

探討手術後病人對疼痛護理及疼痛控制的滿意度及其影響

因素

Factors Affecting Patient Satisfaction with Post-Operative Nursing Care and Pain Control

陳淑如;林佳靜;鄭綺;何善台

摘要

本研究主要探討術後病人對疼痛護理及疼痛控制的滿意度，採描述相關性問卷調查，對象取自北部四家醫院骨科病房行下肢手術後之病人，採立意取樣，共 100 位參與研究。結果顯示，以 0—10 分量表測量，骨科病息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為 2.50 ± 1.59 ，病患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，顯示術後病患雖大部分經歷中度以上的疼痛仍很滿意術後的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的差異。由研究結果建議護理人員應加強病患對術後疼痛控制的認知，使其了解疼痛是可以被控制的及免於疼痛是病人的權利。亦應定時評估病患的疼痛程度尤其針對年齡大、教育程度低、喪偶或已婚者。再者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。

Abstract

The study was conducted to explore patient satisfaction with post-operative pain control and nursing care. This study is a descriptive correlational design. A convenience sample consisted of 100 patients from 4 hospitals in northern Taiwan. Pain severity scores ranged from 1 to 10. The mean (S.D) score of pain severity was 6.69 (1.97) for worst pain, and 4.26 (1.73) for average pain. The extent to which pain relief was expected by patients was 4.18 (0.58). Satisfaction scores ranged 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 pain was reported. This 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 with nursing care and pain management. When satisfaction is

used as an indicator for pain control, interpretation should be made with caution.