



Research on Coping Strategies for Patients' Emotional Fluctuations in Emergency Nursing

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Abstract: This study aims to deeply explore the coping strategies for patients' emotional fluctuations in emergency nursing, so as to improve the quality of emergency nursing and patients' medical experience. By comprehensively applying methods such as literature research, case analysis and summary of clinical practice experience, the causes of patients' emotional fluctuations were analyzed, the existing coping measures and their effects were discussed, and new coping strategies were actively explored. The study found that disease factors, cognitive factors and environmental factors are the main causes of patients' emotional fluctuations. The current measures such as psychological counseling, the use of communication skills and the creation of a comfortable environment are effective to a certain extent, but there are limitations. Based on this, new strategies such as combining cutting-edge theories of psychology and using new technological means are proposed, and the importance of building the coping capacity of nursing staff is emphasized. This study provides targeted theoretical support and practical guidance for emergency nursing practice, helps to optimize emergency nursing services and promote patients' physical and mental health.

Keywords: Emergency nursing; Emotional fluctuations; Coping strategies; Psychological nursing; Multidisciplinary integration

1 Introduction

1.1 The Importance and Particularity of Emergency Nursing

The emergency department, as the forefront of the hospital's medical treatment system, is responsible for receiving and handling various critically ill patients. Its operational efficiency is directly related to the safety of patients' lives and the overall medical quality of the hospital. Emergency nursing work, characterized by its high intensity and high risk, has attracted much attention. Nursing staff not only need to complete the initial assessment and emergency treatment of patients in a short time but also coordinate multi-disciplinary resources to ensure that patients receive timely and effective treatment. In the emergency environment, the condition of patients is often sudden and uncertain, which puts extremely high demands on the professional skills and psychological quality of nursing staff. In addition, emergency nursing involves multiple links such as pre-hospital emergency care, triage assessment, and emergency room treatment, each of which needs to be efficiently connected to reduce time delays and improve the success rate of treatment.

Therefore, emergency nursing is not only an important part of the hospital's medical treatment system but also a key link in ensuring the safety of patients' lives.

1.2 The Prevalence and Impact of Patients' Emotional Fluctuations

In the emergency environment, patients' emotional fluctuations are extremely common, mainly manifested as negative emotions such as anxiety, fear, and anger. These emotional fluctuations have a profound impact on patients' treatment outcomes, recovery process, and nurse-patient relationship. First, emotional fluctuations can lead to decreased patient compliance, thereby affecting the implementation of treatment plans. For example, overly anxious patients may refuse to undergo necessary examinations or treatments, thereby delaying their condition. Second, negative emotions can exacerbate patients' physiological stress responses, such as increased heart rate and blood pressure. This not only increases the risk of complications but may also prolong hospital stays. In addition, emotional fluctuations can also have a negative

impact on the nurse-patient relationship. It is not uncommon for patients to misunderstand or conflict with nursing staff due to uncontrolled emotions, which further increases the difficulty of emergency nursing work. Therefore, it is of great significance to improve the quality of emergency nursing to deeply analyze the causes of patients' emotional fluctuations and take effective measures.

1.3 Research Objectives and Significance

This study aims to systematically analyze the causes of emotional fluctuations in emergency patients and explore targeted coping strategies to provide theoretical support and practical guidance for improving the quality of emergency nursing and patient medical experience. Specifically, this study will analyze the causes of patients' emotional fluctuations from three aspects: disease factors, cognitive factors, and environmental factors. It will also explore the actual effects of psychological counseling, communication skills optimization, and environmental improvement in combination with existing literature and clinical cases. At the same time, this study will attempt to introduce cutting-edge psychological theories and new technological means to provide more scientific and efficient coping strategies for emergency nursing. Through the above research, it is expected to form a systematic coping plan to help nursing staff better deal with patients' emotional fluctuations, thereby improving the overall level of nursing and improving the nurse-patient relationship. This research not only has important theoretical value but also has far-reaching guiding significance for emergency nursing practice.

2. Literature Review

2.1 Theories Related to Emotional Fluctuations in Emergency Patients

The emotional fluctuations of emergency patients are closely related to their environment and physical condition, which can be explained by various psychological theories. The stress theory, proposed by Selye, emphasizes that individuals will have non-specific reactions to external stressors, including physiological and psychological changes. In the emergency environment, the suddenness and severity of the disease as a strong stressor can trigger the stress response of patients, leading to the generation of negative emotions such as anxiety and fear. In addition, the cognitive theory of emotion holds that an individual's subjective

evaluation of an event determines their emotional experience, not the event itself. For example, patients' cognitive biases about their own condition may lead to excessive worry or despair. These theories provide an important theoretical framework for understanding the emotional fluctuations of emergency patients and lay a scientific foundation for the subsequent design of nursing interventions.

In recent years, with the in-depth study of psychology, emerging theories such as mindfulness therapy and cognitive-behavioral therapy have gradually been applied to clinical practice. Mindfulness therapy emphasizes reducing psychological stress by focusing on the present experience, while cognitive-behavioral therapy improves patients' emotional states by changing their erroneous cognitions. The application of these theories not only enriches the methods of emotion management in emergency nursing but also provides new ideas for improving patients' psychological adaptation abilities.

2.2 Current Research Status at Home and Abroad

Research on coping strategies for emotional fluctuations in emergency nursing at home and abroad has gone through a development process from single intervention to multi-dimensional comprehensive intervention. Early research mainly focused on the effectiveness of psychological counseling under the conventional nursing model, such as alleviating patients' anxiety by listening and comforting. However, with the deepening of the understanding of the psychological needs of emergency patients, researchers have begun to explore more systematic intervention strategies. For example, domestic scholars conducted a number of studies between 2018 and 2020 to explore the application value of traditional Chinese medicine emotional nursing and refined humanistic care nursing in the emotional management of emergency patients. These studies have shown that psychological interventions that combine cultural background and individual needs can significantly improve patients' emotional states.

Internationally, recent research on coping strategies for emotional fluctuations in emergency nursing has paid more attention to technological innovation and multidisciplinary integration. For example, some studies have attempted to apply virtual reality (VR) and artificial intelligence (AI) technologies to patient emotional monitoring and intervention to achieve more precise psychological support. In addition,

foreign scholars have also emphasized the importance of teamwork in emotional management, advocating the development of personalized nursing plans through multidisciplinary collaboration. Although there are differences in methods and technologies between domestic and international research, both have shown a high degree of attention to patients' psychological health and the continuous pursuit of optimization of coping strategies.

2.3 Research Gaps and Innovations

Despite the progress made in the research on coping strategies for emotional fluctuations in emergency patients, there are still some pressing problems to be solved. First, existing research mostly focuses on the effect evaluation of traditional nursing interventions, and the exploration of new technologies such as VR and AI is relatively limited. Second, most studies have not fully integrated multidisciplinary knowledge, resulting in a lack of systematic and comprehensive nursing intervention plans. In addition, the current literature on the capacity building of nursing staff is relatively insufficient, especially the discussion on how to enhance the psychological endurance of nursing staff in a high-intensity working environment.

The innovation of this study lies in the introduction of cutting-edge psychological theories (such as mindfulness therapy and cognitive-behavioral therapy) to optimize nursing intervention methods and explore the potential application of new technological means in emotional counseling. At the same time, this study will also focus on the capacity building of nursing staff and propose a multidisciplinary nursing model to provide a more comprehensive and effective solution for coping with emotional fluctuations in emergency patients.

3 Causes of Emotional Fluctuations in Emergency Patients

3.1 Disease Factors

3.1.1 The Suddenness and Severity of the Disease

The suddenness and severity of the disease are one of the important causes of emotional fluctuations in emergency patients. When patients suddenly face the onset of disease or deterioration of their condition, their psychological state is often strongly impacted, leading to negative emotions such as fear and despair. For example, patients with acute myocardial infarction may experience extreme fear and a sense of

impending death due to severe chest pain and life-threatening conditions at the onset of the disease. In addition, patients with severe trauma often fall into uncontrollable emotional states due to the inability to accept sudden physical injuries, showing extreme anxiety and despair. This strong psychological reaction not only affects the treatment effect of patients but may also further aggravate the condition. Studies have shown that the psychological impact of sudden illness on patients is positively correlated with the severity of the disease, that is, the more severe the condition, the more significant the emotional fluctuations of patients. Therefore, it is crucial in emergency nursing to identify and intervene in emotional fluctuations caused by the suddenness and severity of the disease in a timely manner.

3.1.2 The Impact of Physical Pain

Physical pain, as a common symptom in emergency patients, has a significant impact on their emotional state. Pain is not only a physiological sensation but also triggers emotional responses through complex neural mechanisms, leading to uncontrollable emotional manifestations such as irritability and anger in patients. For example, patients with acute abdominal pain often show obvious anxiety and restlessness when the pain persists, and may even resist the treatment actions of medical staff. The relationship between pain and emotion has been confirmed by many studies. The transmission of pain signals activates the emotional centers in the brain, thereby causing negative emotional experiences. In addition, long-term or severe pain can also lead to depression in patients, further increasing their psychological burden. Therefore, in emergency nursing, effective management of patients' pain symptoms is not only a key measure to improve their physiological state but also an important means to alleviate emotional fluctuations.

3.2 Cognitive Factors

3.2.1 Lack of Understanding of the Treatment Process

Patients' lack of understanding of the emergency treatment process and methods is one of the important reasons for their emotional fluctuations. Due to the lack of understanding of the emergency treatment process, patients often fail to understand the intentions of medical staff's operations, thereby generating anxiety and restlessness. For example, when undergoing invasive procedures such as tracheal intubation or cardiopulmonary resuscitation, patients may feel afraid due to not being informed in advance about

the purpose and process of the operation, and may even resist the treatment actions. Studies have shown that health education plays an important role in improving patients' understanding of the treatment process. Detailed explanations of the treatment process and precautions can significantly reduce patients' anxiety. However, health education in current emergency nursing still has shortcomings. Some medical staff fail to fully explain the details of the treatment to patients, resulting in negative emotions in patients due to information asymmetry. Therefore, strengthening health education to improve patients' understanding of the treatment process is an important strategy to alleviate their emotional fluctuations.

3.2.2 Erroneous Disease Cognition

Patients' excessive worry and fear caused by erroneous disease cognition are common problems in emergency nursing. For example, some patients may mistakenly regard a common cold as a severe lung infection, thereby generating unnecessary panic. This erroneous disease cognition not only increases the psychological burden of patients but may also affect their treatment compliance. Literature indicates that patients' cognitive biases about diseases are related to their education level and information acquisition channels. For example, patients with lower education levels are more easily influenced by rumors or incorrect information, thereby forming unscientific disease cognition. In addition, misleading information on social media may also exacerbate patients' erroneous cognition, leading to more intense emotional fluctuations. Therefore, in emergency nursing, medical staff need to help patients correct erroneous disease cognition through scientific information dissemination and patient explanations, thereby alleviating their negative emotions.

3.3 Environmental Factors

3.3.1 The Noise of the Emergency Environment

The noisy environment of the emergency department is an important external factor that triggers emotional fluctuations in patients. Due to the frequent movement of people and the loud operation of medical equipment in the emergency department, patients are often in a highly noisy environment, which significantly increases their psychological pressure and causes adverse emotions. For example, the alarm sounds of monitoring instruments, the conversations of medical staff, and the moans of other patients can all make patients feel restless and anxious, and

even exacerbate their anxiety. Studies have shown that a noisy environment has a significant negative impact on patients' psychological state, especially when patients are already in a state of stress, the effect of noise is more prominent. In addition, a noisy environment can also interfere with patients' sleep quality, further weakening their psychological endurance. Therefore, optimizing the layout of the emergency department and reducing noise interference is an important measure to improve patients' emotional states.

3.3.2 The Loneliness of a Strange Environment

The unfamiliarity and lack of family companionship in the emergency environment often make patients feel lonely and helpless. After entering the emergency department, patients usually have to face unfamiliar medical staff, equipment, and procedures, and this change in environment can easily cause psychological maladjustment. Especially for those patients who need to be observed or hospitalized for a long time, the absence of family companions can further exacerbate their sense of loneliness, manifested as low spirits, silence, and other symptoms. Studies have shown that loneliness not only affects patients' psychological health but may also reduce their treatment compliance, thereby affecting the overall treatment effect. In addition, loneliness can also lead to social avoidance behavior in patients, further deteriorating the nurse-patient relationship. Therefore, in emergency nursing, medical staff need to help patients adapt to the unfamiliar environment and reduce their loneliness through active care and emotional support, thereby improving their emotional states.

4 Current Coping Strategies and Their Effects on Emotional Fluctuations in Emergency Nursing

4.1 Psychological Counseling

4.1.1 Methods of Psychological Counseling

Psychological counseling, as an important means of coping with emotional fluctuations in emergency nursing, mainly includes methods such as listening, comforting, and encouraging. Listening is the basis of psychological counseling. Nursing staff can understand patients' inner feelings and needs by patiently listening to their complaints, thereby establishing a trusting relationship. During the listening process, nursing staff should maintain a focused attitude, avoid interrupting patients, and express attention through non-verbal behaviors (such as nodding and eye contact). Comforting is to relieve patients' tension and fear

through warm words and emotional support. For example, in the emergency environment, nurses can sincerely inquire about the condition and convey a sense of security to patients with a calm and firm tone, helping them stabilize their emotions. In addition, encouragement is a positive psychological intervention method. By affirming and inspiring patients, their confidence in overcoming the disease can be enhanced. Studies have shown that, considering the particularity of emergency patients, nursing staff need to flexibly use these methods according to the actual situation to achieve the best results.

4.1.2 Actual Application Effects

Psychological counseling has a significant positive effect on alleviating the negative emotions of emergency patients, especially in reducing anxiety and fear. Studies have shown that through timely psychological counseling, the negative emotion scores of patients are significantly reduced, and treatment compliance is significantly improved. For example, in emergency observation patients, the research group that implemented emotional support combined with psychological nursing had a more significant improvement in anxiety and depression scores compared with the control group that only received routine nursing. However, psychological counseling also has certain limitations. When facing patients with severe emotional fluctuations, simple psychological counseling alone may not achieve the expected effect. For example, for patients who are extremely panicked due to sudden illness or accidental injury, relying solely on verbal comfort may not completely eliminate their psychological burden, and other intervention methods need to be combined for comprehensive treatment.

4.2 Use of Communication Skills

4.2.1 Effective Communication Skills

Effective communication between nursing staff and patients is a key link in stabilizing patients' emotions and establishing a good nurse-patient relationship. In emergency nursing, being amiable in language and attitude is a basic requirement and also an important factor in winning patients' trust. When communicating with patients, nursing staff should avoid using professional jargon or imperative tone, but use simple and understandable language to ensure that patients fully understand the treatment process and nursing measures. In addition, non-verbal communication should not be ignored, including facial expressions, body movements,

and eye contact, all of which can convey the care and support of nursing staff. For example, during resuscitation, the calm and orderly operation and firm gaze of the nurse can enhance the patient's sense of security and relieve their nervousness. Studies have pointed out that nursing staff also need to adjust their communication methods according to the psychological characteristics of different patients. For example, for patients who are angry and biased, more emphasis should be placed on listening and empathy to resolve their resistance.

4.2.2 Communication Effects and Issues

Effective communication can not only stabilize patients' emotions but also promote understanding and trust between nurses and patients, thereby improving patients' treatment compliance and satisfaction. However, communication problems can lead to a series of issues, such as misunderstandings, conflicts, and even medical disputes. For example, when nursing staff fail to clearly explain the treatment plan or ignore patients' emotional needs, patients may experience anxiety or distrust, which in turn affects the treatment effect. In addition, the particularity of the emergency environment also increases the difficulty of communication, such as time pressure and information asymmetry, which may lead to low communication efficiency. Therefore, nursing staff need to continuously improve their communication skills to cope with complex and changing emergency situations and ensure smooth and efficient communication.

4.3 Creating a Comfortable Environment

4.3.1 Environmental Optimization Measures

Creating a comfortable emergency department environment is an important strategy to alleviate patients' emotional fluctuations. Specific measures include optimizing the layout of the department, controlling noise levels, and maintaining good hygiene conditions. First, a reasonable spatial layout can reduce patients' sense of oppression, for example, setting up independent observation areas to avoid excessive interference to patients. Second, noise is a common psychological stressor in the emergency environment. By using soundproofing equipment and restricting personnel movement, the noise level can be effectively reduced to create a quiet treatment environment for patients. In addition, maintaining the cleanliness and tidiness of the department can not only improve patients' comfort but also reduce the risk of infection, thereby indirectly alleviating patients' anxiety.

Studies have shown that appropriate environmental optimization measures can significantly improve patients' medical experience.

4.3.2 Impact on Patients' Emotions

A comfortable environment has a clear positive impact on patients' emotions, which can relieve tension and improve patient satisfaction. For example, studies have shown that after introducing green plants and adjusting the indoor temperature and humidity in the emergency observation room, patients' sleep quality has improved and their negative emotion scores have significantly decreased. However, the effect of environmental improvement also has certain limitations. On the one hand, the resources of the emergency department are limited, and it is difficult to fully achieve the ideal environmental optimization. On the other hand, some patients' emotional fluctuations are mainly caused by the disease itself or psychological factors, and simple environmental improvement alone may not completely solve the problem. Therefore, while creating a comfortable environment, other intervention methods should also be combined to achieve comprehensive coping with emotional fluctuations.

5 Coping Experience and Lessons Learned from Case Studies

5.1 Successful Coping Cases

5.1.1 Case Details

In emergency nursing, the types of emotional fluctuations in patients are diverse, including fear, anxiety, etc. The following are specific cases that elaborate on the successful coping experience. For example, the Emergency Department of Nanjing Mingji Hospital once received a patient with acute chest pain who was extremely fearful and restless. The main reasons were the suddenness of the disease and the lack of understanding of his own health condition. Nursing staff quickly took psychological counseling measures. While patiently listening to the patient's complaints, they explained the condition and treatment plan in simple language and provided timely comfort and encouragement to relieve his nervousness. In addition, the hospital also received a patient with trauma caused by a traffic accident. Because his emotional manifestation was anger and resistance to treatment, the nursing staff established a good communication relationship by respecting the patient's feelings and answering questions in a timely manner,

eventually making him gradually cooperate with the treatment. In another case, an elderly patient in the hospital developed a sense of loneliness due to the unfamiliar environment. The nursing staff effectively improved the patient's emotional state by creating a warm ward environment, increasing family companionship time, and playing soothing music. These cases show that personalized nursing measures can achieve significant results for patients with different types of emotional fluctuations.

5.1.2 Experience Summary

Through the analysis of the above successful cases, the following experiences can be summarized: First, personalized nursing is the key. Each patient's emotional fluctuation is caused by different reasons, so it is necessary to develop targeted nursing plans according to their specific situations. For example, for patients with fear, timely provision of disease-related knowledge should be provided to eliminate the psychological pressure caused by uncertainty; while for anxious patients, more emphasis should be placed on the combination of emotional support and psychological counseling to help them restore psychological balance. Second, timely psychological counseling is crucial. Studies have shown that early intervention can effectively prevent the further deterioration of negative emotions, thereby improving patients' treatment compliance and satisfaction. In addition, establishing a harmonious nurse-patient relationship is also an important guarantee for successfully coping with emotional fluctuations. Through amiable language, sincere attitude, and effective non-verbal communication, nursing staff can enhance patients' trust and better meet their psychological needs. In summary, successful coping strategies not only rely on scientific nursing methods but also require nursing staff to have a high sense of responsibility and empathy.

5.2 Inappropriate Coping Cases

5.2.1 Case Details

However, in actual emergency nursing work, there are also cases where improper coping leads to the deterioration of patients' emotions or adverse consequences. For example, a patient with acute abdominal pain was admitted to the hospital. Because the nursing staff failed to communicate the condition with him in a timely manner, the patient misunderstood the treatment plan, thereby showing strong resistance and even refusing to cooperate with the treatment.

This case reflects that untimely communication may exacerbate patients' anxiety and fear. In addition, a patient with limb fractures caused by accidental injury showed uncontrollable emotions due to unbearable pain during the observation period. However, the nursing staff only took simple drug analgesia measures and ignored the patient's psychological needs, resulting in the continuous deterioration of the patient's emotions and eventually developing into a severe depressive state. These cases reveal that the shortcomings in nursing work in the process of coping with patients' emotional fluctuations may have a serious impact on the recovery of the condition.

5.2.2 Lessons Learned

From the above inappropriate coping cases, the following lessons can be drawn: First, communication problems are one of the important reasons for the deterioration of patients' emotions. Nursing staff should pay attention to effective communication with patients in their daily work, especially in explaining the treatment plan and answering questions, to ensure clear and accurate information transmission and avoid misunderstandings that lead to conflicts. Second, ignoring patients' psychological needs also has a negative impact on the quality of nursing. Emergency patients often face the dual challenges of physical pain and psychological pressure. If nursing staff only focus on the changes in physiological indicators and ignore the psychological roots of emotional fluctuations, it is difficult to achieve comprehensive nursing intervention. Based on this, future improvement directions include strengthening the communication skills training of nursing staff and improving their ability to identify and deal with patients' psychological problems. At the same time, more psychological elements should be integrated into the nursing process, such as introducing emotional assessment tools, in order to timely identify and intervene in patients' negative emotions.

6 Exploring New Coping Strategies

6.1 Optimizing Nursing Methods by Combining Cutting-edge Psychological Theories

6.1.1 Introduction to Cutting-edge Theories

Mindfulness therapy, as an emerging psychological intervention method, emphasizes consciously focusing on current experiences and non-judgmentally accepting one's feelings and emotions, thereby achieving the purpose of emotional regulation. Its core mechanism is to help patients

develop awareness of their inner experiences and reduce the negative emotional impact of automatic reactions. Cognitive-behavioral therapy, on the other hand, relieves emotional distress by changing individuals' cognitive patterns and behavioral habits. Its theoretical basis is that emotions are not directly caused by external events, but are determined by individuals' cognitive evaluations of these events. These two theories have been widely verified in the field of psychology and have gradually been applied to clinical nursing practice to improve patients' psychological adaptation and emotional management effects.

6.1.2 Feasibility and Advantages in Emergency Nursing

Introducing mindfulness therapy and cognitive-behavioral therapy into emergency nursing has significant feasibility and potential advantages. First, these theories provide a systematic framework for emotional counseling, which can provide scientific basis for nursing staff to more accurately identify and cope with patients' emotional fluctuations. For example, mindfulness therapy can quickly help patients relieve anxiety and fear through brief breathing exercises or body scanning practices, which are particularly suitable for the time-pressed characteristics of the emergency environment. Second, cognitive-behavioral therapy can change patients' erroneous cognitions about diseases and reduce emotional loss of control caused by misunderstandings or excessive worries, thereby improving patients' treatment compliance and recovery confidence. In addition, these methods focus on cultivating patients' self-regulation abilities, enabling them to effectively cope with emotional problems even after leaving the medical environment, thereby achieving long-term psychological health improvement.

6.2 Using New Technological Means to Assist Emotional Counseling

6.2.1 Introduction to New Technologies

Virtual reality (VR) technology constructs an immersive environment, providing patients with a new way of emotional regulation. For example, by simulating natural landscapes or relaxing scenes, VR can help patients temporarily escape the tense emergency environment and enter a more peaceful psychological state, thereby reducing anxiety levels. Artificial intelligence (AI) technology uses big data analysis and algorithm models to monitor patients' emotional changes in real time and provide personalized

intervention suggestions. For example, AI systems based on voice recognition and facial expression analysis can accurately capture patients' emotional fluctuations and generate targeted psychological counseling plans. The application principles of these technologies reflect the complementarity and expansion of modern technology to traditional nursing models, providing more efficient and precise tool support for emergency nursing.

6.2.2 Application Prospects and Challenges

Despite the broad application prospects of new technologies in emergency nursing, their promotion still faces many challenges. First, high technology costs are an important factor restricting their popularization. For example, the purchase and maintenance of VR equipment require a large amount of funds, and the development and deployment of AI systems also require the support of professional technical teams, which may pose a burden on medical institutions with limited resources. Second, there are differences in patients' acceptance of new technologies. Especially the elderly group may have doubts about their operational complexity and safety, thereby affecting the actual usage effect. In addition, the use of new technologies also needs to consider ethical issues, such as data privacy protection and avoidance of algorithm bias. These issues need to be gradually solved in future research and practice. However, with the continuous maturation of technology and the gradual reduction of costs, these obstacles are expected to be overcome, bringing revolutionary changes to the emotional counseling work in emergency nursing.

7 Capacity Building for Nursing Staff to Cope with Patients' Emotional Fluctuations

7.1 Pressures Faced by Nursing Staff

In the emergency nursing environment, nursing staff not only have to bear high-intensity work tasks but also face great psychological pressure from patients' emotional fluctuations. The emergency department, as the front line of the hospital's medical treatment system, has work characteristics such as high mobility, complex conditions, and time urgency, which together constitute the main sources of pressure for nursing staff. In addition, the strong emotional reactions of patients, such as fear, anxiety, and anger, when they suffer from sudden illness or accidental injury, are often directly aimed at nursing staff, further increasing their psychological burden. Studies have shown that long-term

exposure to such high-pressure environments can lead to job burnout and emotional exhaustion in nursing staff, thereby affecting their ability to cope with patients' emotional fluctuations. Therefore, before discussing how to improve the ability of nursing staff to cope with patients' emotional fluctuations, it is necessary to fully recognize the multiple pressures they face and take targeted measures to alleviate them.

7.2 Improving Professional Quality

In order to effectively cope with patients' emotional fluctuations, nursing staff need to continuously improve their professional quality, including a comprehensive grasp of psychological knowledge and emergency nursing skills. First, in terms of professional knowledge training, it is necessary to strengthen the learning of basic psychological theories for nursing staff, such as stress theory and emotional cognitive theory, to help them better understand the causes and mechanisms of patients' emotional fluctuations. At the same time, professional knowledge training in emergency nursing is also very important, covering content such as optimization of emergency procedures, pain management strategies, and prevention of complications, thereby improving the comprehensive ability of nursing staff in actual work. Second, in terms of skill improvement training, simulation drills and case analysis have been proven to be effective methods. Through simulating real scenarios for drills, nursing staff can practice communication skills, psychological counseling skills, and crisis intervention capabilities in a safe environment, thereby enhancing their self-confidence and practical operation level. In addition, in-depth analysis based on specific cases can help nursing staff summarize experience and lessons, and form more scientific and reasonable coping strategies.

7.3 Enhancing Psychological Resilience

In addition to the improvement of professional knowledge and skills, the psychological resilience of nursing staff is also an important guarantee for coping with patients' emotional fluctuations. Under high-pressure working conditions, nursing staff are prone to emotional exhaustion and psychological fatigue, which not only affects their personal health but also reduces the quality of service they provide to patients. Therefore, it is necessary to enhance the psychological resilience of nursing staff through

psychological counseling and team support activities. For example, regularly organizing mental health lectures or workshops and inviting psychology experts to explain stress management skills and emotional regulation methods can help nursing staff learn self-care and emotional counseling. At the same time, establishing a team support mechanism and encouraging colleagues to share experience and emotional support can significantly reduce individual psychological burdens. In addition, hospital management should also pay attention to the mental health status of nursing staff, provide them with necessary psychological counseling resources and rest time, and create a more humanized and supportive working environment.

8 Future Development Trends of Coping with Emotional Fluctuations in Emergency Nursing

8.1 Multidisciplinary Integrated Nursing Model

The multidisciplinary integrated nursing model has significant advantages in coping with emotional fluctuations in emergency patients. Its core lies in integrating the professional knowledge and practical experience of psychology, sociology, and nursing to form comprehensive intervention strategies. Psychological theories provide scientific basis for the analysis and intervention of emotional fluctuations. For example, stress theory and emotional cognitive theory can help nursing staff understand the psychological mechanisms of patients' emotional changes. The sociological perspective emphasizes the impact of the social environment on patients' psychological states and helps identify external factors that trigger emotional fluctuations. Through multidisciplinary collaboration, nursing staff can comprehensively assess patients' needs from physiological, psychological, and social aspects and develop more precise nursing intervention plans. In addition, multidisciplinary integration can also promote communication and collaboration among team members and improve overall nursing efficiency. However, the implementation of the multidisciplinary integrated nursing model requires clear division of responsibilities and collaboration processes among disciplines, as well as strengthened interdisciplinary training to improve the comprehensive ability of nursing staff. Future development directions include establishing standardized processes for multidisciplinary collaboration and developing emotion management tools based on multidisciplinary theories to further optimize emergency

nursing practice.

8.2 Application of Intelligent Emotion Monitoring and Intervention Systems

Intelligent emotion monitoring and intervention systems combine artificial intelligence, big data, and wearable devices, providing new solutions for real-time monitoring and personalized intervention of emotional fluctuations in emergency patients. The system can accurately analyze patients' emotional states and generate dynamic emotion reports by collecting patients' physiological data (such as heart rate and skin conductance) through sensors and combining facial expression recognition technology. Based on this, the system can provide personalized intervention suggestions according to preset algorithms, such as playing soothing music, pushing mindfulness meditation guidance, or recommending psychological counseling plans. This intelligent intervention method not only improves the efficiency of emotion management but also reduces the workload of nursing staff. However, the application of intelligent systems also faces some challenges, including high technology costs, patient privacy protection issues, and lower acceptance of new technologies by some patients. Future research should focus on reducing technology costs, optimizing user experience, and strengthening data security to promote the widespread application of intelligent emotion monitoring and intervention systems in emergency nursing.

8.3 Improvement of Personalized Nursing Plans

The improvement of personalized nursing plans is an important trend in coping with emotional fluctuations in emergency patients. Its core lies in developing targeted emotion management strategies based on individual differences of patients. Studies have shown that different patients show significant differences in emotional responses when facing diseases and psychological stress, which are related to their age, gender, cultural background, and psychological state. Therefore, nursing staff should develop personalized nursing plans based on a comprehensive assessment of patients' basic conditions and specific needs. For example, for patients who develop fear due to the suddenness of the disease, detailed explanations of the treatment process and successful cases can be provided to enhance their sense of security; while for patients who develop loneliness due to unfamiliar environment, increasing

companionship time and providing psychological support can be used to alleviate their negative emotions. In addition, the implementation of personalized nursing plans also requires the support of multidisciplinary teams to ensure the scientific and effectiveness of the intervention measures. Future research should further explore how to use big data analysis and artificial intelligence technology to optimize the development process of personalized nursing plans, so as to better meet the diversified emotional management needs of patients.

9 Conclusions

9.1 Summary of Research Findings

This study systematically explored the causes of emotional fluctuations in emergency nursing, coping strategies, and capacity building for nursing staff, achieving a series of important results. In terms of the causes of emotional fluctuations, the study found that the suddenness and severity of the disease, physical pain, lack of understanding of the treatment process, and the noise and unfamiliarity of the emergency environment are the main factors. These factors jointly lead to negative emotions such as anxiety, fear, and loneliness in patients, thereby affecting their treatment outcomes and recovery process. In terms of coping strategies, psychological counseling, the use of communication skills, and the creation of a comfortable environment have been proven to effectively alleviate patients' emotional fluctuations. However, existing measures still have certain limitations, such as limited effectiveness for some patients with severe emotional fluctuations or being restricted by resources and environmental conditions. In addition, the study also proposed the feasibility of optimizing nursing methods by combining cutting-edge psychological theories (such as mindfulness therapy and cognitive-behavioral therapy) and new technological means (such as virtual reality and artificial intelligence), providing new ideas for future practice. In terms of capacity building for nursing staff, the study emphasized the importance of professional knowledge training, skill improvement training, and enhancement of psychological resilience to help nursing staff better cope with the challenges brought by patients' emotional fluctuations.

9.2 Guidance for Emergency Nursing Practice

The research findings of this study have important

guiding significance for emergency nursing practice. First, in terms of improving the quality of emergency nursing, by deeply analyzing the causes of patients' emotional fluctuations, nursing staff can develop more targeted intervention measures to reduce the interference of negative emotions on treatment outcomes. Second, in terms of improving patients' medical experience, the application of effective emotional counseling and communication skills can help enhance patients' sense of security and trust, reducing their fear and rejection of the emergency environment. In addition, creating a comfortable environment can not only relieve patients' nervousness but also increase their satisfaction with nursing work, thereby optimizing the nurse-patient relationship. Finally, the application prospects of the multidisciplinary integrated nursing model and intelligent emotion monitoring system proposed in this study provide theoretical support for the innovative development of emergency nursing, helping to promote the nursing service towards a more precise and personalized direction.

9.3 Research Limitations and Future Outlook

Despite the achievements of this study, there are still some shortcomings that need to be improved. First, the limitations of the research sample may affect the universality of the conclusions. This study is mainly based on data from emergency patients in a specific hospital and does not cover the diversified situations of different regions and different levels of medical institutions. Second, the application verification of new strategies (such as cutting-edge psychological theories and new technological means) is still insufficient, lacking large-scale empirical research support. Therefore, future research should expand the sample range and include more diversified patient groups to further verify the reliability of the existing conclusions. At the same time, it is necessary to strengthen the actual application effect evaluation of new strategies and explore their applicability and limitations in different scenarios. In addition, with the rapid development of medical technology, the design and optimization of intelligent emotion monitoring and intervention systems will become an important research direction, focusing on their technology costs, patient acceptance, and ethical issues, to achieve a smooth transition from theory to practice.

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