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个性化护理对提高风湿免疫科患者满意度的影响

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【摘 要】：目的：卹媲┤ 刜卄勿墠傚厊撣搢圢シ瓮娪匊均劂鼻她凅中⇑ 方法：憔ᶠᵍ 2020 兡 1 咔-2021 兡 1 咔咱挽咤掂搢圢シ瓮娪叵噤她匊匊 94 〕罊傚ナ刂埡掫咪同偉彙噱乙┳ 傚埡宦└ 忾摽宦罊嗷宦 47 〕罊傚埡宦【壨兑循勿墠吤噱罊忾摽宦伉兑循勿墠佢娘┐ 【壨┤ 刜卄勿墠罊嗺慆┣ 宦勿墠兟揯nm攉囊恺扉←处墠堳分ᵍᵐ攉塺←太央剝儿丿勿墠均劂鼻⇑ 结果：忾摽宦攉囊恺扉忯乙☞┛ 傚埡宦罊傚┣ 宦兟揯nm她处墠堳分罊忾摽宦号亂媝鼻侧┛ 傚埡宦罊乙哑┣ 宦她太央剝儿罊忾摽宦♫┛ 傚埡宦罊忾摽宦 95.74%勿墠均劂鼻撣┛ 傚埡宦 76.60%罊┣ 屘儳写二咕寁忏偕吤揖劂┗ 暨P瞥0.05暩⇑ 结论：伉┳ 六┐ 搢圢シ瓮刜夬夼匊屘【壨┤ 刜卄勿墠吤噱罊nA▾ 媦偯厊(E)匊屘均劂鼻罊捻♫太央剄罊二咕慆俍她勿墠关壨◐ へ⇑

【关键词】：┤ 刜卄勿墠暻搢圢シ瓮娪暻均劂鼻

Effect of Personalized Nursing on Patients' Satisfaction in Rheumatology and Immunology Department

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Abstract: Objective: To explore the effect of personalized nursing on improving patients' satisfaction in rheumatology and immunology department. Methods: A total of 94 patients admitted to the Department of rheumatology and immunology of our hospital from January 2020 to January 2021 were selected and divided into control group and experimental group according to the random number table method, with 47 cases in each group. The control group used conventional nursing method, and the experimental group used personalized nursing on the basis of conventional nursing. Quality of life, incidence of psychological state, pain and nursing satisfaction were compared between the two groups after nursing intervention. Results: The quality of life score of the experimental group was better than that of the control group, the psychological state of the two groups after intervention, the improvement degree of the experimental group was greater than that of the control group, the analysis of the pain of the two groups, the experimental group was lower than the control group, the experimental group was 95.74% higher than the control group 76.60%, the difference was statistically significant (P < 0.05). Conclusion: The use of personalized nursing methods in patients with rheumatic immune diseases in clinical practice can stably improve patient satisfaction and reduce pain, which has good nursing application value.

Keywords: Personalized nursing; Rheumatology and immunology department; Satisfaction

搢圢シ瓮娪× ┳ ┆ 嫊吣卜她偕娪罊┳ 徥娀媲└ 噤夔搢圢シ瓮孌夬夼罊嗺俏孌搢圢デ嵛垠▾ ㊦央搢刜デ嵛垠嫽罊慷孌夬夼伉ᵍᵐ× 呀慄兑懿♂傝崠匊屘丁墇ㄧ埆太央剄▾ ㊦ナ▥┓ 慛失堳罊儲寀冢惀╗ ㈱偕彐┣ 她全噴デ噻⇑ 孌搢圢刜デ嵛垠僊┛ 崶慡シ瓮刜夬夼罊伉凅ˋ 偕┐ ┳ 徥彙墇┳ デ嵛圾崺垠⇐撓ぅ庾嫽⇑ 怎央ᵍᵐ× 呀♂、 攉侧扉垠失伶偀罊傝崠撓来岶丁劤撓来岶侧扉一傥⇑ 央搢刜デ嵛垠儿僊┛ ┆ 嫊デ嵛垠孌伻夬夼罊偁ᵍᵐ┛ 壳刜罊匊屘♂媹埘丁墇┤ 扇她デ嵛太央罊刚刜呀罊デ嵛懹♪♂、 攉岨岩丁垠失罊慷┣ 嫊夬夼伉ᵍᵐ× 呀优♂傚匊屘她吵兑攉囊憤劤┤ 扇凅中罊┳ 六慷孌夬夼┆ 崹扃ᶠᵍ噤夔└ 勿墠㊨嬝敼┐ 她吤噱罊▾ 凋优扃ᶠᵍ兑循勿墠罊尔┼ 傚匊屘太央她勿墠卿否罊傝崠噤夔叼哖ᵍᵎ匚凅中罊儲寀吳噱均惋冶ㄨ┳ 六她猛嘪⇑ 尔┼ 傚匊屘撙搫└ 太央她勿墠罊傝崠噤夔叼哖吳噱慥匚挋咽罊儲寀吳噱均惋匊屘她猛嘪罊伉嗔佢娘┐ ─▾┤ 刜卄勿墠nA▾ 湊俍伐徼リ慷┤ 掷搔罊扚傚匊屘她处墠←撙搫▾ ㊦攉囊吤揖偳否咕叼兟挋罊(ㄉ)ㄈ噤夔摇ㄴ愨ㄐ罊慥匚僥吹丹侜她妛她⇑

1 资料与方法

/ ,/ ┆ 崹悚吗

│ 0. 0. 兡 / 咔+0. 0/ 兡 / 咔咤掂搢圢シ瓮娪叵噤匊屘匊匈ᶠᵍ 72 〕× ┳ 娀媲傚恥罊挑优乙┳ 忾摽宦└ 傚埡宦罊傚埡宦壳倍暨1. -/ 5暩罊兡斃 0/ |33 僖罊挑优兡斃暨16,. . ¤ 3,45暩僖罊ナ┤ 孌搢圢刜デ嵛垠 01 〕罊央搢刜デ嵛垠 02 〕暻忾摽宦壳倍暨07-/ 6暩罊兡斃 00|32 僖罊挑优兡斃暨16,. . ¤ 3,11暩僖罊ナ┤ 孌搢圢刜デ嵛垠 00 〕罊央搢刜デ嵛垠 03 〕⇑ ┣ 宦┆ 崹悚吗傚嗺吳呉呜儳写暨N暾. ,. 3暩⇑

宙夕啥ン暺暨/ 暩匊屘㊦ナ傻僊傚┛ 忾摽姬剝兢kℓ劂⇑ 暨0暩匊屘慄慮卄摽啞哼⇐凅ˋ 偕啞哼⇐⊡嘎啞哼嫽娊忴┳ 搢圢シ瓮刜夬夼⇑ 暨1暩匊屘nA▾ 摇└成μℓ忾摽罊成μℓ鼻婺μℓ忾摽啥ン⇑ 卵掃啥ン暺暨/ 暩匊屘偶伉ダ慏㊝唲刜夬夼⇑

暨0暩匊尉└ 傻僊成μℓ異┓ 嫳μℓ忾摽啥冫⇑ 暨1暩匊尉偶伉忒姬掙娭翳傚家哖♂、 攉凅中⇑ 咤忾摽儲憟慮(ㄖ)偕❀墠俱Gy♂勫冫kℓ劂⇑

/,0 吤噱

傚埡宦暺密└ 兑循勿墠吤噱暺伉匊尉夕掂nm傚ナ甍彐偷吃翳kΩ姬噤夔吤噱←呀挽▾ ㊦噻劂└ 揹翳危厖GHz┤ 匊尉她壨巡ざ刻翳啓傚俍俬fm←兡斃←刜ㄨ嫽佢咤ざ刻翳姺こ巡埬ㄉ叹ン姺翳懅(ㄖ)仆┳ 匊尉偳否攉一妒諙↵慔回嫽妠デ勿墠卿否⇑

忾摽宦暺亢兑循勿墠她佢娘┐ 密└┤ 刜卌勿墠吤噱暨/暩危厖匊尉她佢咤剞儿翳忯♠匊尉她太央媝異翳忯♠慮媝她ピ傃关娀偳←偶復←ダ揖⇑ ┳ 徥ピ傃┳ 太央呀挽←匷寍呀挽丁懹♪翳兢啾鹵忯♠家哖ㄱ俍慘冶她寰徼卿否⇑ 匚傝匊尉关噻劂嗓姺彙慬崨儱她劉ㄆ翳ぇ甍丁厊撣ナ太央慘关刜⇑ 慄慮取叹売徬←揲┼ 嫽吤噱愰媗匊尉噻劂ㄲ翳俏嶙匊尉太央採▾ 扃ㄆ翳关冶kΩ姬(ㄖ)攉翳懅(ㄖ)仆┳ ナ偳否按央卿否⇑ 暨0暩扚傚匊尉┓ kℓ她処墠堳分密└ 傚关她脩劗卿否翳揨ゴ关冶揖克凡嫦└ 匊尉冔嬓嵑俍她噓慄唳啈翳悻甍匊尉她ピ処┘ 壼翳捻♫処墠捨供翳敳㎜匊尉怜丁崨儱她搵庬翳壯勿墠■ Gy屜処┳ ナ┆┆ 徼嬉翳崭寰┓ 嵑剝寋⇑ 暨1暩叹唷官太央寰徼暺冢傝匊尉厖孺㊣勓【岌岊侚┘ 孺窵堳分┻┤ 翳俏嗔匷寍 0.q翳掫nm傚勓唷冗翳【岌岊叹唷翳嗷吵 0|1 嗂⇑ 匚傝匊尉甍夕姃妮ャ剝堳分翳伉嗔慮媝┤ こ匷ダ慡叹唷翳优△鱸mV翳愰媗太央噻劂ㄲ翳嗷嗂 3k g翳嗷吵甍彐 1|2 嗂⇑ 暨2暩匚傝匊尉囹困撙搫翳嬰嗒MHz慇憿ㄜ垇搫堜翳嗺俏寁啤←憿啤←帽←俵←幌←撙戔嫽翳俑MHz傌radѕ寔攉學她吣擔幗希丁嚶哖翳こ匷帨丿优录厹夕⇑

/,1 復傒匚啥

暨/暩勿墠均劂異暺扃壨勒掂崨ㄱ她怫呼掷㊡翳諙扉彙ピ傃○匡勿墠咘┤分異←禲怕噓慄呖kPa嫜偕←勿墠ピ傃呖kPa μℓ墠嫽翳均乙┳ /.. 乙⇑ 揓兑均劂 63+/.. 乙翳嗺慆均劂┳ 4. +62 乙翳┓ 均劂┳ 4. 乙▾ ┐ ⇑

暨0暩太央剝儿暺扃壨 T?Q扉彙忯♠翳均乙┳ /. 乙翳惄卻慲均乙怜吳太央惄扇⇑

暨1暩处墠堳分暺扃壨埔庬崨忯扉彙暨Q? Q暩厂勲憶暨QBQ暩崨忯扉彙傚匊尉她处墠堳分甍彐忯乙⇑Q? Q忯乙啥ン┳ 嗓兑暺3. 乙▾ ┐ 翳愿異暺3. +37 乙翳┤ 異暺4. +47 乙翳扇異暺5. 乙▾ ┐ ⇑ QBQ忯乙啥ン┳ 嗓兑暺31 乙▾ ┐ 翳愿異暺31+40 乙翳┤ 異暺41+50 乙翳扇異暺50 乙▾ ┐ ⇑

暨2暩攉囊恍扉暺扃壨ゃ丹怫呼嬔彙暨QD+14暩忯♠翳均乙┳ /.. 乙翳冶忯♠乙へ惄卻慲均乙儿▸ 彙妻匊尉攉囊恍扉惄俍⇑

/,2 寁忏偕吤噱

啾鹵 QNQQ06,. 甍彐同へ怫娀翳牠娀媲┤ 扃壨忏扉悚吗▾ ㊦忏同悚吗暨x̄¤ q暩 ⇐Y翳暨# 暩[甍彐彙婗翳乙ㄨ甍彐 r▾ ㊦ V⁰啌摽翳▾ 儳写 N暼. ,. 3┳ 偶伉寁忏偕劂└ ⇑

2 结果

0,/ ├ 宦勿墠均劂異傚嗺

傚埡宦勿墠均劂異♫┘ 忾摽宦翳二咕寁忏偕儳写暨N暼. ,. 3暩⇑

彙 / ├ 宦勿墠均劂異傚嗺Y 8晏'[

乙宦	〕同	揓兑均劂	嗺慆均劂	┓ 均劂	剖均劂異
傚埡宦	25	/782. ,21'	/584,/5'	//801,2'	1485,4. '
忾摽宦	25	0283/,. 4'	0/822,46'	082,04'	2387,52'
⁰	+	+	+	+	5,01/
N	+	+	+	+	. ,. . 5

0,0 傚嗺├ 宦太央剝儿傚嗺

忾摽宦太央剝儿♫┘ 傚埡宦翳二咕寁忏偕劂└暨N暼. ,. 3暩⇑

彙 0 傚嗺├ 宦太央剝儿暨 x̄ ¤ q翳乙暩

宦ㄨ	〕同	勿墠ㄟ	勿墠nm
傚埡宦	25	5,36¤ /,16	2,26¤ /,34
忾摽宦	25	5,34¤ /,13	0,13¤ /,36
r	+	. ,. 5/	4,355
N	+	. ,722	暼. ,. . /

0,1 ├ 宦处墠堳分傚嗺

忾摽宦处墠堳分乙同♫┘ 傚埡宦翳二咕寁忏偕儳写暨N暼. ,. 3暩⇑

彙 1 ├ 宦处墠堳分嗺慆暨 x̄ ¤ q翳乙暩

宦ㄨ	Q? Q忯乙		QBQ忯乙	
	勿墠ㄟ	勿墠nm	勿墠ㄟ	勿墠nm
傚埡宦 l ; 25	41,33¤ /,/3	26,63¤ 0,43	44,41¤ 1,32	3. ,36¤ 0,3/
忾摽宦 l ; 25	41,32¤ /,/4	20,55¤ 0,/1	44,32¤ 1,43	23,64¤ 0,/5
r	. ,. 20	/0,04.	. ,/0/	7,531
N	. ,745	暼. ,. . /	. ,7. 2	暼. ,. . /

0,2 ├ 宦攉囊恍扉傚嗺

忾摽宦攉囊恍扉忯乙揮┘ 傚埡宦翳二咕寁忏偕儳写暨N暼. ,. 3暩⇑

彙 2 ├ 宦攉囊恍扉忯乙嗺慆暨 x̄ ¤ q翳乙暩

宦ㄨ	傚埡宦 l ; 25	忾摽宦 l ; 25	r	N
攉墠咪峎	51,32¤ 3,32	6/,21¤ 2,23	5,4/0	暼. ,. . /
攉墠屻峎	51,43¤ 2,23	60,43¤ 2,12	7,704	暼. ,. . /

愧⊡太夺	54,30¤ 2,45	61,63¤ 1,10	6,55.	瞥.,. . /
╎崹ゃ丹堳ル	52,35¤ 2,25	6/,45¤ 2,06	5,643	瞥.,. . /
孤т	52,12¤ 3,45	6/,64¤ 3,42	4,224	瞥.,. . /
婚♂ㄖ崀	56,45¤ 2,16	62,46¤ 2,03	4,53/	瞥.,. . /
剝劉屻崀	50,26¤ 3,45	60,54¤ 2,16	7,615	瞥.,. . /
孤婧ゃ丹	53,37¤ 4,32	60,72¤ 3,25	3,7/.	瞥.,. . /

噻暺┐卻彙 2

3 讨论

搢圢シ瓮嬋┳徥呖シ瓮孳寁夬夼她匀尉罊呖┆宦ぅ堰デ嵛←撓撚←岌岊←孽キ嬝▾ ㊦愬宦宪┳ ┳ 她夬夼罊兑徨她夬夼┳ 孌搢圢刜デ嵛垠←夺搢刜デ嵛垠嫽罊夺搢匀尉デ嵛垠ㄉ× 呀♂媹埘丅墇ㄧ垹她デ嵛太夺罊刚刜ㄉ× 呀罊デ嵛懹♪♂、攉岨岩丁垠失罊傚ナ吵兑攉囊憤劻┆ 偯媝異她卞偾罊┤ 扇她匀尉傚吳噱嗓兑彐悻罊匷寍她太夺【ナ吳噱嗓兑姃妮罊慡処ㄘ卞ˣ⁺¹⁽⇑ 孌搢圢刜デ嵛垠丁夺搢刜デ嵛垠nA崀咕┓ kℓ媝異她撓ぅ庶罊♩ナㄉ夼咪ㄇ┓ kℓ⇑ 丈尉壯圾嵙垠咪ㄇ冢惀撓恺嚦侮罊傝崠側扉儭任來峭、攉罊婷撓來峭冽劻罊呱宫傝崠撓恺嚦侮⇑ nm尉呖壯╝ 侠log彉(사)舀來峭傃呋冽劻劻撓來峭罊匀尉⊡ピ傻截家呲┣ ♂凅中劻撓來峭她ㄖ崀罊傝崠撓恺婷伝⇑ 伉垠失ㄗ⁻关她× 壨┓ 罊、攉側扉她垠失仱偠罊ぇ甍婷撓來峭她击憣冽劻罊冢惀撓ぅ庶⁽²⁺⁴⁽⇑ ▾ ┐ 慷┣ 嫀夬夼优┳ 圁甍刜ㄉ僈罊♩呖慄兑♂傝崠匀尉丅墇ㄧ垹太夺罊(株)偾刜慆側⇑

掫妻(ㄐ)夔彐┣ ㄉ僈罊扚傚慷嫀夬夼儲寀娀ㄉ丅傚关她噤夔吟噱罊慄慮巡堜噤夔←堜墠噤夔嫽nA▾ 悻ㄈ号亂失堳她叼哖罊伉嗔咱挽凋凋搔徥成μℓ咕叼她勿墠卿否罊傚匀尉偳否ダ吟♪埡揾罊動nA▾ こ掙噤夔叼哖罊寰徼匀尉┓ 憵剽⇑ ┬ 六┐ ╎崹扃壨兑循勿墠吟噱罊慷嫀吟噱┳ 徥亓扇╝ 佢娘叡× 罊嗺俏壨巡匚傝←慔回嫽罊刂处┓ 太夺剽傚╝ 匀尉夼剝她凅中罊捭娭┓ 噤夔甍僈⇑ 伉兑循勿墠佢娘┐ —▾ ┤ 刜卅勿墠罊nA▾ │匀尉她攉囊←撦搫←慱ㄩ▾ ㊦处墠嫽吟揖傚ナ偳否扚傚刜忏弋罊兎ㄈナ冔嬓嗓姳她忒姬罊嗓姳揖傚太夺剽罊冔嬓太夺屜ㄘ罊捻♫┓ 憵剽傚匀尉她凅中⇑ 兢┘ 慶nA▾ 甍┆ 嗕寰徼匀尉她恶揖剝寋罊多一成μℓ異罊┳ nm寍噤夔俅偯侔偳她佢娘⁽⁵⁺⁶⁽⇑

┳ ╗ 卹媲慷嫀勿墠吟噱伉偳捻关壨┤ 呖kPa(ㄇ)ㄴㄨ╝ 兑循勿墠罊咤吐憔ㄉ⁻搢圢シ瓮嫋回噤她 72 〕匀尉甍彐忾摽罊傚ナ兟乙┳ ┣ 宦罊囵夕傚嗺┣ 嫀勿墠吟噱她兟揯慮婺└ 家哖⇑ 呱宫nA▾ 澤丅家忾罊关壨┤ 刜卅勿墠她忾摽宦nA▾ 咕叼屔(ㄝ)匀尉她GHz揹攉囊恺扉罊嗺┻ 傚埡宦咍俍罊兢┘ 傚匀尉偳否╗ 処墠勿墠罊寰徼╗ ┓ 嵑剝寋罊咕叼号亂╗ 匀尉她処墠堳分罊尅姁╗ 勿匀┻ 挽她接捊罊勿墠均劂異揮╝ 傚埡宦⇑ 忯♠┣ 宦匀尉她太夺剝儿罊兢揯ㄟ┣ 宦吳呉呜儻写暨N暾. ,. 3暩罊兢揯nm┣ 宦优澤ㄈ╗ 号亂罊♩呖忾摽宦呉呜♫╝ 傚埡宦罊二咕寁忏偕儻写暨N瞥. ,. 3暩⇑ 壯嗔nA▾ 妧丅罊傚╝ 慷變匀尉关壨┤ 刜卅勿墠叼哖咍俍罊nA▾ 呉呜号亂匀尉她┓ 憵剽罊屔(ㄝ)攉囊恺扉⇑

啾鹵▾ ┐ 娀媲nA姬罊伉搢圢シ瓮媷┤ 关壨┤ 刜卅勿墠nA▾ 媦偯屔(ㄝ)匀尉均劂異罊号亂╗ 太夺婺異罊屔揮╗ 匀尉伉掂咱挽她攉囊恺扉罊捻♫╗ 太夺婺異罊┳ 慷吤揖她勿墠冗⊻╗ 吤cm罊二咕哌《她关壨◐ へ⇑

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