

應用個案管理於控制腦中風病患照護品質之成效探討

Application of Case Management on Patients with Stroke:

Examining Quality of Care

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摘要

本研究之目的在探討應用個案管理對控制腦中風病患住院後發生合併症人次、自我照顧認知程度、服務滿意度之成效。採類實驗設計，依住院先後次序及選案條件選取 114 位腦中風病患分派至實驗組與對照組各 57 人。實驗組病患接受個案管理方案，對照組病患則接受常規照護方案。資料來源包括以病患基本資料調查表、腦中風自我照顧認知評估表與病患服務滿意度調查表測得及從病歷取得。研究者於病患住院 24 小時收集前測資料，後測資料於出院當日完成測定。以 chi-square test、t-test、McNemar's 進行檢定分析。研究結果顯示：實施個案管理的病患住院後發生尿道感染人數較少、自我照顧認知程度及服務滿意度較高，且均達顯著差異。此模式可提供護理行政管理者，作為管理品質之參考。

Abstract

The purpose of this study was to investigate the application of case management in the frequency of complication, cognition of self-care, satisfaction with health care for the cerebrovas-cular accident (CVA) patients. The Quasi-experimental design was used in this study. Based on the order of hospitalization and criteria of inclusion, the total sample consisted of 114 CVA patients. The subjects were divided into two groups, 57 subjects in each group. The subjects in the experimental group received case management method and the subjects in the control group received the routine care method. Data collection was done by using the demographic data sheet, the evaluation tool of self- cognition, the satisfactory questionnaire, and the patient's chart. The pre-test was done by researcher within 24 hours after patient's hospitalization, and the post-test was done on the day of patient's discharge. Data were analyzed by using the chi-square test, t-test, paired t-test and McNemar's test. The results indicated that the frequency of urinary tract infection in experimental group was significantly less than the control group. The experimental group was significantly higher in the cognition of self-care and patient's satisfaction with medical health care. The findings would provide nursing administrators as a reference on managing quality.