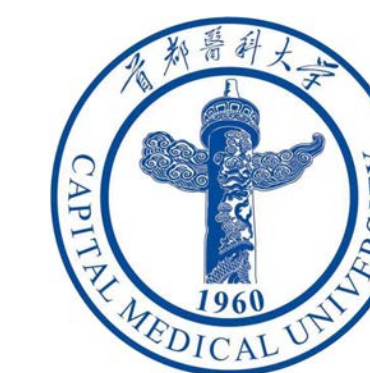




Perspectives of Chinese patients with dysphagia on Internet + Nursing Services: A qualitative investigation

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Background

● Patients with swallowing disorders

The prevalence of dysphagia in the elderly ranges from 11.4% to 33.7%, and shows an increasing trend year by year. Taking care of and managing patients with dysphagia at home presents many difficulties. In addition to being unable to change gastrostomy tubes for patients who depend on them, family members caring for patients with dysphagia at home face a variety of obstacles and confusions. These challenges range from a lack of specialized knowledge and the complexity of dietary adjustments to managing the patient's emotions and handling emergencies.

There is an urgent need to enhance caregivers' abilities, which in turn will improve patients' quality of life.

● Internet + nursing services

Internet + Nursing Services began operating from 2019 in China, and it has produced positive implementation outcomes. "Internet + Nursing services can be delivered directly to patients at home, . This approach significantly enhances caregivers' abilities to provide effective care and improves the quality of life for patients."

Objectives

The purpose of this study was to explore the perspectives of Chinese patients with dysphagia on Internet+Nursing services in order to provide them with better care.

Methods

A qualitative study using in-depth semi-structured interviews was conducted. The study sample included a purposeful sample of 12 representative family members or caregivers. Interview questions focused on overview, worries and the outcomes of the services. The outline of the interview is as follows:

- Could you please share your thoughts on Internet+Nursing Services?
- What are your impressions of the service you are currently receiving? Are there areas where you feel satisfied or dissatisfied?
- Do you have any concerns or apprehensions prior to using this service, and if so, what are they?
- Furthermore, what additional expectations or suggestions do you have to enhance the quality of Internet+Nursing Services?

The recording will be transcribed into a transcript within 24 hours. Data analysis is conducted simultaneously with data collection. After converting the interview data into transcripts, the researcher reviewed the transcripts for consistency and accuracy. Transcripts were analyzed and coded using conventional content analysis

Results

Four major themes emerged from the analysis. Themes and sub-themes are shown in Table 1.

Table 1. Themes and sub-themes

Themes	Sub-themes
Overall assessment of Internet+Nursing Services	The service is convenient for patients and families
	The quality and outcome of the service is good
	The service is necessary
Experience of receiving Internet+Nursing Services	Families are more likely to trust nurses who have provided services during hospitalization
	Families were unaware of the service prior to receiving it
	As a long-term, cyclical service, the price is a bit high
Perplexity and worries regarding Internet + Nursing Services	Timely communication and response is convenient and reassuring
	Families don't understand why they can't bring their own stomach tubes
	Worries about not being able to get a refund
	Dear of accidents during the service
Expectations for Internet + Nursing Services	Fear that nurses won't come to their homes
	Target people who may be in need and increase publicity
	Ensure service quality
	Make appointments in a more age-appropriate way

Conclusions

Overall, Internet+Nursing Services have brought convenience to patients, who trust and benefit from this service. In the future, emphasis should be placed on addressing fluctuations and high prices of the service. It is essential to provide more comprehensive training for nurses to address patients' concerns and uncertainties. Improvements in promotional strategies are needed, particularly targeting specific demographics, increasing outreach efforts, ensuring service quality, and adapting to aging populations.

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Abstract

Background: The prevalence of dysphagia in the elderly ranges from 11.4% to 33.7% and shows an increasing trend year by year. Taking care of and managing patients with dysphagia at home presents many difficulties. *Internet + Nursing Services* began operating from 2019 in China, and it has produced positive implementation outcomes.

Aim: The purpose of this study was to explore perspectives of Chinese patients with dysphagia on Internet + Nursing services to provide them with a better service.

Methods: A qualitative study using in-depth semi-structured interviews was conducted. The study sample included a purposeful sample of 12 representative family members or caregivers. Interview questions focused on overview, worries and the outcomes of the services.

Results: Four major themes emerged from the analysis: 1) Overall assessment of *Internet + Nursing Services* (The service is convenient for patients and families, The quality and outcome of the service is good, The service is necessary); 2) Experience of receiving *Internet + Nursing Services* (Families are more likely to trust nurses who have provided services during hospitalization, Families were unaware of the service prior to receiving it, The price of the service is transparent but fluctuates, As a long-term, cyclical service, the price is a bit high, WeChat's timely communication and response is convenient and reassuring); 3) Perplexity and worries regarding Internet + Nursing Services (Families don't understand why they can't bring their own stomach tubes, Worries about not being able to get a refund, Fear of accidents during the service, Fear that nurses won't come to their homes); 4) Expectations for Internet + Nursing Services (Target people who may be in need and increase publicity, Ensure service quality, Make appointments in a more age-appropriate way).

Conclusion: Increased exposure, ensuring service quality, and improving the service process to make it more age-friendly operations are all necessary to further promote the *Internet + Nursing Services* and help more patients suffering from dysphagia.