人與醫療課程之學習心得分析

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摘要

醫療涉及治療疾病之醫病互動行爲，「人與醫療」課程之目標在使醫學生藉觀摩醫病互動與訪談來體會病人之感受與期待，並瞭解醫療團隊的運作以養成尊重各專業之情懷。本研究利用 30 位同學之心得報告進行質性分析，以探討其學習成效。結果歸類出心理社會層面、醫病溝通、醫療團隊及病情說明相關議題爲同學們反應之四大主題。情緒反應爲 77%之同學所關注；43%之同學體會到良好醫病關係根植於有效之溝通；53%注意到溝通之障礙；27%瞭解與尊重醫療團隊中各專業之角色與功能；23%注意到團隊成員間之溝通問題；43%強調病情說明與檢查程序解釋之重要性。同學們經此實習課程之啓示，將做個有同理心之醫師，朝人性化醫療之目標去努力。由同學心得報告內容分析結果發現學習心得契合教學之目標以及同學對課程持肯定之態度，本課程的規劃呈現實質之教學之效果。鼓勵更多同學選修應是努力的方向。

Abstract

Interaction between patient and physician is an essential aspect of medical care quality. The course "Human and Medical Care" seeks to increase medical student's understanding of inpatients' feelings and expectations through the process of interviewing and observing the interactions among patient, family and physician. The course also aims to increase student's appreciation of the importance of medical team work through observing the process of their patient care. Qualitative analysis of reports in which students were asked to express what they have learned in this course were used to assess the teaching effectiveness of the course. Main themes in the reports were classified into one of the following four categories: psychosocial aspects, physician-patient communication, medical team work and explanation of disease and examination procedures. 77% of responding students were concerned about emotional reaction; 43% realized that the quality of the physician-patient relationship was related to the effectiveness of communication; 27% acknowledged and respected the role and function of other medical professionals, 23% noted communication problems among team members; 43% emphasized the necessity of explanation the disease and examination process. Most students expressed that the course increased their empathy for patients. These results indicate that the course is effective in accomplishing its teaching goals and that participation may improve the ability of the students to deliver quality medical care.