從使用者的觀點探討醫院 PACS 的使用與效益：兩階段的研究
User Perspective of PACS Use and Benefits: Two Phases Study

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摘要

本研究主要從使用者的觀點，進行一兩階段研究。第一階段透過問卷調查，針對 PACS 已正式上線醫院的使用者進行調查，以了解在醫院環境與使用者特性的交互影響下，對於醫護人員 PACS 使用行為的影響。第二階段是針對兩個採用不同類型 PACS 的個案醫院的使用者進行訪談與問卷調查。以了解 PACS 對於醫院醫療服務品質的改善及對組織具體效益。第一階段研究結果指出，醫護人員對於院內 PACS 發展的了解會影響其對於系統的依賴程度、其對於 PACS 所產生之醫療照護服務品質改善的認知、以及系統滿意程度。此外，醫護人員的態度對其系統依賴程度與其對於 PACS 所產生之醫療照護服務品質改善的認知會有顯著性的影響。最後，教育訓練的提供會影響使用者系統依賴程度及滿意程度。而醫護人員所屬部門的風氣是影響系統使用率的重要關鍵。個案醫院研究結果發現，對全院式 PACS 系統的使用者而言，其產生的影響主要包括片檔管理機制的改善、縮減檢查流程、及節省耗材費用。相對於建置 Mini-PACS 的醫院而言，其產生的效益僅於減少節省耗材費用這項因素。

關鍵字：使用者的觀點、醫學影像儲傳系統(PACS)、個案研究

Abstract

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Based on user perspective, the purposes of this study is attempted to understand the causes and effects of PACS user behavior. Two phases study was employed. The first phase was focused on the effects of user and environment interaction on user behavior. The second phase was focus on the effects and benefits of PACS. Two selected cases were included: large scale (hospital wide) PACS and Mini-PACS. Interview and survey was carried out in selected hospitals. Three main findings were proposed and discussed in first phase. First, user understanding of PACS development will affect their dependence on PACS, perceived service quality improvement, and system satisfaction. Additionally, user attitudes will affect their dependence on PACS and perceived service quality improvement. Finally, training programs will affect user dependence and satisfaction. Department atmosphere will affect system utility. Results of second phase indicated that for hospital wide PACS, three main effects was proposed including improve management mechanism (process, space, and storage), refine working process, and cost saving. But, the final one was not found out in Mini-PACS.

Keywords: User Perspective, Picture Archiving and Communication Systems (PACS), Case Study