

醫院與長照機構推動社區安寧整合性服務

侯春梅¹、陳雅芳¹、黃勝堅²、楊文理³、蔡衣帆¹

某區域醫院協助長照機構推動社區安寧療護過程中發現，長照機構內護理人員接受安寧緩和和教育訓練僅為5.6%，經要因分析為缺乏社區安寧收案之標準、對社區安寧照護認知不足、缺乏社區安寧照護之流程、缺乏適當社區安寧照護之動線。故擬定對策為制定社區安寧收案標準作業、規劃教育訓練、製作社區安寧照護多媒體光碟、制定社區安寧照護流程、規劃機構適當社區安寧照護環境動線，目標為提升安寧整合性服務滿意度達90%，運用上述對策後，推動安寧整合性服務滿意度達到94%，有鑒於解決辦法成效良好，已平行展開推行至合約養護機構群。

關鍵詞：醫院與機構，社區安寧，整合性服務

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前言

臺灣地區因為人口快速老化，而老年人口與慢性疾病之非癌病人日漸增加，而這些族群多數在長期機構接受照護服務，也是推動安寧療護主要的服務對象。機構內工作人員對於安寧療護的認知參差不齊，進而影響安寧照護品質。目前安寧療護服務地點從安寧住院、居家到共照，並逐步擴展到社區，服務的對象除了癌症末期病人外，也開始關注各項器官衰竭病人、失智及衰老之長者。因此，臺灣的安寧療護必須因應此一趨勢，提早對長期照護機構的工作人員、住民進行觀念宣導，才能走在潮流趨勢的前端，甚至引領潮流趨勢的走向^[1,2]。

某區域醫院於2015年2月1日起全力推

動社區安寧療護政策，因此協助某公立長照機構推動安寧療護。據長照機構行政工作人員表示，該長照機構長久以來若發生住民突發或意外事件，不論有無生命跡象皆優先送醫急救。同時長照機構接受安寧病人照護教育訓練之護理人員僅有1人佔5.6% (1/18)，因此引發社區安寧照護小組進行醫院與長照機構推動社區安寧整合服務之動機。期望藉由凝聚醫院與長照機構推動社區安寧療護的共識，規劃社區安寧整合性服務之配套措施，期能促成長照機構住民選擇在熟悉的社區機構善終。

醫院與機構社區安寧整合性服務定義：整合醫院、長照機構、安寧整合門診、急診、病房之資源，提供機構住民高品質的安寧照護服務。

¹臺北市立聯合醫院陽明院區護理科；²臺北市立聯合醫院總院長；³臺北市立聯合醫院陽明院區院長

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通訊作者：蔡衣帆，臺北市立聯合醫院陽明院區護理科，臺北市士林區雨聲街105號

Partnership between Hospital and Long Term Healthcare Service Organization in Promoting a Holistic Service for Palliative Care

Chun-Mei Hou, B.S.¹, Ya-Fang Chen, M.S.¹, Sheng-Jean Huang, M.D.²,
Winnie Yang, M.D.³, Yi-Fan Tsai, M.S.¹

During a campaign to promote community palliative care service through long term healthcare organization by a regional hospital, it was realized that there was an absence of such service in this particular organization. A total of 5.6% of the nurses in this long term health care organization had received educational training on palliative care before. Analysis results into the issue showed that the lack of such training was due to the followings. First, there was a lack of standard and procedure for receiving palliative care cases, knowledge of community palliative care,

as well as a route for conducting the services. Hence, we established standard operating procedures for receiving palliative care cases, organized educational training, produced CD-ROM on community palliative care, setting up caring procedures, and planned routes for the use of the services. The aim was to achieve an overall satisfaction of 90% on integrated palliative services. After the implementation of the above solutions, the overall satisfaction reached 94%. The scheme has also been implemented in other private organizations due to its success.

Key words: Hospital and organization, Community palliative, Holistic service

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¹Department of Nursing, Yangming Branch, Taipei City Hospital; ²Superintendent, Taipei City Hospital; ³Superintendent, Yangming Branch, Taipei City Hospital

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Correspondence to: Yi-Fan Tsai, Department of Nursing, Yangming Branch, Taipei City Hospital, No.105, Yu-Sheng St., Shilin District, Taipei City 111, Taiwan, ROC.