

1 **Table 6** Classification and sensitivity of patient needs improvement items

Items	Frequency						Final category	SI	DSI	Sensitivity (R)
	A	O	M	I	R	Q				
14.Orthopaedic nurses have the ability to deal with all kinds of emergencies and disease changes and can take positive and effective measures.	9	79	11	1	0	0	O	0.88	-0.90	0.3987
9.Orthopaedic nurses provide you with safe and accurate care.	15	76	8	1	0	0	O	0.91	-0.84	0.3784
13.Orthopaedic nurses have professional nursing practice abilities for the preoperative preparation and postoperative rehabilitation of various common orthopaedic diseases.	16	73	10	1	0	0	O	0.89	-0.83	0.3569
10.The orthopaedic nurse can ensure that you and your family give informed consent and work together to develop care plans and implement interventions.	16	74	7	3	0	0	O	0.90	-0.81	0.3508
12.Orthopaedic nurses have rich professional theoretical knowledge	19	67	12	2	0	0	O	0.86	-0.79	0.3077

and experience.

5.Orthopaedic emergency escape and	13	71	9	7	0	0	O	0.84	-0.80	0.3000
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safety facilities are fully equipped.

22.Orthopaedic nurses pay attention	14	53	28	5	0	0	O	0.67	-0.81	0.1911
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to the relief of your pain.

24.Orthopaedic nurses protect your	11	48	33	8	0	0	O	0.59	-0.81	0.1420
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privacy.

8.The department layout is reasonable	36	40	12	12	0	0	O	0.76	-0.52	0.0608
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and can focus on the safety and

comfort of patients.

16.Orthopaedic nurses perform	20	44	22	14	0	0	O	0.64	-0.66	0.0593
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standardized and skilled nursing

operations.

4.The orthopaedics department has	38	36	6	20	0	0	A	0.74	-0.42	-0.0091
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convenient service facilities (free

Wi-Fi, convenience box with hair

dryer, nail scissors, straw, balloon,

paper cup, etc., mobile phone

charging device)

6.The service logos of orthopaedics	36	35	9	20	0	0	A	0.71	-0.44	-0.0247
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are eye-catching and standardized.

17.Orthopaedic nurses handle admission and discharge procedures quickly.	20	39	20	21	0	0	O	0.59	-0.59	-0.0256
18.Orthopaedic nurses are able to communicate in a way that you and your family can understand.	26	29	29	16	0	0	M	0.55	-0.58	-0.0606
11.Orthopaedic nurses are able to provide basic care and make patients more comfortable.	26	37	10	27	0	0	O	0.63	-0.47	-0.0739
7.The orthopaedics department has modern nursing service equipment (cold therapy instrument, air pressure pump, bedside ECG machine, mobile nursing station, etc.).	43	18	5	34	0	0	A	0.61	-0.23	-0.2080
19.Orthopaedic nurses are patient and meticulous when answering your questions.	40	9	15	36	0	0	A	0.49	-0.24	-0.3143
15.Orthopaedic nurses provide you with timely services.	48	5	4	43	0	0	A	0.53	-0.09	-0.3224
20.Orthopaedic nurses deliver on the promises they make to you.	39	8	8	45	0	0	I	0.47	-0.16	-0.3635

21.Orthopaedic nurses provide you an 37 8 11 44 0 0 I 0.45 -0.19 -0.3715

appropriate frequency of care.

25.Orthopaedic nurses provide 35 5 3 57 0 0 I 0.40 -0.08 -0.4520

personalized nursing services.

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- 2 Abbreviations: "A" is an attractive attribute, "M" is a must-be attribute, "O" is a
3 one-dimensional attribute, "I" is an indifferent attribute, "R" is a reverse attribute, "Q" is a
4 suspicious problem, "SI" is the satisfaction coefficient, "DSI" is the dissatisfaction
5 coefficient.