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发热门诊护理不安全因素分析与对策

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【摘　要】：目的：卹媲㘡埆挲忴勿墠┓ 偝ダ伶學└ 傚嬅⇑ 方法：憔ᶜᵍ伉 2019 兡 2 咔-2021 兡 2 咔咤掂㘡埆挲忴叵噤她 130 】芻屘罊乙哑凅中㘡埆挲忴勿墠偝ダ她伶學罊掫咪乙┳ 復傒宦暨扚傚刜捨嶈傚嬅暩丁傚埡宦暨兑循勿墠暩㎓ 65 ■ ⇑ 结果：妠嗺╝ 傚埡宦罊復傒宦勿墠均劂鼻暨96.92%暩慆撣罊勿芻宇宜㘡攉塺暨6.15%暩慆♫暨P<0.05暩暻┘ 復傒宦勿墠恍扉忯乙优慆撣暨P<0.05暩暻兟揯nm罊復傒宦 SAS⇐SDS 忯乙慆♫罊攉囊恍扉忯乙优慆撣暨P<0.05暩⇑ 结论：憟慮乙哑凅中㘡埆挲忴勿墠偝ダ她伶學兢扃ᶜᵍ扚傚刜她傚嬅罊nA▾ 毘澤咍┳ 墠剝她兟揯叼哖⇑

【关键词】：㘡埆挲忴暻勿墠暻┓ 偝ダ伶學暻傚嬅

Analysis and Countermeasures of Unsafe Factors in Fever Outpatient Nursing

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Abstract: Objective: To explore the unsafe factors and Countermeasures of fever outpatient nursing. Methods: 130 patients admitted to the fever clinic of our hospital from February 2019 to February 2021 were selected, and the factors affecting the nursing safety of the fever clinic were analyzed. They were randomly divided into the observation group (targeted preventive measures) and the control group (routine nursing) with 65 people in each group. Results: Compared with the control group, the observation group had a higher nursing satisfaction (96.92%) and a lower incidence of nurse patient disputes (6.15%) (p<0.05); the scores of nursing quality in the observation group were higher (p<0.05); after the intervention, the SAS and SDS scores of the observation group were lower, and the quality-of-life scores were higher (p<0.05). Conclusion: By analyzing the factors affecting the nursing safety of fever outpatient department and taking targeted countermeasures, we can obtain a more ideal intervention effect.

Keywords: Fever clinic; Nursing; Unsafe factors; Countermeasures

伉㈤掂┤ 罊㘡埆挲忴呖┆ ┤ 堡嗣她嫇ᶤ⁻罊⿰甚┳ 徥恶恨卵哼丁吁噤傲忴她㉿唲夼芻屘罊粟兑芻屘偊伉慆┳ 侜咭她夼剝堳儿罊—┻ᶤ⁻堡嗣儩× 墆侁她凅中罊吳呜—扇┓ 勿墠儩× 她採鼻罊傃呋冢惀勿墠┓ 嵑╚ ● ᵛ⁺ᵒᶥ⇑ 伶嗔罊咤吐吸伉卹媲㘡埆挲忴勿墠┓ 偝ダ伶學└ 傚嬅⇑

1 资料与方法

/,/ ┆ 崹悚吗

憔ᶜᵍ伉 0. /7 兡 0 咔+0. 0/ 兡 0 咔咤掂㘡埆挲忴叵噤她 / 1. 】芻屘罊掫咪乙┳ 復傒宦丁傚埡宦㎓ 43 ■ ⇑ 復傒宦壳 13 】⇐佶 1. 】罊狣优兡斃暨1/,14¤ 2,36暩僖暻傚埡宦壳 11 】⇐佶 10 】罊狣优兡斃暨10,62¤ 2,63暩僖⇑ ┆ 崹悚吗吳儳写罊N<. ,. 3⇑

/,0 吤噱

兑循勿墠傚埡宦⇑ 復傒宦扃ᶜᵍ扚傚刜捨嶈傚嬅暩暨/暩冱卄傚勿墠■ Gy她佡忥丁嬝墠⇑堡嗣饑♪ 佡忥㘡埆挲忴她勿墠■ Gy罊㎜匡侚墠㉿唲夼丁ヂテ㈦攉╚ ● 她嚦媝⇐捨噤㉿唲夼她徥嘪㊦吤噱嫽罊⿰辰忾㎛唚▾ nm動nA▾ 嗓巨┐ 饑儩× 暻互卄勿墠■ Gy她崨勃捨勿劂忱罊┤ 唚募彐囆嗀揍媮ㄹ 鼻㊦吳弚叡× ㊉儿暻悢咱冗僈饑♪ 勴峎佡忥罊互卄傚勿墠■ Gy└ ┣ 姬忱㊦叡× 勴峎她佡忥罊┓ ╗ ぇ蒠勿墠■ Gy她墠忿嚶狣咕叼厖撣罊嗷log宦宪勿墠呼勸⇐└ 娾墠忿偕┼ 暻互卄㈤攉└ 勿墠■ Gy┻ 挽她噓憟㊦╫ 嚦罊数╝ 夼剝侜咭她芻屘搖徥め俍╫ 卻墜罊兢一冱╫ 嚦罊湎哌忖忿敻採咭失芻屘⇑ 暨0暩冱卄傚芻屘㊦傻僊她ゃ丹偷吃丁嬝墠⇑ 扚傚㘡埆挲忴傲忴她芻屘罊搵徥扃ᶜᵍ偳fm ㄱ罊数ナ┤ ■ 悚吗蒠彐偨后⇐ 快来她釘忝暻乙忴勿侒搵徥kΩ姬芻屘伉蒠夕忴㈤┻ 丈扙搣〆勗俍ᶤ⁻允暻ㄟ墜勿侒搵徥冱卄儹徬ㄇ鼻罊一冱傚芻屘她ゃ丹偷吃罊志芻屘め俍崨勃捨勿暻忿尥ゃ丹吃岡偷㉿唌罊ゃ丹偷吃她姬忱搵徥偯咱哈吣暻㈱挽接媮壽復芻屘罊伉噔咕堡嗣剝儿呀僥扉┓ 徥志芻屘侠丅罊⿰土 / ♪傻僊掇◇芻屘罊咱挽搵徥┤ 嗅〆勗俍ᶤ⁻允罊卜芻屘㊦傻僊┓ 徥伉忴㈤掫劂悻ㄩ罊▾ シ㘡攉╫ ㊥劉唲⇑ 暨1暩啥ン卄嬝墠⇑ 冱卄傚嬝墠屘她咕叼嬝墠罊数勿墠■ ㄇ悚在蒠彐μℓ墠成供兢┓ 吡☞卄罊成供ゲ惋⇐μℓ墠她勿墠■ ㄇ罊蒠扁【勿墠儩× 她偝ダ剝澤ㄖこ忤⇑偳否冰剝卵墜ㄱ鼻罊数╫ 卻墜嚦媝蒠彐寀卄罊吳娩勿侒她儺♪ 屻恨罊耐撣ナ恨◑ 劉⇑冱卄佢娘忿否冔忿罊傚㘡埆挲忴她儺僕蒠彐μℓ墠☞卄罊吳娩弓乙㎓┤ (ㅁ)佚罊互卄傚㎓┤ (ㅁ)佚她咕叼嬝墠罊┤ 唚懅瀆啥ン卄揯捨她㊉儿罊志勿墠■ Gyゲ乙埯削兢危厖侚墠ヂテ㈦攉╚ ● ㊦媹㘡瓰剝她揯唤⇑

/,1 復傒匚啥

暨/暩勿墠均劂鼻暻暨0暩勿芻宇宜㘡攉塺暻暨1暩勿

墠恠扉磬澤乙惄撣勿墠恠扉惄撣暻暨2暩慱壨 Q? Q⇐ QBQ 忯乙[Y1]忯偣┓ 嵑剝寋暻暨3暩⓭埡嬔呉ゃ丯扉彙暨QD+14暩[Y2]忯◐ 壟囊恠扉⇑

/,2 寁忏偕乙哑

慱壨 QNQQ00,. 寁忏偕思● 磬壨T 暨 $\bar{x}$ ¤ q暩Y ⇐Y暨# 暩彙婗磬T rY ⇐T v⁰Y 哑摽磬N: . ,. 3┻ 儰写咕寁忏偕劂┻ ⇑

2 结果

0,/ 勿墠均劂奠

復傒宦撣╝ 傚埡宦暨N: . ,. 3暩磬徨彙 /⇑

彙 / 勿墠均劂奠Y 暨# 暩[

宦ㄴㄨ	〕同	揓兌均劂	均劂	┓均劂	剖均劂奠
復傒宦	43	10	1/	0	74,70# &41-43'
傚埡宦	43	03	04	/2	56,24# &8/-43'
V⁰					//,673
N					: . ,. 3

0,0 勿芻宇宜ㄉㄧㄣ壟塺

復傒宦♫╝ 傚埡宦暨N: . ,. 3暩磬徨彙 0⇑

彙 0 勿芻宇宜ㄉㄧㄣ壟塺Y 暨# 暩[

宦ㄴㄨ	〕同	ㄉㄧㄣ壟〕同	ㄉㄧㄣ壟塺
復傒宦	43	/	4,/3# &2-43'
傚埡宦	43	1	/1,63# &7-43'
V⁰			/. ,/03
N			: . ,. 3

0,1 勿墠恠扉忯乙

復傒宦撣╝ 傚埡宦暨N: . ,. 3暩磬徨彙 1⇑

彙 1 勿墠恠扉忯乙暨 $\bar{x}$ ¤ q磬乙暩

宦ㄴㄨ	〕同	佢娘勿墠	咘┤分奠	勿芻噓慄
復傒宦	43	70,14 ¤ 3,0/	7. ,63 ¤ 4,1/	71,/0 ¤ 4,11
傚埡宦	43	6. ,1/ ¤ 4,. 0	57,43 ¤ 3,46	6. ,16 ¤ 3,/2
r		/. ,032	/1,302	//,700
N		: . ,. 3	: . ,. 3	: . ,. 3

0,2Q? Q⇐ QBQ忯乙

復傒宦号亂剝儿☞╝ 傚埡宦暨N: . ,. 3暩磬徨彙 2⇑

彙 2 Q? Q⇐ QBQ忯乙暨 $\bar{x}$ ¤ q磬乙暩

啌呼匚啥		復傒宦暨I ; 43暩	傚埡宦暨I ; 43暩	r	N
Q? Q忯乙	兟揯ㄟ	4. ,10¤ 3,32	4/,. 3¤ 4,/3	1,752	<. ,. 3
	兟揯nm	20,2/¤ 4,42	30,/4¤ 2,53	//,403	: . ,. 3
QBQ忯乙	兟揯ㄟ	4/,/6¤ 4,/0	4. ,53¤ 3,63	0,13/	<. ,. 3
	兟揯nm	2/,07¤ 4,62	3/,56¤ 4,7/	/0,. 2/	: . ,. 3

0,3 壟囊恠扉

復傒宦兟揯nm优撣╝ 傚埡宦暨N: . ,. 3暩磬徨彙 3⇑

彙 3 傚嗺壟囊恠扉暨 $\bar{x}$ ¤ q磬乙暩

检查指标		观察组（n=65）	对照组（n=65）	t	P
躯体功能	干预前	74.52 ± 5.68	74.65 ± 5.10	2.541	>0.05
	干预后	90.11 ± 6.35	81.84 ± 5.67	12.587	<0.05
社会功能	干预前	75.21 ± 4.57	74.96 ± 5.02	3.165	>0.05
	干预后	91.66 ± 6.33	80.48 ± 6.58	15.287	<0.05
角色功能	干预前	72.33 ± 5.16	71.98 ± 4.98	1.255	>0.05
	干预后	92.65 ± 6.04	79.36 ± 5.99	10.587	<0.05
认知功能	干预前	73.24 ± 6.02	74.05 ± 5.78	2.694	>0.05
	干预后	90.57 ± 6.33	82.64 ± 6.21	13.574	<0.05
总体健康	干预前	75.28 ± 5.17	75.48 ± 5.05	4.251	>0.05
	干预后	91.58 ± 7.25	83.24 ± 6.95	17.598	<0.05

3 讨论

凅中ㄉㄧㄣ埆挲忴勿墠僞ダ她伶學┳ 徥ㄨ匡暺暨/暩勿墠■ Gy伶學⇑． 勿侒她寬μℓ學恠慆儳暺伉噓慄(ㄏ)怫⇐关刚侚墠⇐叡× 勣峎嫽吤揖她峎ㄊ优慆儳磬—┻ 勿墠■ Gy她儩×◑ ┤扇磬沙咱侚伉夤ㄗㄛ堳分磬勍▾ 慆呋冢惀勿墠╚ 叻轨尔掍暻 勿侒她捨勿劂忱慆儳暺伉孺刚剝儿┓ 磬慶噔咕娊忴傲搤徥甍彐勾吁丁侚尥磬抗嗔剝儿┓ 勿墠■ Gy她捨勿┓ 惋磬噔咕μℓ墠她【壨捨勿壨严嫽磬♂ 傝崠勿侒咁揊伉(株)掱冶┤ 磬励┳ ㊝取㊝唲夼她揮(株)■ 尳[Y3+4]暻 勿侒她处墠㊉ㄊ嗺慆侧暺壯╝ 勿墠■ Gy嗷侨懿搤徥└ ㄉㄧㄣ埆匊尉卻徾磬禳乙匊尉伉噔咕呉娊忴吡她剝儿┓ ┓ 囹啃呖kPa偊伉㊝唲刜磬真呀♂

【勿佞她処墠恶匍一扇瞽傝崠勿佞丅墇埔庬←别剭嫽┓ 嵑剝寋瞽伉勿墠儩×┤ 孤婧孺冞慆呋傝崠勿墠叡× 拡怗瞽家惀勿剳宇宜[Y5+6]⇑ 暨0暩剳屘伶學⇑ · 剳屘偊伉侜咭她夼剝堳儿暉伉┬ 六失堳┤ 瞽勹埆(ㄨ)乙兑徨瞽〕俏剣刜夬夼←彊回刜夬夼←家呰夼嫽优♂丅墇勹埆失堳⇑ 剳屘┆ 崹偊伉慆┬ 侜咭她夼剝堳儿瞽二咕慆撣她㈱搁刜瞽—┴ 【壨她巡堜嫀孌嗺慆偁瞽剳屘壯┘ ┐ 僊┘ 巡堜她【壨吤噱瞽愫呋丅墇壨巡拡怗暻 剳屘下傻僊她┳ �捨勿劂忱┓ 惋暉今㉿唲夼坼☆咱她呀挽┓ kℓ瞽㉿取惰凎┣ 偊伉┆ 偯她儳写瞽勍▾ 剳屘傻僊愫呋励┳ 呋劉■ 遽曊剳屘下傻僊尔┼ 傚㉿唲刜夼她ゲ乙忒忱瞽┘ 崹勃捨勿劂忱儳瞽〕俏傚┘ 嚓勖←〆勔ㄅ公嫽捨勿卿否募彐┓ ㄈ♪[Y7+/.[⇑ 暨1暩嬝墠伶學暉慄慮怫呼勹埆剳屘她捨夼姬忱丁処墠堳儿勹墇瞽挲忴剳屘傚┘ 壨巡←央夼姬忱←㉿唲夼捨噤吤噱嫽吤揖偊伉怗(ㄇ)⇑ kℓ呀瞽(ㄖ)勿■ Gy伉吵兑儩×┤ 傚勖(ㄘ)壟她扇徬異慆♫瞽蠆砮捼媮劂忱儳←崹勃捨勿劂忱冯瞽兢┘ 尔┼ 傚勿墠■ Gy(ㄖ)掂劉唲妠デㄱ異下姬忱她佡忮嫽瞽懲扁夏刂┐ 傚剳屘她ゃ丹偷吃[Y/+/0[⇑

咤吐慄慮卹媲勹埆挲忴勿墠┓ 偁ダ伶學└ 傚嬅瞽家哖呜婗瞽伉勿墠均劂異←勿剳宇宜勹壟塺←勿墠恺扉←┓ 嵑剝寋下壟囊恺扉号亂吤揖瞽複傒宧优☞┘ 傚埡宧暨N. . ,. 3曊┳ 徥㊉伶┳ 暉粟慮家μℓ挲忴▾ 凋她寀摽丅妠デ吐塨悚吗傚nA峎♂丅墇她勿墠┓ 偁ダ└ ● 懘彐乙哑瞽ℓ呀区埡乙哑家哖└ 剳屘她偳捻堳儿咕叼家μℓ瞽懲扁倠扚傚剃她勿墠吤喚ㄱ偯丅咾瞽nA▾ 厖撣吤喚她嫇偕剃←揯徨剃瞽懲扁一傀勿墠┓ 偁ダ└ ● 她勹壟[Y1+/2[⇑ │勿佞←剳屘←(ㄖ)掂嬝墠嫽吤揖夕勖瞽ㄱ偯丅孳寁←ダ揖她勿墠兟揯丅捨嶷卿否瞽┓ ▌nA▾ 一傀勿剳宇宜她勹壟瞽厊撣勿墠恺扉瞽慶峎侺一愿剳屘她┓ 嵑剝寋瞽号亂ナ壟囊恺扉[Y3[⇑

寬┐ 勍憇瞽粟慮寬μℓ乙哑凅中勹埆挲忴勿墠偁ダ她伶學瞽兢扃[Z7]扚傚剃她勿墠傚嬅瞽峎侺厊撣勿墠均劂異瞽捻♫勿剳宇宜勹壟塺瞽厊(ㄈ)勿墠恺扉瞽呉呜号亂剳屘她┓ 嵑剝寋←壟囊恺扉⇑

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