# 以醫療資訊系統(WEB-BASE-HIS)與電訊簡訊服務之結合提供跨醫療團隊間自動化及主動化的個案照護

# Enhancing Communication: Assisting hospital-based care with community and family/home nursing healthcare using automated, self-initiated service, through integration of Web-Base-HIS with Short Message Service (SMS)

張琨斌[a]、李興中[b]、蘇億玲[c]、曾景平[d]

[a,d] 財團法人國泰綜合醫院 資訊室

[b] 財團法人國泰綜合醫院 外科部大腸直腸外科

[c] 財團法人國泰綜合醫院 護理部

E-mail: [a] jacky@cgh.org.tw [b] hhc.lee@gmail.com [c] eline@cgh.org.tw [d] aping@cgh.org.tw

**摘要**

依據 2008 年 2 月內政部戶政司所公佈，台灣地區 65 歲(含)以上人口已達 234 萬 3 千零 92 人，佔人口比率 10.2%，達 WHO 高齡化社會標準。廿一世紀是高齡人口的世紀，面臨此高齡化社會的人口結構，老人人口所需的社區居家照護是未來的課題；特別是家中有慢性疾病或是重症的長者，更需要專業的社區居家護理群與醫療團隊間共同的照護，以協助患者及家屬適應疾病、重建生活。因此在社區照護的過程中，掌握社區居家個案於醫院之急診、住院的就醫(入院)、離院動向，便成為社區護理師所面臨之重大問題。所以，本研究著重於如何運用自動化的簡訊服務(SMS)將社區居家個案就醫資訊傳遞給社區護理師與相關的醫療照護團隊人員，以及醫療資訊系統(HIS)之主動化的提示機制，讓社區居家個案於醫院中所有的就醫動向能夠完全被掌握，同時提升醫療團隊進行有效的溝通，以提高醫療團隊照護的品質，更解決了社區照護護理師掌握社區居家個案就醫動向的課題。若行動通訊設備更臻輕巧、連網與應用系統執行效能更佳、資料安全機制更縝密完善時，資訊的傳遞便可用更豐富、多元、活潑的內容在行動設備或行動載具上實現，而不用侷限 SMS。目前已開始與國內行動通訊業者合作運用其企業方案(Enterprise Solution)之架構，嘗試於醫療資訊平台與照護者攜帶之行動載具之間實作出更豐富、更活潑的資訊內容，做多元的行動資訊通訊服務。

**關鍵字**：居家照護，高齡化社會，醫療資訊系統，簡訊服務，遠距照護，遠距醫療，個案管理師。

**Abstract**

*The population over 65-year-old in Taiwan has reached 2,343,092, approximately 10.2% of the total population, according to the Department Household Registration in 2008 from Ministry of Interior. Taiwan is now an aging society meaning that 7-14% of the population are 65 years or older. Demographic changes and ageing are presenting healthcare developmental challenges including problem of integration of hospital-based care with community and family/home nursing healthcare. An automated, self-initiated service through integration of Web-Base-HIS with Short Message Service (SMS) has been developed and implemented to resolve this problem and facilitate case management nurse, in an appropriate timely fashion, to keep abreast of his/her cases. Since the length of the message was severely constrained in the mobile devices for the SMS, future development of different information communication service module with mobile devices through telecom company's enterprise is probably mandated for more information transmission in the healthcare sector.*

***Keywords*** *: Aging society, HIS, SMS, telehealth, telemedicine, Case management nursing.*