感染科護理計劃資訊系統使用之改善

葉美鈴[ab] 葉純宜[b] 郝德慧[c] 王威蘋[b] 蘇逸玲[b] 徐建業[a,]

[a]台北醫學大學醫學資訊研究所

[b] 臺北榮民總醫院護理部

[c]長庚大學企業管理研究所資管組

E-mail: [a]cyhsu@tmu.edu.tw [b]yehml@vghtpe.gov.tw [c] angelicahao@hotmail.com

摘要

根據研究，教學醫院最耗時的護理活動依序為：巡房、血壓測量法、體溫脈搏呼吸測量法、護理紀錄等四項。護理紀錄為照護情形溝通方式之一，能讓醫療照護團隊了解護理人員曾為病患執行哪些措施，以及病患反應，而臨床護理計劃和護理記錄連結，使病人照護得以朝向確立之預期結果及程度；但由於擬定護理計劃費時費力，因此，建立護理計劃資訊系統能有效提升護理人員照護的品質。本研究主體為某醫學中心的感染科護理計劃資訊系統，此系統於 1992 年開發，其資料庫包括全院共通性及各專科特性的護理計劃，由於護理人員常抱怨此系統使用時點選過程費時、內容不夠完整、以及有時點選不到所需護理診斷等。因此本研究先以回溯性資料分析與問卷調查法，將感染科病患護理計劃使用的次數、頻率及項目內容，再以文獻學理及改善小組共同討論之結果，使原有 38 個感染科護理計劃，擴增為 45 個護理計劃，另外針對感染科住院病患之常見 38 個疾病診斷碼(ICD-9)，新增或刪除其相對應之護理診斷項目，使護理人員在點選護理計劃時，會自動出現該疾病診斷碼相對應之常用護理診斷，以提升護理人員執行護理計畫的效率與品質。研究結果顯示改善後的感染科護理計劃資訊系統使用率提升為 9.6 倍，其電腦點選、列印新訂之護理計劃花費時間，改善前平均每次為 3.68 分鐘，改善後為 3.08 分鐘，時間效率提升 17%(0.6 分鐘)，而使用者滿意度部份，改善前只有 17% 感到滿意（包括滿意與非常滿意），改善後有 74% 的護理人員感到滿意。本研究顯示有效及適用的護理資訊輔助系統，可提昇護理品質及節省人力成本。

關鍵字：護理計畫、護理計畫資訊系統、感染科護理計畫

ABSTRACT

Based on researches, the most time-consuming nursing activities, in teaching hospital, are: room patrols, the blood pressure survey, the body temperature pulse breath survey, the nursing record maintenance. The nursing record is one way to communicate data, which can let the medical service team understand what measures the nursing staff once did for sickness, as well as responses from sickness. Nevertheless, it is the key component to utilize the record with a clinical nursing plan, so as to provide a proficient health management. Since the maintenance of nursing plan is costly and time-consuming, therefore, it is essential to establish the nursing plan information system, which can effectively promote the nursing quality. This research main body comes from one infectious disease division nursing plan information system, which was developed in 1992, and its data base covers entire courtyard compatibility and various faculties characteristic nursing plan. The nursing staff often complained this system is not user-friendly, its contents are not comprehensive, and sometimes it does not let staff choose right diagnosis.

Therefore this research is based on history analysis and the questionnaire survey procedure first, the infectious disease nursing plan use number of times, the frequency and the project content, then by the literature scientific theory and result of the improvement group discussion together. The original 38 infectious disease division nursing plan is expanded to 45 nursing plans. Moreover, the common 38 infectious disease code (ICD-9), and its corresponding diagnosis items, shall automatically appear in the disease diagnose code field, so it would be better off for the nursing staff to set up the nursing plan efficiently. Infectious disease division nursing plan information system utilization ratio is promoted 9.6-folds, according to research outcome. Each task consumes 3.68 minutes beforehand—including computer program operation, the printing of nursing plan, and now it turned out that it shall not take more than 3.08 minutes. The time efficiency is raised by 17% (0.6 minute). Yet only 17% of the user are satisfied with it before, and now there are 74% nursing staffs are happy with the new tool. Therefore, it shall not only improve our service quality, but also save labor cost by using this information supplementary system.

Keyword：*Nursing plan; Nursing plan information system; infectious disease nursing plan*