

台灣地區醫院緊急應變指揮系統 (HEICS) 之認知調查

The Investigation of Recognition on Intention for Establishing a National Level Taiwan Hospital Emergency Incident Command System (HEICS)

中文摘要

災難不斷地在世界各地發生，連續幾次的大型災難，重創醫院的案例時有所聞，有鑑於此，本研究為瞭解台灣目前醫院緊急應變指揮系統 (Hospital Emergency Medical Incident Command System; HEICS) 的設立與執行情形以及探討現行緊急應變指揮體系之優缺點及危害分析，進行了橫斷性的調查研究，研究對象分別是急診護理長和醫院緊急應變之主要規劃者這兩類，並以個別和合併的方式進行研究。

研究結果發現在 HEICS 的主要規劃者 (n=10) 這個部分，目前正面臨著：1. 規劃人力的不足 (n=9)；2. 對於 HEICS 本身的不瞭解 (n=5)；3. 深受院長的支持態度所影響 (n=10)；4. 其他部門的配合意願低落 (n=4)；5. 缺乏對於 ICS 的瞭解 (n=4) 以及 6. 教育與訓練明顯不足 (n=8) 這六項的考驗，並且讓這些醫院在推動 HEICS 的當下，窒礙難行；另一方面，雖然有 76.7% (n=30) 的急診護理長表示醫院已經依照 HEICS 在進行規劃，但實際上大多表示不出對於 HEICS 的瞭解，造成這樣的原因可能是因為醫院評鑑新制和政府機關的強制要求之下，醫院只好建置一個不完整的 HEICS，並且展開推行，也導致大部分的醫院內部員工產生對於 HEICS 的錯誤認知，本研究認為欲改善這樣的情況，應該是透過政府的力量主導，提供醫院補助建置的經費以及安排緊急應變之教育訓練課程和專家指導，才能正確導引國內的醫院進行醫院緊急應變指揮系統的建置，並能因應未來災難對於台灣地區醫院的挑戰。

英文摘要

Disasters occur around the world, and some of them would make unexpected massive impact on hospitals. The purpose of this study is to realize the establishment and the current situation of using "Hospital Emergency Incident Command System (HEICS)" in Taiwan, and to evaluate the pros and cons and the hazard analysis of HEICS with the Cross-sectional study. Both the emergency department head nurse and the evaluation chief are subjects in this study.

The following results were obtained: the current implementation of HEICS was impacted (n=10) by : 1.insufficient of manpower planning(n=9); 2.lack knowledge of the HEICS(n=5); 3.avocations of directors(n=10); 4.unwillingness of other departments to support(n=4); 5.limitation of educational history on oneself (n=4); 6.insufficient of education and training programs(n=8). In the other way, although

76.7% (n=30) of emergency department head nurses in this study were unable to express their understanding of HEICS, even though their hospitals have already revised the system with HEICS. It may be because the hospitals were affected under the pressure of new hospital accreditation and government command that most of their personnel were lack knowledge of HEICS, and incomplete framework. In order to improve the situation, the government should provide financial aids and training programs for HEICS to hospitals. Then the hospitals can correctly implement HEICS and well prepare for unexpected disaster in the future.