臨床護理輔導員制度對新進護理人員輔導成效之探討

Effectiveness of a clinical preceptor program for new staff nurses

中文摘要

傳統新進護理人員訓練被認爲是造成新進護理人員流動、現實休克及人員不滿的重要原因，本研究擬推行系統化的臨床護理輔導員制度以改善應屆畢業新進護理人員的適應問題。研究目的主要探討接受臨床護理輔導員制度之新進護理人員在護理能力、專業社會化及工作滿意度方面與接受傳統訓練者有何不同，以及護理人員及臨床護理輔導員之基本屬性對新進護理人員在護理能力、專業社會化及工作滿意度之影響。

本研究以類實驗研究法進行，以隨機方法將十個性質相近內外科病房分爲實驗組及對照組。於實驗組病房中依標準選定 2 至 3 位臨床護理輔導員並加以輔導員課程訓練。依單位需要及新進人員工作志願分派新進護理人員。實驗組單位新進護理人員接受臨床護理輔導員爲期三個月之臨床輔導，對照組單位之新進護理人員則接受傳統新進護理人員訓練。參與研究之護理人員及護理長分別於初到職、到職 1.5 個月及到職三個月時評價護理能力，護理人員同時施測專業社會化，至到職第三個月時加測工作滿意度。收案期間爲 88 年 6 月至 12 月止，共收案實驗組 10 位，對照組 15 位。

結果發現接受臨床護理輔導員制度輔導的護理人員在護理能力總得分、人際關係/溝通及專業發展方面在訓練期間持續顯著增加，對照組之護理能力只有在初到職時顯著高於到職 1.5 個月時。在專業社會化及工作滿意度方面兩組間並無顯著差異。臨床護理輔導員之工作年資與實驗組之病患照護及計劃/評值能力有顯著之正相關。接受專科畢業臨床護理輔導員輔導者之教學/協調能力顯著高於其他人。

接受輔導之護理人員、臨床護理輔導員及實驗組單位護理長，均認爲此制度對新進護理人員之助益很大，應可在臨床實務中繼續推行，以助新進護理人員之適應，但應在臨床護理輔導員的選擇及訓練上再加強，使輔導效果更具成效。

英文摘要

The traditional orientation program may induce the turnover, reality shock and dissatisfaction of new nurses. This study was conducted to determine the effect of systematic preceptor program on improving the adaptation of new staff nurses. The purpose of this study was to differentiate nursing competency, professional socialization and job satisfaction between the new staff nurses who received the preceptor program and traditional orientation program. Another purpose was to explore the influence of the demographic variables of new staff nurses and preceptors on the nursing competency, professional socialization and job satisfaction of new staff

nurses.

The Qsuai-experimental design was used in this study. Ten medical-surgical wards were randomized into experimental group and control group. Two or three preceptors per ward were recruited to attend the preceptor training course in the experimental group. The new nurses were assigned into experimental or control group according to the requirement of each ward and the willingness of new nurses. The nurses in experimental group were trained by the preceptors for three months, while the nurses in the control group received the traditional orientation program. All the nurses and the head nurses of ten wards filled the nursing competency scale in three stages. The nurses also filled the professional socialization scale at the same time and finished the job satisfaction scale at 3 months after they got the job. The study period was from June to December, 1999. There were 10 samples in experimental group and 15 samples in control group.

Results of this study were as followed:

1.The nurses received the preceptor training program whose total nursing competency score, interpersonal relationship/communication subscale score and professional development subscale score were increased continuously after working for 3 months. The nursing competency of control group nurses only increased during the first 1.5 months.

2.There were no difference on professional socialization and job satisfaction between experimental and control group.

3.Scores of the patient care and planning/evaluation competency was positively related to the working years of preceptor in experimental group.

4.Scores of teaching/collaboration competency of new nurses who were trained by preceptor who was graduated with junior college diploma was significant higher than others.

All of the training nurses, preceptors and the head nurses of experimental group felt that the preceptor program was very helpful to new staff nurses. It is suitable to apply on clinical practice and to help the adaptation of new nurse. But the selection and training of preceptors should be enforced to make more efficient.