

護理人員對2007年版台灣醫院評鑑標準之認知行爲與態度

## Knowledge, Attitude and Behavior of Nursing Staff

toward the Taiwan 2007 Version of Hospital

### Accreditation

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#### 摘要

目的旨在探討護理人員對新制醫院評鑑的認知，態度、行爲及其影響因素，並進一步探討對新制醫院評鑑之認知、態度、行爲的相關性，作為未來醫院準備評鑑及提升護理服務品質的參考。方法採橫斷式描述性研究，針對台北市某醫院四個院區之 359 位護理人員作自擬式問卷調查，取樣條件為曾參加過評鑑者及自願參加者，統計方法包括：描述性統計、chi-square、獨立性 T 檢定、單因子變異數分析及 Pearson's correlation。結果顯示：護理人員在認知得分表現不理想，但在態度及行爲皆持正向。護理人員的年齡越大工作年資越高行爲表現越好，職階高認知表現好；參加評鑑說明會次數越多者知識高行爲越正向；評鑑訊息取得方式不滿意者行爲表現亦不好。行爲與認知成正相關( $r=0.23, p<0.001$ )；行爲亦與態度成正相關( $r=0.35, p<0.001$ )，評鑑結果合格及優等之院區護理人員對評鑑認知、態度、行爲之差異並不具統計意義。結論：護理人員對新制醫院評鑑之認知仍不理想，參與評鑑之行爲與認知、態度均為正相關，未來應循序漸進有計畫加強醫院評鑑在職教育訓練課程尤其是新進人員訓練，將可有助醫院評鑑得以順利進行。

#### Abstract

Objectives: The purpose of this study is to analyze and discuss the correlation between hospital accreditation results and the knowledge, attitude and behavior of nursing staff towards the 2007 version of the Hospital Accreditation System. Methods: A cross-sectional and descriptive research design involving a self-administered questionnaire method was used for this study. The questionnaire consisted of three parts, namely knowledge of the 2007-HAS, attitude towards the 2007-HAS and behavior with respected to the 2007-HAS. The study subjects were employed on the nursing staff of four hospitals. For each hospital, 100 nurses who had experienced the accreditation operation of the 2007-HAS were randomly selected. Out of the 400 questionnaires distributed, 361 were returned and 359 were found to be complete. The

information collected using the questionnaire was processed and analyzed with SPSS 15.0. The major statistical procedures applied to the dataset included descriptive statistics, chi-squared tests, independent t-tests, one-way ANOVA, and Pearson's correlation. A p value of  $<0.05$  was taken as significant. Results: The result shows that the ratings for the knowledge part of the questionnaire among the nursing staff were fair, but that the ratings for the attitude and behavior parts were satisfactory. A trend towards a better attitude in relation to the 2007-HAS was found among older nurse staff and among those with greater working experience. In addition, nurse staff members that occupied higher positions were found to have greater knowledge of the 2007-HAS. The ratings for knowledge of and behavior towards the 2007-HAS increased with greater participation frequency in hospital accreditation education program. However, scores for behavior were lower among subjects who showed lower satisfaction with their acquired accreditation-related information. In conclusion, behavior and knowledge among nurse staff displayed a positive correlation ( $r=0.23$ ,  $p<.001$ ), as did attitude and behavior ( $r=0.35$ ,  $p<.001$ ). However, this study was unable to find any significant correlation between the hospitals' accreditation results and the hospital nursing staff's knowledge, attitude, and behavior. Conclusions: Using this study, it is possible to make some suggestions that should facilitate hospitals as they prepare for the accreditation process. Firstly, the hospital should increase the total time allowed for and the overall frequencies of the education programs associated with accreditation and do this while monitoring the satisfaction of their nursing staff with respect to the knowledge provided. Secondly, the hospitals should establish an accreditation taskforce that has the aim of assisting nurses to familiarize themselves with the procedures of onsite accreditation. The findings of this study provide hospitals with reference material that will help them prepare for on-site accreditation in the future.