

1 **Table 5** The comparisons of item score of expectation questionnaire and perception
2 questionnaire

Dimensions	Items	Perceptions	Expectations	Quality of service	t	P
		Mean(SE)	Mean(SE)			
Tangibles	1. Orthopaedic nurses are neatly dressed and wear work badges.	4.49(0.74)	3.85(0.74)	0.64	10.840	<0.001
	2. Orthopaedic nurses introduce themselves to you and your family members.	4.44(0.77)	4.12(0.82)	0.32	5.594	<0.001
	3. The environment of the orthopaedics department is clean and warm.	4.20(0.81)	3.78(0.62)	0.42	7.109	<0.001
	4.The orthopaedics department has convenient service facilities (free Wi-Fi, convenience box with hair dryer, nail scissors, straw, balloon, paper cup, etc., mobile phone charging device).	3.34(1.02)	4.22(0.83)	-0.88	-9.909	<0.001

	5.Orthopaedic emergency	4.42(0.81)	4.86(0.37)	-0.44	-8.886	<0.001
	escape and safety facilities are fully equipped.					
	6.The service logos of	3.48(0.83)	4.39(0.83)	-0.91	-14.100	<0.001
	orthopaedics are eye-catching and standardized.					
	7.The orthopaedics department	3.49(0.97)	4.02(0.76)	-0.53	-7.224	<0.001
	has modern nursing service equipment (cold therapy instrument, air pressure pump, bedside ECG machine, mobile nursing station, etc.).					
	8.The department layout is	3.19(1.20)	4.55(0.62)	-1.36	-15.976	<0.001
	reasonable and can focus on the safety and comfort of patients.					
Reliability	9.Orthopaedic nurses provide	4.37(0.87)	4.86(0.34)	-0.49	-9.111	<0.001
	safe and accurate care.					
	10.The orthopaedic nurses	3.61(1.12)	4.67(0.49)	-1.06	-14.355	<0.001
	ensure that you and your family give informed consent and work together to develop nursing					

plans and implement

interventions.

11.Orthopaedic nurses are able	4.02(0.80)	4.37(0.67)	-0.35	-5.589	<0.001
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to provide basic care and make

patients more comfortable.

12.Orthopaedic nurses have rich	3.69(0.94)	4.66(0.48)	-0.97	-14.850	<0.001
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professional theoretical

knowledge and experience.

13.Orthopaedic nurses have	3.49(0.96)	4.73(0.44)	-1.24	-19.538	<0.001
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professional nursing abilities in

preoperative preparation and

postoperative rehabilitation for

various common orthopaedic

diseases.

14.Orthopaedic nurses have the	4.14(0.68)	4.73(0.44)	-0.59	-12.430	<0.001
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ability to deal with all kinds of

emergencies and disease

changes and can take positive

and effective measures.

Responsiveness	15.Orthopaedic nurses provide	3.97(0.61)	4.47(0.60)	-0.50	-11.057	<0.001
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you with timely services.



	16.Orthopaedic nurses perform	3.90(0.67)	4.59(0.52)	-0.68	-14.106	<0.001
	standardized and skilled nursing					
	operations.					
	17.Orthopaedic nurses can	4.17(0.74)	4.53(0.52)	-0.36	-7.785	<0.001
	handle admission and discharge					
	procedures quickly.					
Assurance	18.Orthopaedic nurses are able	3.99(0.56)	4.73(0.49)	-0.74	-16.091	<0.001
	to communicate in a way that					
	you and your family can					
	understand.					
	19.Orthopaedic nurses are	3.99(0.63)	4.24(0.63)	-0.25	-4.584	<0.001
	patient and meticulous when					
	answering your questions.					
	20.Orthopaedic nurses deliver	3.84(0.65)	4.07(0.73)	-0.23	-3.865	<0.001
	on the promises they make to					
	you.					
	21.Orthopaedic nurses are able	3.12(1.03)	4.41(0.74)	-1.29	-18.590	<0.001
	to provide you with the					
	appropriate frequency of care.					
Empathy	22.Orthopaedic nurses pay	3.50(1.05)	4.91(0.30)	-1.41	-21.963	<0.001

attention to the relief of your

pain.

23.Orthopaedic nurses always	3.21(0.61)	3.17(1.16)	0.04	0.556	0.578
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put your best interests first.

24.Orthopaedic nurses protect	3.50(0.85)	4.76(0.52)	-1.26	-21.294	<0.001
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your privacy.

25.Orthopaedic nurses can	3.32(0.70)	3.55(1.01)	-0.23	-3.695	<0.001
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provide you with personalized

nursing services.

26.Orthopaedic nurses can	3.69(0.58)	3.65(1.07)	0.04	0.582	0.561
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understand your feelings and

respond appropriately.

3 Note: Because of the negative value in the nursing service quality score, it was not expressed

4 as the mean± standard deviation; only the mean was expressed.