

探讨常态化疫情防控下提升住院患者护理服务满意度的措施

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【摘 要】目的：探讨在新型冠状病毒肺炎疫情常态化防控形势下，三级综合医院住院患者的护理服务措施及成效。方法：随机抽取 2019 年 5 月 7 日至 10 月 1 日入住我院普通病房的患者及陪护 200 名为对照组，抽取 2021 年 5 月 7 日至 10 月 1 日入住我院普通病房的患者及陪护 200 名为干预组，对照组实施传统的护理服务措施，干预组实施常态化疫情防控下的护理服务措施。评价两组人群住院期间对护理服务的满意度。结果：常态化疫情防控下，住院患者对护理服务的满意度总分为 (99.82 ± 18.35) 分，患者陪护人员对护理服务的满意度总分为 (99.68 ± 15.14) 分，差异具有统计学意义 ($P < 0.05$)。结论：常态化疫情防控下严格住院患者院前筛查、加强住院期间管理、改善住院环境等措施为患者提供全程、全面、安全、整体性的护理服务，提高了患者及陪护人员对护理服务的满意度，为全面把握防控常态化带来的环境变化提供了参考。

【关键词】：新冠肺炎；新型冠状病毒肺炎；护理服务；疫情防控

Probe into the Measures to Improve the Satisfaction of Inpatients with Nursing Service under the Control of Normalized Epidemic Situation

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Abstract: Objective: To explore the nursing service measures and effectiveness of inpatients in tertiary general hospitals under the situation of normalization prevention and control of novel coronavirus pneumonia. Methods: Randomly select 200 patients and caregivers from May 7 to October 1, 2019 in the general ward of our hospital as the control group, and select 200 patients and caregivers from May 7 to October 1, 2021 in the general ward of our hospital as the intervention group. The control group implements the traditional nursing service measures, and the intervention group implements the nursing service measures under the normalized epidemic prevention and control. To evaluate the satisfaction of the two groups with nursing services during hospitalization. Results: Under the normalization of epidemic prevention and control, the total score of inpatients' satisfaction with nursing services was (99.82 ± 18.35) , and the total score of patients' caregivers' satisfaction with nursing services was (99.68 ± 15.14) . The difference was statistically significant ($P < 0.05$). Conclusion: Under the normalization of epidemic prevention and control, measures such as strict pre hospital screening of inpatients, strengthening in-patient management, and improving the inpatient environment provide patients with full process, comprehensive, safe, and holistic nursing services, improve the satisfaction of patients and caregivers with nursing services, and provide a reference for comprehensively grasping the environmental changes brought about by normalization of prevention and control.

Keywords: COVID-19; Novel coronavirus pneumonia; Nursing services; Epidemic prevention and control

“ ” COVID-19

[1]

[2]

“ ” [5] 1
” [3]

CT 48h
[5]

1 对象与方法

1.1

2021 5 7 10 1
200 2
2019 5 7
10 1 200 48 “ ”
① ②
③ ≥18

1.2

24h
4 20
0.7 0.879 3
3
20 [6]
0.7 0.833 Likert5 1 2
3 4 5
[7] ①

1.3

1 2021 4
[4] [8]

1

2

4

4

②

2

1

+

③

[4]

2

30

1.4

Epidata3.0

4

SPSS26.0

±

$\bar{X} \pm S$

t

P 0.05

[9-10]

①

2 结果

2.1

1

±

$\bar{X} \pm S$

[11]

②

t

99.82 ± 18.35

94.52 ± 12.74

P 0.05

1

③

1

$\bar{X} \pm S$

			t	P
	200	94.52 ± 12.74	8.24	<0.05
	200	99.82 ± 18.35		

2.2

2

±

$\bar{X} \pm S$

t

3

“

” [5]

P 0.05

2

2

$\bar{X} \pm S$

			t	P
	200	96.17 ± 10.21	7.19	<0.05
	200	99.68 ± 15.14		

3 讨论

4

①

4

“

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P 0.05

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②

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