

# 健康管理中心护理人员人文关怀品质分析

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**【摘要】**目的: 探究健康管理中心的护理人员, 其人文关怀品质及影响因素。方法: 选取健康管理中心的护理人员共计 30 名, 其中男性护理人员 8 名, 女性护理人员 22 名。运用调查问卷的方式, 整理出护理人员的人文关怀品质的分数情况。对护理人员进行单因素分析。对护理人员进行多因素分析。结果: 护理人员的人文关怀品质属于中等水平。护理人员的年龄, 政治面貌以及文化程度均对人文关怀品质得分影响不大。护理人员的聘用时间对分数有影响; 护理人员的聘用方式对分数有影响; 护理人员的工作满意度对分数有影响; 同事的关爱程度对分数有重要影响; 护理人员的自身健康情况对分数有影响。员工的满意度和护理工作之间关爱程度是两个真正评价健康管理中心护理人员, 其人文关怀品质的重要因素。结论: 本院健康管理中心的护理人员中, 其人文关怀质量水平一般, 其中员工的满意度以及护理人员之间的关爱程度对人文关怀品质水平的影响都很大, 应重视这两方面的培养, 从而提升人文关怀质量水准。

**【关键词】**: 健康管理中心; 人文关怀品质; 影响因素

## Analysis of Humanistic Care Quality of Nursing Staff in Health Management Center

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**Abstract:** Objective: To explore the quality of humanistic care and its influencing factors of nursing staff in health management center. Methods: a total of 30 nurses were selected from the health management center, including 8 male nurses and 22 female nurses. The scores of humanistic care quality of nursing staff were sorted out by means of questionnaires. Single factor analysis was carried out on nursing staff. The nursing staff were analyzed by multiple factors. Results: the humanistic care quality of nursing staff was in the middle level. The age, political outlook and education level of nursing staff have little influence on the score of humanistic care quality. The employment time of nursing staff has an effect on the scores; The employment mode of nursing staff has an effect on the scores; The job satisfaction of nursing staff has an influence on the scores; The caring degree of colleagues has an important influence on the scores; The health status of nursing staff has an influence on the scores. Employee satisfaction and the degree of care between nursing staff are two important factors to truly evaluate the quality of humanistic care of nursing staff in the health management center. Conclusion: among the nurses in the health management center of our hospital, the quality level of humanistic care is general, and the satisfaction of employees and the degree of care among nursing workers have a great impact on the quality level of humanistic care. We should pay attention to the cultivation of these two aspects so as to improve the quality level of humanistic care.

**Keywords:** Health management center; Humanistic care quality; Influencing factors

壯婚她她侵勢◆她權囊嚶兜咕湊侧她叫替伉  
庇(ε)她kε呀勢◆做や母嬢嬢↑怒咭怒扇傍↑嗽她她依回  
腔↑儲棠励↑や母嬢嬢她|懷ε<sup>[1]</sup>↑伉や母嬢嬢|処替勿嬢  
■Gy 咧回腔慰她婆|卻微■替吟噴勿嬢■Gy她■吐デ办嚶兜  
σ 涸中ε回腔慰她回腔割<sup>2</sup>莫<sup>2</sup>①均刷莫<sup>2</sup>↑做や母嬢嬢|処  
她勿嬢■Gy她■吐デ办严忙①涸中吟學慧三嬢嬢ε啞替<sup>2</sup>勾  
kQ俏↑

### 1 资料和方法

#### 1.1 悚吗

肩豐椒味甸哇噓嬌憔咭や母嬢嬢|処她勿嬢■Gyテ杆  
30 fm替ナ|壳荆勿嬢■Gy 8 fm替昶斃伉 24曾46 信↑挽替兜

优昶斃暨31.28±1.16際信替估荆勿嬢■Gy 22 fm替昶斃伉 25曾  
51 信↑挽替兜优昶斃暨32.04±3.47際信↑伉嬢嬢唔挽替咭や  
母嬢嬢|処勿嬢■Gy 号丁璋機♪佛L替勃咕勿嬢■Gy 优刷鳳  
固皆替良烤固咭悦ε伐彙憩睡催她復挡替<sup>1</sup> 懿睡劇①—替良  
佬噪兑傷×替吳毛塔傷× 慥εッ| 咋她刺儿替姫姆兢kε刷咭  
啞揣標替儲嬌尧姫刺kε刷|| 替兢卵掃勢咕夫芥兢做傷× 咕涸  
中她刺儿↑

#### 1.2 价噓

壯咭や母嬢嬢|処她嬢嬢傷×■Gy 做嬢嬢做恥她佢咭  
悚吗懲三巨揚括后埠↑做嗽| 毋勿嬢■Gy 她悚吗毋嬢(η)壇唱  
喚替ナ|她|■悚吗00 匪睡僕刺儿替傷× 呀抄療<sup>[2]</sup>↑

1.3 復僂ㄣ哈

嗽鹵備標徒噴替整；替后墀丁勿墀。Gy她。吐デ办严忙她乙同剌儿↑ 博豐佛呼擲ㄣ她价冒替位擲ㄣㄣ吸密勿墀。Gy咤。惹三低。替勃吩ㄣ吸密ナ。勿墀。Gy替惹三勿墀。Gy↓挽她匕低替勃吩ㄣ吸密勿墀。Gy她傻僂惹三低。替忡嫌丁勿墀。Gy她刮乙へㄣ抛优澤乙替。噴惹三低ㄣㄣダ懷佛呼擲ㄣ优丁 (o)fm低。替勃咕佛呼擲ㄣ她价巨備三治怀巨价兢ダ懷巨价。替。替勿墀。Gy惹三(ㄣ)学乙啞↑ 替。替勿墀。Gy惹三(ㄣ)学乙啞↑

1.4 寔忡僂价噓

媵娘同鹵【豐 SPSS19.2 懇。佻墀替P替0.05 儻写二咕寔忡僂刷↓↑

2 结果

2.1 勿墀。Gy她。吐デ办严忙她乙同剌儿

慄慮擲ㄣ佛呼寔忡彙吳替0 fm她勿墀。Gy她。吐デ办忙扉乙同抛优澤乙丁 暨 116.2±13.8際乙替噴。吐デ办忙扉嚶兜；嶠替价噴勿墀。Gy她。吐デ办忙扉她Gz措墀价良ㄣ关青寔侈互替二ㄣ同鹵佻。彙 1 劫妮暉

彙 1 勿墀。Gy她。吐デ办严忙她乙同剌儿

措妾	刮乙へ	抛优澤乙
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彙 2 勿墀。Gy惹三(ㄣ)学乙啞

纳デ学		同	吐デ办严忙澤乙暨乙際	p
頰斃暨僂際	30 僂▼ㄣ	12	124.5±12.6	>0.05
	30 僂▼ㄣ	18	125.8±13.2	
僂×呀挽暨价際	6 ㄣ 味▼ㄣ	13	120.2±18.5	<0.05
	6 ㄣ 味▼ㄣ	17	129.5±16.6	
嶠豐价官	ㄣ 呀	5	107.8±14.5	<0.05
	噪官	25	127.2±15.2	
叭噤揖悅	抛ぜGy	21	124.8±11.6	>0.05
	ぜGy	9	125.2±13.2	
吐ㄣ娶美	咤嬋ㄣ▼ㄣ	22	126.3±13.7	>0.05
	咤嬋▼ㄣ	8	125.8±11.3	
僂×均刷美	均刷	19	126.8±10.5	<0.05
	ㄣ 均刷	11	111.2±12.6	
kθ <sup>ll</sup> ㄣ娶美	揮	25	125.8±13.8	<0.05
	；嶠	5	109.5±11.3	
唾僕や母剌儿	や母	22	127.4±12.5	<0.05
	；嶠	8	112.6±12.8	

2.3 勿墀。Gy惹三(ㄣ)学乙啞

嗽鹵備標同鹵A澤替Gy她均刷美丁勿墀僂× 尉↓挽デ

吐デ办姬忱	30	27.29±3.45
吐デ办劉姬	35	29.59±3.56
吐デ办良ㄣ	40	28.78±4.32
吐デ办墀苗	40	30.26±2.61
刮乙	145	116.2±13.8

2.2 勿墀。Gy惹三(ㄣ)学乙啞

嗽鹵備標同鹵彙吳替勿墀僂×。Gy她頰斃替叭噤揖悅▼ㄣ吐ㄣ吃岡娶美优僂。吐デ办忙扉乙同鹵中ㄣ 侧替P>0.05↑勿墀。Gy她僂×呀挽僂。吐デ办忙扉乙同鹵中替有。墀她呀挽怒抄替儿乙同傲怒揮曝僂勿墀僂×。Gy她嶠豐价官僂。吐デ办忙扉乙同ㄣ 咕鹵中替有噪官控Gy她乙同擲。ㄣ 呀控Gy她乙同曝勿墀。Gy她僂×均刷抛娶美僂。吐デ办忙扉乙同鹵中替有僂×均刷勿墀。Gy她乙同侧↓僂僂×ㄣ均刷勿墀。Gy她乙同曝勿墀僂×尉↓挽デ娶美僂。吐デ办忙扉乙同鹵中替有勿墀僂×尉↓挽デ娶美揮她勿墀。Gy替ナ乙同侧↓ㄣ娶美；嶠她勿墀。Gy曝勿墀。Gy她唾僕や母塌分僂乙同鹵中替替有唾僕や母剌儿ㄣ 呀母她勿墀僂×尉替ナ。吐デ办严忙乙同侧↓唾僕や母剌儿ㄣ；嶠她勿墀。Gy替P替0.05替二ㄣ同鹵佻。彙 2 劫妮暉

娶美吩ㄣ；媛噪低。や母孃擲。処勿墀。Gy替ナ。吐デ办忙扉她扇徒学替替P替0.05替備標同鹵佻。彙 3 劫妮暉

