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• 中文摘要	<p>在申請重返世界衛生組織之際，除了必須在國際間建立我關懷人道的形象，也必須積極提昇國內醫療技術及醫療品質，尤其在醫療品質資訊方面，因此本研究的主要目的下列四項：瞭解國內外有關醫院品質報告卡之相關研究；探討住院病人使用醫院品質報告卡的意願；探討住院病人認為適合台灣地區醫院品質報告卡的指標內容；探討住院病人較信任主導推行醫院品質報告卡的機構。本研究採用調查研究法，以結構式問卷收集研究所需的資料。結構式問卷乃依文獻探討、焦點團體座談會結果及研究目的設計而成。研究樣本為立意選取願意合作的台北縣市五家地區級以上醫院(三家區域醫院及兩家地區醫院)，於研究期間針對住院中意識清醒、願意接受面訪且年滿 20 歲以上的內外科住院病人進行面訪(九十二年七月及八月期間)，總計為 500 位。本研究發現受訪者當中，有 58.4%表示於就醫之前一定會或會先打聽醫院或診所之相關資訊；有 20.4%認為困難或很困難取得就醫相關資訊；53.15%認為醫院或醫師相關資訊的取得對其選擇醫院有幫助或非常有幫助；若衛生單位能提供醫院品質報告卡資訊，88.4%受訪者表示看病之前一定會或可能會先參考此類資訊；如果在醫院品質報告卡上的資訊的評價是不好的，95.1%表示一定會或可能會考慮換醫院；若要發行醫院品質報告卡，37.8%的受訪者認為由衛生署統籌發行所呈現之數據較具可靠性；對於醫院品質報告卡之相關資訊之取得方式，37.8%受訪者希望能從小手冊上得到；受訪者最需要的品質資訊程度排名前五名依序為院內感染率、住院病人整體滿意度、住院死亡率、門診病人整體滿意度及 15 天再住院率。本研究結果發現，有 88.4%的受訪病人表示看病之前一定會或可能會先參考醫院品質報告卡，因此，建議行政院衛生署可考慮主導，將住院人最迫切需要的五項醫院品質報告卡的指標，包括院內感染率、住院病人整體滿意度、住院死亡率、門診病人整體滿意度及 15 天再住院率各大項目得分等，以小手冊或網際網路查詢的方式對外公佈，期能透過醫院品質資訊的流通，促進醫療服務提供者提升品質及</p>		

保障民眾就醫權益。

In addition to build the humanitarian image, we have to upgrade medical technology and quality of medical care, especially in medical information, when applying for the return of World Health Organization. Therefore, the purposes of this study were to search the literature related to hospital report card, to explore inpatients' willingness to use hospital report card, to understand the quality indicators hospitalized patients saw as important, and to realize their preferences about the initiative organization of such report cards. This study used survey research and organized questionnaires to collect data. The questionnaire was developed based on literature review, focus group, and research purposes. The study sample were 500 hospitalized patients from 3 regional and 2 district hospitals. The qualified patients must be over 20 years old, conscious, and willing to accept interviews. The study period was between July 2003 and August 2003. Among the interviewees, 58.4% would search for health care provider information before visiting hospitals or clinics; 20.4% considered it difficult or very difficult to search for provider information; 53.15% thought provider information would be helpful or very helpful for choosing an appropriate hospital. If health authorities would provide hospital information, 88.4% of respondents would definitely or possibly use this information. If the performance of the hospitals where respondents used to visit was poor shown on report card, 95.1% of respondents would definitely or possibly change hospitals. A total of 37.8% of responses indicated that government is the most trusted organization to produce hospital report cards. The quality indicators patients regarded as significant are hospital infection rate, inpatient overall satisfaction, mortality rate, outpatient overall satisfaction, and readmissions in 15 days. This study found 88.4% of respondents expressed that they would use hospital report cards before visiting hospitals. Therefore, we recommend the Department of Health should initiate hospital report card. The five most important indicators including hospital infection rate, inpatient overall satisfaction, mortality rate, outpatient overall satisfaction, and readmissions in 15 days considered by respondents could be published in pamphlet or website. We recommend that the health authorities initiate production of hospital report cards in order to improve the quality of medical care and to assure patients rights.

• 英文摘要