

探討手術後病人對疼痛護理及疼痛控制滿意度及其影響因素

Patient Satisfaction to Nursing Care on Post Operative Pain Management and Its Related Factors

中文摘要

手術後疼痛是病患極普遍出現且亟待解決的問題,其不僅影響到病患的生理的恢復,也影響到其心理上的恢復,可知手術後疼痛控制的重要性。然臨床上手術後疼痛的處理卻一直未受到國內醫護人員的普遍重視,在講求護理品質的今日,提昇手術後疼痛照護品質是當前最重要的課題。本研究目的主要探討手術後病人對疼痛護理及疼痛控制的滿意度,採描述性相關研究,研究對象取自北部四家地區醫院以上的骨科病房行下肢手術的病人,採立意取樣,研究方法採問卷調查法。問卷內容包括基本資料、個案對術後疼痛控制的期望、手術後疼痛及疼痛控制情形、疼痛護理及疼痛控制的滿意度等。研究期間共 100 位個案參與本研究,問卷回收率達 100%。結果顯示,以 0-10 分量表測量,骨科病患手術後最痛程度平均值為 6.69(1.97),最輕程度為 1.51(1.62),平均疼痛分數為 4.26(1.73),約中度疼痛,期望術後疼痛被緩解的程度,平均值為 2.50(1.59),研究對象對疼痛護理的滿意度為 4.18(0.58)(1-5 分量表),屬非常滿意,對疼痛控制的滿意度為 5.22(0.68)(1-6 分量表),亦屬於非常滿意,顯示手術後病患雖大部分經歷中度以上的疼痛,仍很滿意手術後疼痛護理及疼痛控制,而疼痛護理及疼痛控制的滿意度因病患的年齡、教育程度、婚姻狀況及藥物處理方式之不同而有顯著性差異。由以上結果提出以下的建議,1.應加強病患對手術後疼痛控制的認知,使其了解疼痛是可以控制的及免於疼痛是病人的權利。2.護理人員應定時評估病人的疼痛程度尤其針對年齡大、教育程度低、喪偶或已婚者,更應加強評估。3.以滿意度作為監測指標時應佐以其它方法為輔,以防誤導結果。

英文摘要

Pain is commonly encountered in clinical practice. Patients who underwent surgeries are especially at high risk for suffering from inevitable post-operative pain, which may adversely affect physiological and psychological recovery. However, post-operative pain management has been received little attention. Patient satisfaction has been advocated as an important outcome measurement of nursing care and has played a critical role in pain management. Therefore, the study was conducted to explore patient satisfaction to post-operative pain control and nursing

care. The study is a descriptive correlational design. A convenience sample was consisted of 100 patients from 4 hospitals in northern Taiwan. Questionnaires include: demographic information, perception of post-operative pain, expectation of pain relief and satisfaction scale with pain management and pain nursing. Pain severity scores range from 1 to 10. The mean (S.D.) scores of pain severity is 6.69(1.97) for pain worst, 1.15(1.62) for pain least, and 4.26(1.73) for pain average. The extent to which pain relief was expected by patients 2.50 (1.59). Satisfaction scores range from 1 to 5 for nursing care and 1 to 6 for pain control. The mean (S. D.) satisfaction was 4.18(0.58) and 5.22(0.68) respectively. Great satisfaction was reported by patients even when moderate to severe pain was reported. Additionally, satisfaction with nursing care and pain control are related to age, education, marital status and methods for pain management significantly. The study has provided several implications for nursing practice, education, and further research. Patients should be taught that pain can be managed and the goal for pain relief will be set and attained. By paying attention to the presence of pain and regularly assessing pain, nurses can improve patients' satisfaction to nursing care and pain management. When satisfaction is used as an indicator for pain management, interpretation should be made with caution.