

護理主管 3C 成長團體歷程之現象

The Phenomena of the 3C Learning Group for Nursing

Leaders

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摘要

爲了促進護理主管在行政領導能呈現照顧(care)、關懷(concern)及悲憫(compassion)(3C)的理念與態度，以達到以人爲本的良好護理品質，故組成「護理主管 3C 成長團體」。本研究目的即爲探索此團體歷程的現象，經由行動研究法，進行規劃、行動、觀察、省思、規劃的循環與螺旋的研究過程。研究對象爲主導者（本文第一作者）、臨床護理主任及病房護理長，經過九次的主管 3C 成長團體，研究結果呈現(1)建構出護理主管 3C 成長團體行動之流程圖，包含：醞釀期、準備期、宣導期、執行期、評值期；(2)主導者的理念與技能；(3)團體運作動態；(4)團體歷程中現象的核心主題；(5)主管成長團體概念整合圖。研究結果能提供知識與技能來協助護理主管由成長團體中，依 3C 的理念及行動，自我成長並激勵護理人員，增進照護的熱誠，提升護理照護品質。

Abstract

The "3C Learning Group" was developed to promote nursing leaders' adoption of the concepts and competencies of care, concern, and compassion (3C) in nursing administration in order to more firmly root nursing care in care for the human being. The purpose of this research was to explore the dynamics involved in this group process. The study used an action research design and implemented a research cycle process of planning, action, observation, reflection, and re-planning. Research subjects included the mentor (the first author), directors of Departments of Nursing, and head nurses. A total of nine 3C learning group sessions were held. Results demonstrated: (1) the action construction and major issues of these sessions in the 3C learning group included the grouping, preparation, execution, and evaluation stages; (2) the effectiveness of the mentor's facilitation concepts and skills; (3) the dynamic operation of the group process; (4) the core phenomena of the 3C leaning group; and (5) the integrated map of this 3C learning group. Results can provide information and suggest techniques to assist nursing leaders in 3C learning groups to promote self growth and encourage nursing staff enhance service advocacy and quality.