, PICC technology and health education knowledge.

With the continuous development of modern medicine, hospital infections are increasing. By the planned and purposeful hospital infection training, the awareness rate of in-hospital infection and occupational exposure knowledge, hand washing implementation rate are significantly improved. Knowledge and ability have improved significantly (Yuke & Chui, 2012).

The mental health care of nurses in China is lower than the international average level, and the mental health care given to nurses with heavy work pressure is little. Self-mental health maintenance training for nurses is conducive to maintaining a pleasant state of mind. It may improve the ability to withstand setbacks, and create a good interpersonal environment. It may improve nurses' mental health level and the quality of nursing work (Zeng & Hu, 2015).

The demand for continuing education content for different working years

Nursing staff with different working years have chosen CPR as the content of continuing education with higher demand. Nursing staff with working years ≤ 20 years have higher demand for knowledge related to CPR, trauma rescue and emergency rescue. CPR is the most important means to rescue cardiac arrest. Early correct resuscitation is the key to improve the success rate of resuscitation. It will reduce cerebral ischemia injury. Although they have participated in CPR studies at different educational levels, the training needs are relatively high. The reason may be some departments do not use CPR frequently in their routine nursing work, and the knowledge is not updated in time. Therefore, it is necessary to train all nurses on CPR with the update of the guidelines (Du, Chen & Wang, 2010).

Nurses working more than 20 years have a higher demand for medical and nursing legal knowledge, and 11-30 years of nursing staff have a higher demand for nurse-patient dispute handling skills. There are many potential legal problems in clinical nursing, improper handling will cause nurse-patient disputes. If nursing staff can have perfect knowledge of nursing law, it will help to reduce the occurrence of nursing disputes and the infringement of nurse-patient rights. Through training, improve legal awareness and legal knowledge level, explore the causes of clinical nursing disputes and preventive measures, standardize nursing behavior, improve communication skills, enhance sense of responsibility, attach importance to nursing records, reduce or resolve conflicts in clinical nursing work, and reduce the occurrence of nurse-patient disputes (Tao Cong et al., 2013).

Nurses working more than 30 years have a high demand for psychological knowledge such as self-mental health maintenance knowledge and clinical psychological nursing knowledge. They don't have systematically psychological knowledge during their schooling. Then the training of psychological nursing theory and skills should be strengthened to improve their psychological nursing ability and self-mental health maintenance ability (Wang & Mou, 2013).

RECOMMENDATION

We should pay more attention to the continuing education of nurses staff at the county and township hospitals, take measures to improve their professional titles and academic qualifications. We should arrange training time and content reasonably, and innovate training methods to improve training effects, and strengthen the cultivation of humanities professional quality.

At the same time, we should establish a scientific and reasonable evaluation system, strengthen the supervision of continuing education, and establish a scientific and effective continuing education system for nurses the county and township hospitals.

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