

# On Employee Training of Kanghua Nurse Home with Integrated Medical and Nursing Care

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**Abstract:** The decade since 2010 has been a period of rapid development of China's population. The national elderly care industry is constantly improving the framework of the old-age care service system and speeding up the finalization of the old-age care service system with Chinese characteristics. This paper studies the research of employee training in the pension industry, aiming to analyze the current training results of the pension industry from the human resource management of the training and development of employees, in order to analyze the importance of employee training to the industry, and how to promote the future development direction of the industry. This paper uses interviews to collect first-hand data and obtain the way that staff training is used and the results generated from the staff training organizer. Understand the students' opinions and suggestions on organizing staff training. Collecting secondary data through literature survey obtained differences in different staff training used by different organizations in the pension industry. The structure of the article first analyzes and compares the literature, then introduces the research methods used, and then discusses the primary data. Using GROW model, IDP theory, Maslow's theory of needs discusses how to create a unique staff training system. The discovery of first-hand data will be expounded and compared with the data obtained from second-hand data, and practical suggestions will be put forward for the staff training of Kanghua Nursing Home.

**Keywords:** Elderly Care Industry; Training Programs; GROW mModel; IDP Theory; Maslow's Theory of Needs.

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## 1. Introduction

The elderly care industry has become an important part of the national economic development, and the personnel training of human resource management has made an important contribution to the improvement of the elderly care service system.

This paper mainly discusses the staff training of Kanghua nursing home. Kanghua Nursing Home has created a high-quality nursing team through its own characteristic staff training.

This paper summarizes and discusses the secondary literature, and the summarized views are compared with the characteristics and programs of Kanghua nursing home, which provides suggestions for the future development of staff training in Kanghua nursing home.

## 2. Literature review

### 2.1 Theoretical background

While emphasizing the importance of employee working methods, western enterprises pay more attention to the systematic research of employee training. For the staff training of Chinese enterprises, on the one hand, while learning the results of foreign training and summarizing the training theory, we should combine the practical application of training methods with the development of enterprises.

## **2.2 Literature research**

### **2.2.1 Customer Requirement**

For the case analysis of the study of employee training, customer demand is the main factor affecting employee training. To Jager, S. stated in *Oral Hygiene in Nursing Home Residents. Impact of an Oral Health Education Programme for the Nursing Personnel on the Residents' Oral Health*, published in 2019, The oral condition of nursing home residents as well as current treatment needs need to be appreciated, The survey said, Older people around 82 years of age need to receive dental care. This shows that nursing home staff need to conduct training skills in dental care, and also need to learn advice on dental care to more professionally meet the needs of the elderly. Parker, M. said in *Health Trends in the Elderly Population: Getting Better and Getting Worse* published in 2021 that nursing home customers need caregivers to have moral awareness and empathy, and need to improve and innovate their lifestyle in order to improve their quality of life. Therefore, organizations need to train caregivers in their ability to communicate and interact with customers to stabilize their healthy emotions in nursing homes.

### **2.2.2 Training Mechanism**

In the case analysis of the employee training research, the training mechanism is the main factor affecting the employee training. Wang, J, published in the Application of *Information Education Model in Continuing Nursing Education*, pointed out that nursing home employees need to improve their social competitiveness and stimulate their awareness of active service and learning. Trainers should attach importance to the continuing education training mechanism in order to develop a reasonable continuing education training plan. GuanWan, J pointed out in the nursing *Capacity human Resource Management* published in 2018 that enterprises should not only pay attention to the working ability of nursing staff, but also include recruitment and selection, training and development, performance evaluation, reward system and career planning. Therefore, the training mechanism of staff training implementation program design should be covered in many aspects to help nursing managers and human resource managers to fully understand this concept.

## **2.3 Research gap**

Nursing homes need to increase their training of elderly care staff to improve their facilities. The literature review analysis shows that meeting customer needs is the main guideline for staff training. Most staff training only revolves around the nursing home nursing knowledge and the organizational structure of the nursing home itself, but the organization needs specific problems to establish a nursing training system combining medical care and maintenance.

## **2.4 The overview of the research**

From the study of the characteristics of medical combination of Kanghua nursing institutions, using the growth mode training program of nursing staff, and through the interview with internal staff, understand the content and characteristics of nursing home staff training, so that Kanghua nursing institutions can realize the medical combination of nursing home system.

## **3. Methodology**

### **3.1 Research design**

This study used interview interviews to train staff at Kanghua Nursing home. The interviews were designed with 26 questions for the training participants. On February 8,2023, I went to Kanghua Nursing Home for an on-site interview. Each interview lasts about 5 minutes. The participants were the staff involved in the latest training and the designers of the training program.The large number of respondents allowed for a better understanding of the staff training required for different job responsibilities.

### **3.2 Data collection**

Contact the nursing training organizer of Kanghua Nursing Home to obtain the 2022 Nursing Staff Implementation Plan. Specific implementation plan and information of Kanghua nursing home staff training were collected through data collection and interview survey. But the interview method required a high degree of cooperation with the respondents to gain more understanding.

### 3.3 Data analysis

The collected training implementation plan were analyzed according to the GROW model. Through IDP theory, analyze the employees' work needs and personal willingness to develop, and develop development plans to improve their skills. Maslow's hierarchy of needs holds that the highest human needs are self-development and self-actualization. Staff training plans require education and training according to their own needs.

## 4. Findings

### 4.1 Training Scheme

#### 4.1.1 Theoretical knowledge teaching

Table1: Theoretical knowledge plate

Professional ethics knowledge	The physiological and psychological characteristics of the elderly
① Basic knowledge of professional ethics	①The physiological characteristics of the elderly ②The psychological characteristics of the elderly
② Relevant laws and regulations	③The elderly nursing characteristics ④The principle of the elderly nursing

Through the analysis of Maslow's demand level, Kanghua Nursing Home matches the staff literacy and business strategy. In addition to the professional knowledge training for nursing staff, Kanghua Nursing Home also studied the basic knowledge of professional ethics and mental health of the elderly. Kanghua Nursing Home not only arranges the study of professional knowledge, but also restricts the professional ethics, and standardizes the work behavior of employees from the perspective of customer psychology.

#### 4.1.2 Technical nursing practice teaching

Table2: Professional and technical practice section

Diet and living care		Security guard
Conventional Type	Special type (mobility)	①Application of protective appliances ②Prevention and care of accidental injuries
	①Pressure ulcer prevention and response ②Decumbent position classification and replacement mode	
①Clean care (room environment standard) ②Sleep care (normal sleep care) ③Dietary care (nutritional needs of the elderly) ④Excretory care (bowel activity learning)		

The Kanghua nursing staff training program designer divides the physical ability of the customers, and provides special care to the customers who cannot take care of themselves, rather than the general perfunctory training. And security protection is also independently divided into a chapter, so that students realize that safety is the first place, can effectively deal with emergencies in the shortest time, to avoid the occurrence of accidents.

#### 4.1.3 Medicine-related nursing technology

Table3: Characteristic medicine plate

Drug administration and care	Observation of nursing	Therapeutic learning	Hospitalpice
①Basic knowledge of drugs ②Method and time of	①Observation of the physiological situation of the elderly	①Methods and contraindications of hypertherapy	①Temporary elderly care care ②The diagnostic criteria

taking medication③Drug management requirements	medication②Skin observation of the elderly③Measurement of the vital signs of the elderly	②Methods and contraindications of cold treatment	for death ③Care of corpse
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Kanghua Nursing Home and Kanghua Hospital belong to the medical alliance. An effective training system should confirm the legitimacy of this need. Training in medical knowledge is essential. The Kanghua Nursing Home Nursing Training Program provides training for the elderly in drug learning, use methods and medication observation to improve the medical skills of nursing staff. With the facility support and help of Kanghua Hospital, we can better provide special treatment services for nursing homes and provide systematic training on hospice care for the elderly.

## 4.2 Interview

### 4.2.1 The essential elements of the training implementation

In a telephone interview with the staff training organizer, in terms of each training goal different. The interviewee demonstrated that each training goal is different, mainly in the national vocational skills standards for vocational skills. Although the frequency is more frequent, there is no conflict between the content and objectives of each training, better observe whether employees have learned the knowledge used in their work, and can update the training Settings regularly. IDP theory can make a basic analysis of the personal intention of Kanghua nursing home staff before the training, so as to make the training content of Kanghua nursing home staff more personalized and effectively solve the professional problems faced by students. Although Kanghua Nursing Home has more staff training, the employees still choose to participate in the training to provide effective guidance for their future career planning./

### 4.2.2 Involvement of the training content

In terms of Kanghua Nursing Home is a nursing home that combines medical care, so does it affect the content of the training course and contain more about medical care. The interviewee demonstrated that not because our training content is mainly engaged in the elderly nursing staff should master the basic requirements and basic skills, although there will be some medical professional knowledge, but for different cultural levels of students with different teaching methods. Kanghua Nursing Home uses the combination of medical treatment as the characteristic of the employee training system, which not only trains employees' working knowledge reserve, but also expands the future career development mode of employees.

### 4.2.3 Outlook of future training programs

In terms of need to improve when developing a training system in a nursing home, the interviewee demonstrated that they will improve professional ethics education for carers and recreational activities for the elderly. First, identify the objectives of trainee participation in the training. Then, Kanghua Nursing Home as an external training base, the joint training of internal nursing directors and external doctors, the training base can effectively avoid the external resource cost of the company. Third, choose the combination of practice and theory for teaching, and conduct the final class test to determine the students' learning results. Finally, the training program was optimized according to the students' wishes. Through the GROW model, when the implementation purpose and effectiveness of the training program are analyzed from four aspects, we can better clarify the development direction of the company's future training system.

## 5. Discussion

### 5.1 Different types of nursing homes regarding the differences in staff training systems

Medical knowledge is essential in combined nursing homes, which is obviously different from staff training in traditional nursing homes. According to the literature review, Wang J pointed out in the Application of Information Education Model in Continuing Nursing Education published in 2018 that the training content of nursing home staff training is often limited to the training level of

basic nursing knowledge. By comparing the types of training in traditional nursing homes are often single, only learning the nursing knowledge for the daily life of the elderly. The staff training in medical nursing homes and nursing homes will not only increase the use of medical methods, but will also teach the staff to have other aspects of competence.

## **5.2 Discussion on the implementation plan of staff training in Kanghua nursing home**

Through the investigation of the company, it is found that Kanghua Nursing Home is a branch medical service center opened by Kanghua Hospital. Therefore, the medical equipment and medical lecturers of Kanghua Nursing Home are provided by Kanghua Hospital. Kanghua Nursing Home resources share resources in staff training, effectively avoiding unclear problems in the internal work of external lecturers, and realizing professional support for the use of resources in staff training.

## **6. Conclusion and recommendations**

Starting with the summary and summary of the literature, this paper discusses how to improve the working skills of employees according to the development of the social pension system, so as to better provide more professional services and meticulous care for the elderly. The characteristic training system of the surveyed institutions was studied and compared with different types of nursing homes. Summarize the ability and problems faced by Kanghua Nursing Home, and learn the correct training methods needed to be used under the pension system.

The discussion found that the training frequency of Kanghua nursing home was faster. It is suggested that the employee training organizers take this quarter as the training node to fully understand the shortcomings of employees to optimize the appropriate training program. Trainers can consolidate knowledge in the next three months and provide feedback in the fourth month to maximize the role of employee training. Secondly, the staff training of nursing homes often focuses on the training of the main nursing staff. It is suggested that the training of Kanghua nursing home staff should be extended to the training of managers, so that managers can learn more professional and effective management methods, establish a more reasonable salary assessment system, and better promote the future development of the company.

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