

人性化教育訓練對人員人性化照護知識、態度、行為影響的探討

Effects of Human Caring Education on Nurses : A Human Caring Knowledge, Attitude and Behavior Study

中文摘要

本研究採類實驗法，以某區域醫院選取護理人員 72 位，隨機分派為控制組與實驗組各 36 人為研究樣本。研究目的為探討人性化照護課程的教育訓練介入，二組護理人員在人性化照護知識、態度、行為上的差異及其影響因素。

研究結果發現: 1·教育訓練介入前護理人員具備之人性化照護知識，普遍呈中等認知程度，其中傾聽、觸摸和同理"的答對率較差。而對人性化照護態度的看法，普遍呈現介於「同意」和「極同意」之間。人性化照護行為實行的情形，普遍呈現介於「有時實行」和「常常實行」之間。2·施行人人性化照護課程之教育訓練可以提高護理人員人性化照護知識的認知，其中同理心單元的成效最大。而對人性化照護態度認同度也有增加傾向。但人性化照護行為的改變未達統計上的差異。3·護理人員的人性化照護知識會因病房別、教育程度和執照別的不同而有影響。而人性化照護態度會受教育程度影響，人性化照護行為的實行也會因教育程度而影響。此外，也證實人性化照護態度與人性化照護行為有正相關。

英文摘要

The purpose of this study was to understand the effects of human caring education on the knowledge, attitude and behavior of nurses. Study design was quasi-experimental method. Data was obtained from 72 nurses who were staff members at TMCH, and divided into a control group and an experimental group. In this study, effects of human caring education were evaluated by a human caring K.A.P. questionnaire. The SAS/PC software was used to analyze data though X², t-test, paired t-test, one way ANOVA, Pearson's correlation. Fisher's Exact Test.

The result showed 1. Before this education the levels of knowledge were in the middle range. Among these, listening, touching and empathy were in the lower range. Then the levels of attitude were between "agree" and "extreme agree", the levels of behavior were between "occasional" and "often". 2. After education the "knowledge" of nurses markedly increased, while that the levels of attitude did something different. Yet, the education did not effectively increase the levels of behavior. 3. The levels of knowledge varied significantly with the units, education and license. Also the levels of attitude and behavior were significantly different from education. Finally there was a positive correlation between attitude and behavior.