

Research on the evaluation index system

Yijia Gao

Chinese Graduate School, Panyapiwat Institute of Management, Thailand

E-mail:346335103 @qq.com

Abstracts

It is of great significance to establish a set of service ability evaluation index system that is suitable for the actual situation of the service ability, has high reliability, validity, and is easy to apply and promote practically. Through the literature review, this paper can understand the current development of individual maternity matrons and even the whole industry, and measure the management efficiency of the industry scientifically and reasonably. The literature review shows that there is no systematic research on the service ability of maternity wives in China, so the research in this paper is particularly important.

Keywords: Service ability of confinement service; Evaluation Index SystemLiterature Review

Introduction

In recent years, with the rapid development of China's social economy and culture, the living standards of residents have been greatly improved, and the concept of production and parenting has changed significantly. Different from the previous simple requirements for living materials, the pregnant women with the post-80s and post-90s as the main body not only pay attention to the scientific and modern parenting, but also pay more attention to the postpartum physical recovery, physical recovery and personal quality of life maintenance. However, in terms of individual situation, they are mostly primiparous women and only children, and they are lack of experience in dealing with various problems during the puerperium, and their parenting skills are not yet mature. With the improvement of economic conditions, the elders in the family are more willing to enjoy life in their old years, have their own spiritual and material pursuit, and no longer simply revolve around their children and grandchildren. Based on this situation, an increasing number of families generate a demand for professional care of maternal and newborn infants.

As a social extension of the integrated obstetric care, the maternity nurses participate in the family support of the health management of women in the puerperium with the role of nursing assistance professionals. However, not all matrons can provide qualified services, and unprofessional matrons can often have a great adverse impact on the whole family. According to the 2014 Annual Consumption Survey of postpartum Maternal and child Rehabilitation services organized by the China Maternal and Child Health Association, 64.4 percent of consumers hope that the quality of maternal and child care workers can be improved. Many industry surveys have pointed out the service problems of maternity wives. Although most maternity sister-in-law participated in the pre-job training, but the general training is not standard, the training time limit is insufficient, and there is no on-the-job continued training.

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Puerperal women need health guidance to confirm the health status of mothers and infants and to deal with puerperal health problems. Grimes (2011 : 1500-1509) and 742 women in Australia showed the highest maternal demand rate for breastfeeding (29.3%), postpartum recovery (21.1%), health management organization (14.7%), and infant care (13.8%). Chinese maternal demand for health knowledge is higher than abroad. Wang Zhaohui researchers on Shenzhen 454 maternal questionnaire survey, the results show that Chinese maternal health demand rate is higher than Grimes (2011: :1500-1509), including the highest demand for infant vaccination (75.5%), infant common diseases (73.9%), timely treatment of 71.0%, infant living environment (68.3%), infant development monitoring (66.8%), breast care (66.8%), puerperium common diseases (67.2%) seven aspects of health guidance demand rate is the highest. Qi Jing (201) and other scholars analyzed the results of maternal needs and showed that postpartum women have a high demand for taking care of first-child children, nutrition guidance, postpartum medication and psychological health care guidance.

Although maternal and infant care is a traditional custom in China, it is only five years since the relevant occupation is clear, and the research on the service capacity specifically for maternity matrons and the maternal and infant service industry is still in a relatively basic stage. However, overseas researchers lack the environment of social service. On the whole, there are few documents on the basic quality and ability of maternity employees. Therefore, based on the existing domestic service industry model, the research enhances the research on enriching the service ability and the market standard, and provides some selection basis for the future improvement. Meanwhile, the research also provides some guidance and support for the professional education and sets the market towards professionalism, marketization and further standardization. The evaluation system of the institute is of great practical significance, which lays a data foundation for the market quality supervision of Kunming City, and plays a positive role in promoting the regional maternal and infant health level. In the future, this study will also try to deepen the wider application scope, which will bring greater impetus to the national industry, and even to the internationalization of the maternal and infant care industry in the future.

China's family service industry has broad development prospects, and also has great potential to cultivate it into a strategic industry in the service industry, and the Yuesao industry is a typical representative of this industry. In foreign academic circles, the research on family service industry is mostly on the micro analysis of industrial characteristics, while the research on domestic service industry mostly focuses on the description and analysis of the current situation and problems of family service market, and less conducts in-depth research from the perspective of service ability management of employees. Under the current situation, it is of very positive and practical significance to improve the overall quality of the industry, to take the service ability evaluation system of the employees, and to solve the pain points of the industry.

Literature Review

1. Research on maternity and puerperal health

Generally speaking, the definition of maternity usually has two aspects. On the one hand, puerperium in traditional Chinese is defined as maternity, so it is also understood as the service of "confinement"; on the other hand, the usual service cycle is limited to one month, so the month also refers to the service cycle. The core of the maternity wife service is the care of mothers and infants during the puerperium, and the whole care cycle also needs to conform to the medical definition of the puerperium. Time is controversial about the puerperium but is generally considered as 6 to 8 weeks postpartum. Romano et al scholars divided the puerperal period into three stages: 6-12 hours after delivery as early or acute puerperal period, 2-6 weeks after delivery as sub-acute puerperal period, and 6 months as delayed puerperal period after delivery. Chinese scholars mostly recognize it as 6 weeks postpartum, and usually the puerperium women can have a general body recovery within 6 weeks.

According to a study by Liu Yanhong (2011: 254-256), 14 percent of women in Beijing have never been visits during the puerperium. Postpartum target health education is conducive to promoting the rehabilitation of pregnant women during the puerperium. The professional maternity wives in charge of their nursing work entered the family for health guidance, and the health status of mothers and infants was investigated and studied. It shows that it is a very meaningful work for professional maternity to enter the community and continue integrated nursing. Yuesao also participate in family visits and postpartum health care services, effectively implementing health education, greatly improving the quality of care, truly meeting the needs of the public, and realizing the safety of mothers and infants.

The study by Yang Li (2008:8) pointed out that after participating in family care, they investigated the cognition of maternal and infant health care and the satisfaction with the 102 "maternity matrons" of the mothers through a feedback form. Results The maternal satisfaction of "maternity wife" was significantly higher than that of "nanny", and the awareness of maternal and infant health care and nursing was improved significantly.

Nowadays, the hospital cesarean section rate is on the rise, and the successful infant delivery rate has been greatly improved, but the infant mortality rate, especially the neonatal mortality rate, has not decreased, which has become the research focus of the medical community. In this context (2000), Professor Levin proposed the concept of humanized neonatal care 10. As an important participant in humanized neonatal care, maternity matrons can effectively guide maternal breastfeeding. Professor Levi n also believes that maternity care provides scientific and systematic care for pregnant women and newborns, which can reduce postpartum complications such as uterine prolapse, anal fissure and the incidence of neonatal diseases with mastitis. Yang Li (2008:8)'s research has proved that through systematic learning, she has mastered all obstetric nursing routine after professional training, guided and solved the problems that pregnant women urgently need to solve in the puerperium, and greatly improved the level of maternal and infant health. In recent years, postpartum depression has received wide attention from the society and from professional researchers. Postpartum depression refers to the first onset within 6 weeks postpartum (always no history of mental disorders), with depression, depression, crying, irritability, irritability, severe hallucinations or suicide and a series of symptoms characterized by psychological disorders, not only affect maternal physical and mental health, also affect the baby, family, marriage, society, is a common maternal psychological behavior abnormalities. Studies by Zhang Ronglian, Chen Qiyan, and Li Yanhua (1999: 38-40) pointed out that demographic, environmental changes, social and cognitive factors, long-term life stress, and family problems are the high-risk factors for postpartum

depression. The hospital environment at delivery and the attitude of the medical staff can also affect the maternal physical and mental health. According to statistics, about 3 / 4 of the primiparas suffer from postpartum depression. Researchers including Yang Li (2011: 2096-2097), Huan Jian (2010: 72-72), Niu Fen and Si Jie (2019: 163-165) have all confirmed that professional maternity services can effectively reduce the frequency of postpartum depression.

In conclusion, the puerperium, both mentally and physiological, is a vulnerable, sensitive and critical, maternal and family period, requiring systematic health management. At present, China or other researchers generally recognize that maternity matrons and similar care service providers can effectively protect the maternal and infant health during the puerperium, believing that maternity matrons and related services are of certain significance for the maintenance of maternal and infant health.

February Yuesao industry related research

Luo Yu (2005:9) writing "application of PDCA cycle training maternal and infant health nurse effect observation" points out that the PDCA cycle system, maternity training includes basic nursing knowledge and operation skills training, ward practice guidance, pay attention to students' professional quality (behavior code, language civilization, etiquette and instrument), communication and communication, humanized service concept, personal hygiene habits. It also includes professional ethics, etiquette, career concept and other training. Zhang Hongjie (2007: 118 + 135-136) research from the composition and quality of "Yuesao" practitioners, the training and qualification certification of "Yuesao", "Yuesao" market operation, with a lot of survey data to analyze the current development status of this industry in Beijing. Although most researchers currently agree with the important role of maternity services in maternal and infant health, many researchers also analyze the current situation of maternity services and point out that there are still many problems in the existing maternity service system, especially in the service quality and maternity service management scheme. The general cognition in this research has laid a certain feasibility foundation for the author to study the quality of maternity wives.

The research of Nan Jifu and Li Meihua (2013: 428-429) points out that in order to adapt to the market and social needs, improve the professional nursing skills and quality of the physical and mental health of maternal and infant employees; to improve the quality of maternal and child care, it is urgent to need professional hospitals or professional institutions to provide scientific guidance and services, such as strengthening the strict training of maternity practitioners, give full play to the positive role of maternity employees in clinical, and provide reference for maternity training in the future.

There are also a lot of researchers focus on the maternity industry, qing-qing wu, Luo Yun lu (2013: 1-2) research points out that the lack of standardized management in Chinese market, many domestic staff also turn to maternity service industry, lead to maternity nursing is not professional, maternity level rating is too casual, owe specification, cannot meet the industry standards. By Peng Mei, Liu Xia and Su Li Huan (2014: 72-72), the low professional knowledge and operation skills of "Yuesao" is the core drawback of the current Yuesao market, which has greatly affected the development of the whole industry. Luo Lianyun (2016: 96-96) pointed out that housekeeping companies should implement unified management and institutionalized management; standardized operation, record, special supervision, return visit, deal with violators and coordination relations, and fully protect the interests of employers.

The research of Sun Nannan, Liu Yuting and Ren Ji (2019: 27-28) focuses on the series of problems such as the lack of corresponding legal protection, serious unfair competition and unclear management ownership in the industry. Their research proposed that a series of targeted

laws and regulations should be introduced to carry out effective macro control and norms, establish the legitimacy of the "maternity matrons" industry, greatly improve the professional quality of "maternity matrons", and ensure the health of mothers and infants.

Yao Jinzhi and Qian Yanxia (2014) summarized the main training process as a physician or above in the hospital, gave 15 days to explain the main practical theoretical knowledge of postpartum body recovery, postpartum breast nursing, child feeding and child bathing, and then arrange them to practice in a professional maternal and child service center or hospital for half a month. On the whole, the establishment of the current service system of maternity matrons in China mainly focuses on the cultivation of professional service skills of maternity matrons, but rarely cultivates the growing quality from the moral level, and also lacks the long-term training system of maternity matrons service. The working ability of maternity matrons is basically directly related to personal experience.

To sum up, the current research on the occupational status and training needs of domestic maternal and infant nurses in China presents the following characteristics:

(1) In terms of the number of studies, the number of literature studies on the continuing training of maternal and infant nurses in China is relatively small;

(2) From the perspective of research content, the existing literature is mostly the exploration of the training mode and evaluation system of maternal and infant nursing staff, and less research on the service status, the content, form of training needs and their influencing factors;

(3) From the perspective of the research objects, the existing research does not discuss the occupational status and training needs of maternal and infant caregivers from the perspectives of the service party, the service party and the manager.

(4) From the perspective of research design, the existing research mainly adopts quantitative research method, with no quantitative combination and qualitative research method to explore the occupational status and training needs of family maternal and child nursing staff;

(5) From the perspective of research tools, there is no practical and applied multi-dimensional measurement tool used to assess the training needs of domestic maternal and infant caregivers in China.

3. Research on the service ability of maternity wives

Domestic relevant researchers have also made some exploration of the content of the maternity wife service.

According to Wang Liru, Yao Bing (2015) compiled "Yuesao service skills" and Yao Jinzhi, Qian Yanxia (2014:6), the main scope of work includes breast feeding guidance, breast nursing and mastitis prevention, nipple rupture prevention and nursing, maternity meal production, nutrition, reasonable nutrition, less meals, postpartum shape recovery, postpartum lateral incision and surgical wound cleaning, observe the wound and malignant lotion; to assist maternal life, maternal daily care precautions, etc.

With the sound social cognition of maternal fertility, the psychological counseling of maternity is also being absorbed into the work category of maternity maternity. The study of Zhang Ronglian, Chen Qiyan and Li Yanhua (1999: 38-40) pointed out that postpartum complications are the main risk factors for postpartum depression, about 3-4 of new mothers suffer from postpartum depression, and adverse birth outcomes are the core inducing factor of postpartum depression. Studies by Tan Shuzhuo, Hu Jianxiu, and Zhu Congge (2005: 1089) have proved that maternal maternity care can help reduce the level of postpartum depression and postpartum depression. "Yuesao" not only for maternal and newborn nursing in life, and in

physical and psychological health guidance and care, "maternity" and easy to reach some kind of tacit understanding between maternal, complete the best communication with each other, timely meet the needs of the maternal, maternal confidence from psychological, eliminate bad psychological stimulation. At present, the postpartum health care services of maternity wives not only include about 6 days of postpartum hospital management and postpartum rehabilitation and health care within 6 weeks, but also some maternity wives' centers add postpartum guidance within 6 months, which greatly helps the prognosis of childbirth.

Chen Chen (2012:5) summarized the work of maternity rons as: (1) domestic cooking and epidemic prevention, can provide reasonable nutritious diet, prevention and treatment of common infectious diseases and family diet hygiene; (2) maternal and infant health care, scientific nursing methods and newborn care, prevention and care of common infant diseases for pregnant women. Diet and nursing of pregnant women, feeding and nursing of newborns and infants, and nursing of common diseases of infants; (3) early training of newborns: crawling, walking (the eighth day), grasping and foraging.(4) Exercise the newborn normal mental reflex: training avoidance ability, three kinds of head up, blink reflex, training balance reaction, open the package to appear bike boarding reaction. And can find neonatal neurological dysfunction in the early stage; (5) neonatal education, neonatal hearing testing, vision training, conversation, listening to music, dancing and reading, etc. On the whole, Chen Chen (2012:3) 's research is relatively perfect and systematic among all the researchers, which provides a good theoretical basis for the establishment of the author's quality evaluation system.

The study of Yao Jinzhi and Qian Yanxia (2014:6) summarized the main work of maternity ao as the main practical scenarios such as maternal postpartum shape recovery, postpartum breast nursing, child feeding and child bathing.

Tang Jingying (2014:5) research pointed out that the work of maternity wives also includes newborn life care, mainly including: artificial feeding and guidance, milk overflow treatment, changing diapers, newborn daily care, temperature measurement, clothing cover, skin, eyes and the whole body observation, etc. In terms of neonatal guidance, it includes neonatal touch, neonatal passive exercise, neonatal growth monitoring, neonatal bath, eye care, hip care and umbilical cord care, infant nutrition catering, scientific feeding, potential development, physical training, and personalized early education program implementation. Neonatal physiological jaundice treatment, five behavior training, neonatal supplies cleaning and disinfection, neonatal accident injury prevention and other services.

On the whole, whether domestic researchers research, or the relevant current standards, the relevant scope of work is focused on the following three aspects: (1) maternal aspects: 1. Daily life care: oral, perineum, breast cleaning, puerperium diet care, etc.; 2. Professional nursing: lochia observation and treatment, abdominal or perineal incision observation and nursing, guide breastfeeding, abnormal puerperium observation and nursing, guide postpartum body recovery, psychological communication and counseling, etc.(2) Neonatal: 1. Daily life care: neonatal mouth, nose, eye, perineum, and other parts of the cleaning, urine treatment, skin care, sleep care, a variety of feeding techniques, cleaning and disinfection, etc. 2. Professional care: common newborn abnormal observation and nursing, physical and intellectual training, prevention of safety risks.(3) Other domestic services: other domestic services after communication and consultation with the woman's family members.

The scope of her work

Maternity	Daily life care	Daily life care: oral cavity, perineum, breast cleaning and indoor environment cleaning work, puerperium diet care, etc
	Professional nursing	Observation and treatment of lochia, observation and nursing of abdominal or perineal incision, guiding breastfeeding, observation and nursing of abnormal puerperium, guiding postpartum physical recovery, psychological communication and counseling, etc.
Neonatal aspects	Daily life care	Daily life care: newborn mouth, nose, eyes, perineum and other parts of the cleaning, defecation treatment and skin care, sleep care, a variety of feeding techniques, feeding utensils cleaning and disinfection, etc.
	Professional care	Observation and nursing of common neonatal abnormalities, physical and intellectual training, prevention of safety risks, etc.
Other housekeeping services	Other domestic services after communication and consultation with the maternal family members	

Research conclusion

In recent years, China's social and market economic system has been continuously improved, which puts forward higher requirements for the new social group work formed with the economic and social development and technological progress. Based on the growing demand for domestic maternal and child care, standardizing the family maternal and infant care service practitioners, and based on the thorough understanding of the current situation and main situation of maternity industry in Kunming, this study, a systematic and systematic evaluation system of maternity professional standards in Kunming is established.

On the whole, compared with other evaluation systems or scales in the maternal and infant industry, or including the scale of the evaluation nature, the evaluation index system of this study has made a great breakthrough in both the evaluation dimension and the depth of the evaluation.

From the level of evaluation depth, especially in the process of the professional work ability evaluation, through different difficulty levels of items corresponding to different levels of service, and through the form of scoring system, the whole evaluation level system for further deepening, make the final evaluation results more fine and has a strong pertinence.

In short, according to the results of the current literature review, the evaluation index system has not yet had a unified academic view of the service ability, which experts have seen, and there is still a lot of common research in this young field.

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