

体检者对健康管理中心护理细节服务的需求调查

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【摘要】目的: 探究体检者对健康管理中心护理细节服务的需求。方法: 选取本健康管理中心近半年(2022.01-2022.06)入院进行体检的体检者, 按照入院时间先后分组进行实验观察与研究。其中一组为 A 组, 为前三个月(2022.01-2022.03)入院体检的体检者, 进行常规体检护理并发放调查问卷, 探究护理服务需求并总结; 后三个月(2022.04-2022.06)入院体检的体检者为 B 组, 对体检者采用优化护理服务, 对护理效果各项实验结果进行观察记录并报告。**结果:** 在无客观因素影响的前提下, 来院体检的体检者对于中心护理细节服务的需求主要为: 体检环境、体检流程、项目介绍、隐私保护、工作效率、心理护理这六个方面。以此制定优化护理方案后, 对 B 组体检者实施, B 组体检者对于体检的满意度为 98%, 明显高于 A 组体检者的 88%。**结论:** 体检者对于健康管理中心的护理细节服务需求主要集中于体检的环境、流程、项目介绍、隐私保护等方面, 针对于此开展优质护理能显著改善护理服务质量, 提升体检者的满意度, 方法有效, 可以推广。

【关键词】: 体检中心; 带检护士; 护理服务

Investigation on the Demand of Physical Examination Patients for Nursing Detail Service in Health Management Center

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Abstract: Objective: To explore the demands of physical examiners for detailed nursing services in the health management center. Methods: The physical examiners admitted to our health management center for nearly half a year (2022.01-2022.06) were selected for experimental observation and research according to the time of admission. One group is Group A, the physical examiners admitted to the hospital for physical examination in the first three months (2022.01-2022.03). Routine physical examination and nursing care were carried out and questionnaires were issued to explore and summarize the nursing service needs; The physical examiners in the next three months (2022.04-2022.06) were group B. The physical examiners were provided with optimized nursing services, and the experimental results of nursing effects were observed, recorded and reported. Results: Without the influence of objective factors, the demands of the physical examiners coming to the hospital for the details of central nursing services were mainly as follows: physical examination environment, physical examination process, project introduction, privacy protection, work efficiency and psychological care. After the optimized nursing plan was formulated, the physical examiners in Group B were implemented. The satisfaction of the physical examiners in Group B was 98%, significantly higher than that of the physical examiners in Group A. Conclusion: The demands of physical examiners for detailed nursing services in the health management center mainly focus on the environment, process, project introduction, privacy protection and other aspects of physical examination. High quality nursing can significantly improve the quality of nursing services and enhance the satisfaction of physical examiners. The method is effective and can be promoted.

Keywords: Physical examination center; Nurse with examination; Nursing service

01

1 资料和方法

1.1

2022.01

- 2022.06

100

1

2

2022.01- 2022.03
A
2022.04- 2022.06
B 50 1-1

1-1		n $\bar{x} \pm s$		
		A	B	P
		27	26	0.05
		23	24	
		18	20	0.05
		61	63	
		38.56± 5.45	38.43± 5.53	
KG		44	45	0.05
		75	76	
		63.02± 3.51	63.10± 3.48	
		8	7	0.05
		15	17	
		27	26	

14

[3]

p 0.05
1.2
1 A

[4]

24

2 B

[2]

	0	62%	20%	16%	2%	98%
χ^2						12.351
P						0.05

3 结论

④

1.3

1.4

SPSS19.0 χ^2 P 0.05

2 结果

2.1

2-1

2-1

n %

	48	96%
	45	90%
	44	88%
	43	86%
	42	84%
	40	80%

2.2

B

2-1

2-1

(n %)

	n					
A	5	24	11	9	6	44
	0	48%	22%	18%	12%	88%
B	5	31	10	8	1	49

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