

开展优质护理服务对普外科护理质量的影响

汀 毅

上海中医药大学附属龙华医院 上海 200032

【摘 要】: 伉呮侠媈勿墠慮婺┥ 博豐☞性勿墠兟搄暬卹媲慷揹勿墠兟搄傚ナ勿墠恾扉、壦她凅中↑ 憔匨响⑴掂伉呮侠媈慸 ∃♭掂她剓屗 100 fm暬傡ナ乙〒 咘ー宧丆兑循宧暬兑循宧剓屗冗侵兑循勿墠暬咘ー宧蚐屗慸彐☞性勿墠暬傚慷 ┣ ┪ 傤宧冗侵她勿墠叼哖丆恾扉慸彐傚嗺暬 ┣ 宧 Ь 挽她均劂兾丆勿墠ㅈm她同鹵慸彐嗺慆↑ 呱宫勍凙丅咾她家价呖咘ー宧丆兑循宧剓屗伉 ♭掂慮婺 ф 她均劂兾乙以〒 98% 厂70%暬 │ 慷〒 同鹵 ↑ nA ▼ 妧丅暬咘ー宧她剓屗♭掂均劂兾呉呜徥嗺兑循宧撣暘祢侠傚 ┣ 宧 剓屗勿墠ㅈm她恾扉慸彐傚嗺暬咘ー宧剓屗慸彐勿墠ㅈm她恾扉徥嗺兑循宧撣暘扁 ∫ 咘ー宧剓屗⊤墇¶ 嵑ご关她卲壦啿塺徥曜兑循宧♬暨P<0.05 際↑ 呱宫勍凙丅咾她家价呖傚呮侠媈剓屗慸彐¬ 六勿墠慮婺 ∮ 博豐☞性勿墠兟搄峎侤咍俍傡剓屗勿墠均劂兾厑撣暬kℓ呀傚慷〒 剓屗冗侵勿墠ㅈm寅侤咕叼捻♬ナ¶ 嵑ご关 ● 暬☞性勿墠咘ーへ澤侧扉即全厂博壨↑

【关键词】: 呮侠媈暘☞性勿墠咘丬暘均劂兾暘勿墠恾扉

Influence of Developing High-quality Nursing Service on the Quality of General Surgery Nursing

Yi Jiang

Longhua Hospital Shanghai University of Traditional Chinese Medicine Shanghai 200032

Abstract: To explore the effect of high quality nursing intervention on nursing quality in general surgery department. A total of 100 patients hospitalized in the general surgery department of a hospital were selected and divided into service group and routine group. The patients in the routine group received routine care, and the patients in the service group received high-quality care. The nursing effect and quality of the two groups were compared, and the satisfaction between the two groups and the data before and after nursing were compared. The final conclusion is that the satisfaction of patients in the service group and the routine group during hospitalization is 98% and 70%, respectively. From these data, it can be seen that the satisfaction of patients in the service group is significantly higher than that in the routine group. In addition, the quality of the two groups of patients before and after nursing was compared. The quality of the service group before and after nursing was higher than that of the routine group. Moreover, the incidence of adverse reactions in the service group was lower than that in the conventional group (P<0.05). The final conclusion is that the use of high-quality nursing intervention in the process of clinical nursing for general surgery patients can better improve the satisfaction of patients' nursing, and can effectively reduce the adverse reactions of these patients before and after nursing, high-quality nursing service is worthy of extensive promotion and application.

Keywords: General surgery; Quality nursing service; Satisfaction; Nursing quality

勿墠恾扉厑撣暬 L 嗔kℓ呀慶峎寔勿剓屗ゃ冄咮妍↑

1 基本资料与方法

/,/ 佢咤悚吗



暨N<.,. 3暩暬慷 ┢ 宧┛ 挽她同鹵二咕nA嗺刜↑

嫳」 暬咕叼傚劂侠 □ ● 慸彐忯 ♠ ↑ 呮侠煇 ♭ 掂剓屗伉 ♭ 掂┛ nm 復嫳 ┆ 呀挽傚θω揹㈱掆仱學慸彐嬈哹丆忯 ♠ 暬家μθ ┆ 〒 偶伉她 ¶ 偦ダ仱學暬扃♡ 桝 デ勿墠兟搄卿否暬勿墠 ■ Gy慶 徥忒妓傡忯 ♠ 儩× め 伯暬κΩ忳剓屗丆傁僊徥伉姫剠kθ 劂 ∥ ┐ 缴億↑

娶仍暬一冱勿墠■ Gy她恹 ● 劅丆儩× 媔哌刜暬勿墠■ Gy 復別 徼☞ 性勿墠咘 → 她扇提刜暬兢 】 慶復別 徼慷揹勿墠兟搄呖勿墠儩× 她扇提号揘暬嗷 ┪ ■ Gy懿提傚崜愥魚寁墠凿丆咘 → 分兾慸彐号亂暬—冱崜愥恹 ● 劅丆 ┛ → → 劅暬婦勍咕■ Gy寁 → 列剥暬動崀傡咘→劂忱厑撣暬兢 」 慶崀厑撣咘→性扉↑ 仱嗔傲嬚勿墠慮婺 ┪ 剓屗厑丁凑傤她徥嘪暬喊徥μθ墠懿徥傹扉均惋↑ 掃噴 ┛ 侠暬慶徥傚剓屗勍厑丁她挷掻屜処慸彐徼嬄暬响冔嵑俍勿剓デ孶暬【剓屗成μθ噤夔丆勿墠兟搄↑

嫳ッ暬冗優☞忙搼搫勿墠↑呮侠媈剓屗她夬夼₩境侢唗

制暬嗷┆ 嫉夬介懿咕nΑ▼ 擊壨▼ ①嬰擘她擊堜暬仱嗔勿侒徥 啾鹵⑴壦仆三暬冢傝剓屗μθ墠搼搫暬kθ呀伉搼搫呀暬俏哖剓 屗噔咕귂噱塇崜偨劶暬掹徥慸彐慈└暬▼ └ 傚剓屗慸搫┛ nm 妣≈关慸彐復傒↑

製「勢一側吹周勿墠귂兾↑ 俬宮こ匶♭掂墆侁她兟ヱ后 噴暬kℓ呀慶徥唙鹵媈偸堡凌—冱佢娘勿墠儩× 暬傮ナ呖吹周懿徥傡囆嗸掕婾(\)增儩× め俍暬傚咕デ夬介ゃ冄姫忱慸彐偷魚吃岡暬嗺俏憟慮博壨■ → 唗她 □ → 姃妮暬区呀ュ垛坞⇔暬兢」 怋挷剓屗卵嘐▼ ⑤姃妮嫽堳ル暬俏哖傌伉写唗掹嫳 : 呀挽嘬匀↑

要チ暬窓 ^L 勢起丁掂冢傝↑ 伉勢屗丁掂ㅈ掹徥傚勢屗她 介剠ダ吤揖慸彐忯♠暬kℓ呀慶徥傚丁掂┛ nm她冄侜慸彐咕叼 冢傝↑ 做勍咕剓屗懿徥め俍均劂兾怫哹暬壯嗔nA▼ 呼坓彙尔暬 勬に勿墠兟拒┫ 勍丁墇她挷掻┱ nm咟儩× 她冗優厑 | 咕∟ 咽● 暬 ^L 嗔kℓ呀暬T掂慮媝┫ 慶徥傡剓屗憎ㄸ壳啈シ¯暬傚ナ 壨に她六(メト)慸彐囆嗸囼墠儩×↑

/,1 復傒匸唅

/,2 寁忏偕乙哑

博壨 QVQQ′5, 傚叵揚に她同鹵ざ刻慸ヨ侚墠暬扃壨#▶ 彙忏同悚吗暬√慸ヨ啌摽暬┣ 宧同鹵慸ヨ傚嗺儯写二咕寁忏 偕劂┺ 暨N:.,3際↑

2 结果

0,/ 傚嗺勿墠木nm恾扉

勿墠nm 定は)同 勿墠木 咘니宦 3. 5/,/3¤ 0,30 64,26¤ 1,22 兑循宦 3. 5/,12¤ 0,20 6. ,/3¤ 0,. 1 R ^ 3,045/ . ,. 102 $N \wedge$ <.,.3 :.,.3

0,0 傚嗺剓屗她勿墠均劂兾

| 彙 0 ★ nA ▼ 妧丁暬咘丨宦厂兑循宧剓屗她勿墠均劂兾 冶★ 暬咘丨宦她均劂兾徥嗺兑循宧撣暬慷 ► 宧 ┺ 挽她儯写凑 吳呜暬兢」惡寁忏偕劂 ► 她忯ㄲ唅ン妠嫯暨N瞥.,, 3際↑

彙 0 傚嗺咘→宧厂兑循宧剓屗勿墠均劂兾暨Ⅰ暬# 暩

宦は	〕 同	揓兑均 劂	均劂	7 均劂	刣均劂兾
·····································	3.	2. 86. , '	7&6,'	/80,'	27&76,'



兑循 宧	3.	03&.,'	/. 80. , '	/3&.,'	13&5. , '
V°~	+	+	+	+	5,0/12
NΛ	+	+	+	+	:.,.3

噻暺┐卻彙0

3 讨论

× 暬傚■ □咪峎♂憤励! 偯卞 £ 暬勓咦┛ nm慶♂ 偶伉凑冱她 太夻劅↑咪□太夻丆勓咦さシ→←さシ→侧傤丆処墠剠ル懿咕妟 卻屾孳↑傚慷┪媈偸剓屗慸彐☞恾勿墠咘┤暬峎侤【剓屗嗓 傍睡愥夬介暬俬宫こ匶嵑俍処分卻キン噤夔暬伉嗔捬嗯┪暬剓 屗nA▼ 扃壨取叹愿揲╃ 劺屗志剓屗慄慮妧匀嫽吤噱愰媗ナ 噻劂귂暬念♬太夻劅↑冗侵勿墠慮婺┪ 徥₩墠均惋剓屗掹嘪暬 め俍介勌墆侁化堆暬【剓屗愥処剿剔暬傚ナ介剠冄侜咕妻扇 徥劂┛↑ ┃▼┐ 卹媲┪ nA▼ 妧丁暬咘긛宦丆兑循宧剓屗伉慸 ∃勘咦▲ nm她咪□太夻偊伉! 偯儯惟暬冗優☞ 性勿墠她剓屗 太杏劅徥嗺循勿墠咘⊣傤宧♬暻慷┢宧剓屗伉慸彐勿墠ㅈnm 她処墠剠ル忯で慸ヨ嗺慆暬☞恾勿墠咘Ⴣ剓屗Gbr揹忯で懿徥 唯兑循勿墠忯乙♬暻沅侠咘┤宧她剓屗均劂兾徥嗺兑循宧剓 屗均劂兾撣↑ ┃▼┒ 卹媲┪ nA▼ 妧丁☞ 恾勿墠咘⊣她☞ 叭暬 慷蜍勿墠咘┤憏₩壨伉呮侠媈┪↑↑ 傚呮侠媈剓屗冗僈☞恾勿 墠兟搄暬勿墠■ Gy峎侤咍俍咍剓屗慸彐嘘憟暬【剓屗傡崜愥 恶揖剠寒22 電工味勢家収睡愥河対勢一冱ナ噤夔ざ刻丆勷河 付勢一冱ナ崜劷怫后処墠堳分嘤兠↑

参考文献:

YO[序拘,忩嫐勿墠恾扉叿劅匸唅伉卽慸呮侠媈☞ 恾勿墠 儩× 匶寍号慸┪ 她关壨Φ へYH,冶►(비巡竹 + *0. / 7*5 & 4'86 +/.,

Y[☑瞪,冗侵☞性勿墠咘→做呮侠媈勿墠恾扉她凅中\H, 률咓心(由)偕ざ刻吐叁*0.76*76&7*710/410/,

½[岸培,冗侵☞ 恾勿墠咘 → 傚呮侠媈勿墠恾扉她凅中\H, ノ壦こゃ匸ᠺトり. / 7*. . . & / 2'8' 40,

治[冧嵔,冗侵☞性勿墠咘ー傚呮侠媈勿墠性扉她凅中\H, (中)偕尮偕尮傃 0.0/ 兡 1. ① // 咟が26+/27 揵も.0/,