

# PDCA 循环法在健康管理中心的实际应用效果分析

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**【摘要】**目的: 探究使用 PDCA 循环法对健康管理中心的护理质量进行管理所取得的效果。方法: 选取 2021 年期间于本健康管理中心体检的人员共 110 例, 将其分为实验 A 组和实验 B 组, 每组平均 55 例。实验 A 组使用常规管理, 实验 B 组使用 PDCA 循环法管理。比较两个实验组的护理质量得分。比较两个实验组的矛盾解决率。调查健康管理中心的患者对护理模式的满意情况。两种管理模式下的满意度调查均各自选取健康管理中心的患者 100 例。结果: 实验 A 组的护理质量得分各个选项均小于实验 B 组的护理质量得分各个选项。实验 A 组共出现 194 次矛盾纠纷, 其矛盾解决率为 51.5%, 实验 B 组共出现 172 次矛盾纠纷, 其矛盾解决率为 86.6%, 则实验 A 组的矛盾解决率小于实验 B 组的矛盾解决率。实验 A 组患者对护理人员的态度、专业度、细心度、健康教育、沟通满意度评分低于实验 B 组患者对护理人员的满意度评分。结论: 使用 PDCA 循环法对健康管理中心的护理质量进行管理可增强护理人员的专业素质, 提升护理质量, 增加了患者的好感度, 值得推崇。

**【关键词】**: 健康管理中心; 护理质量; PDCA 循环法

## Application Effect Analysis of PDCA Cycle Method in Health Management Center

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**Abstract:** Objective: To explore the effect of using PDCA circulation method to manage the nursing quality of health management center. Methods: A total of 110 physical examinees from the Health Management Center in 2021 were selected and divided into experimental group A and experimental group B, with an average of 55 patients in each group. Group A used routine management, while Group B used PDCA cycle management. The nursing quality scores of the two experimental groups were compared. The conflict resolution rate of the two experimental groups was compared. To investigate the patients' satisfaction with the nursing mode in the health management center. 100 patients from the health management center were selected for the satisfaction survey under the two management modes. Results: The scores of nursing quality in group A were lower than those in group B. There were 194 conflicts and disputes in Group A, with a conflict resolution rate of 51.5%, and 172 conflicts and disputes in Group B, with a conflict resolution rate of 86.6%. Therefore, the conflict resolution rate in Group A was lower than that in Group B. The scores of the patients in group A on their attitude, professionalism, carefulness, health education and communication satisfaction were lower than those in group B. Conclusion: Using PDCA circulation method to manage the quality of nursing in the health management center can enhance the professional quality of nursing staff, improve the quality of nursing, and increase the patient's favorable feeling, which is worthy of praise.

**Keywords:** Health Management Center; Nursing quality; PDCA cycle method

### 1 资料和方法

#### 1.1

				2021	
		110		A	B
		55	A	29	26
	<sup>[1]</sup>	24	48	32.28± 3.47	
PDCA			B	25	30
	P	D	C	A	26
				33.58± 4.2	50
			PDCA		PDCA
				A	B
					P

0.05

1.2

A

B PDCA

P

5

1

100

25

20

15

20

20

100

[2]

1.4

SPSS19.2

t X<sup>2</sup>

P 0.05

## 2 结果

D

2.1

A

B

B

A

P 0.05

2-1

2-1

[3]

A	55	87.67± 5.25	91.05± 2.16	88.04± 4.32	89.08± 5.17
B	55	93.22± 4.36	96.15± 2.47	94.68± 5.27	95.75± 3.53
t		6.171	11.795	7.418	8.088
p		0.000	0.000	0.000	0.000

2.2

A 194

51.5% B 172

86.6% A

B

P 0.05

2-2

2-2

A

			%
A	194	100	51.5
B	172	149	86.6
X <sup>2</sup>			13.142
p			0.001

2.3

A

[5]

PDCA

1.3

B

P 0.05

2-3

A

B

2-3

PDCA

A	55	13.59± 4.93	13.72 ± 2.67	8.76± 2.72	10.43± 3.62	11.21± 1.78
B	55	19.47± 3.45	16.45 ± 2.47	13.83± 1.56	14.63± 3.38	16.32± 2.82
t		17.879	11.638	20.396	14.037	25.722
p		<0.05	<0.05	<0.05	<0.05	<0.05

PDCA

### 3 结论

PDCA

A

B

51.5%

86.6%

A

B

194

172

A

B

A

B

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