

降低呼吸照護病房照顧服務員照顧異常事件之方案

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摘要

The nurse aide plays an important role in the long-term care system by providing direct care that has tremendous impact on patients' safety. The retrospective data analyzed in 2006 has shown that there were six incident cases in the respiratory care ward (RCW) in 2005 which were caused by inappropriate care provided by nurse aides that even led to two patients' death. Therefore, it's crucial to reduce incident events caused by nurse aide. It was found in this project that the causes of incident events including: the nursing staffs are incapable of conducting the nurse aides; the nurse aides do not have enough knowledge in patient care, lack of enthusiastic and ethics at work; the standard caring procedures are not sufficiently provided; the administrative systems are weak, and do not have the auditing system for quality of care and service quality, and weak educational training for both of the hospital and the association of nurse aide.

By means of the implementation of continuing education, the formulation of standard operation process of nursing care, the establishment of care quality monitoring system, the incident event rates dropped from 0.5 to 0.1 per month by the end of 2007, which was better than the goal of 0.45 per month, in which the fatal injuries dropped from 33% to 0%. On the other hand, the satisfaction of care and service quality increased from 63.7% to 82.1% in 2007, and the time spent on managing the incident events was reduced from 135 minutes to 21.1 minutes, and the complaint by patients was reduced from 3.5 per month to 2 per month, which indicated both of the safety and quality issues were accomplished.

關鍵字：Nurse aide, Incident events, Long-term care facility