

醫院病人安全文化對員工醫療品質態度之影響

THE IMPACT OF THE HOSPITAL STAFF'S COGNITION OF PATIENT SAFETY CULTURE ON THE ATTITUDE OF HEALTHCARE QUALITY

蔡雅芳

中山醫學大學醫療產業科技管理學系

廖茂宏

天主教永和耕莘醫院

吳世望

嘉南藥理大學醫務管理學系

何長穎

杏一醫療用品股份有限公司

闕楚芸

中山醫學大學醫療產業科技管理學系

王柔婕

中山醫學大學醫療產業科技管理學系

摘要

病人安全是全球普遍重視的重要醫療照護議題，這是因為病人安全的推廣有助於醫院改善對病患的醫療照護結果。過去有關病人安全文化的相關研究，著重單一聚焦在病人文化的探討或病人安全文化對照護結果的影響，較缺乏行為面的探討。從組織行為觀點視之，組織文化會影響員工的工作態度。若醫院管理者能夠經由正向強勢的組織文化塑造來改善醫院員工的工作態度，將有助於促進員工維持穩定的照護品質給病患。本研究旨在探討員工對病人安全文化認知對醫療品質態度的影響。研究採用橫斷面研究設計，以北部某區域教學醫院員工為研究對象。問卷調查期間自 2020 年 12 月 1 日起至 2020 年 12 月 31 日止，共發放 617 份問卷，回收有效問卷共 582 份，有效問卷回收率為 94.3%。本研究採用結構方程模型檢測研究量表的信度與效度，也建構病人安全文化對醫療品質態度影響的結構方程模型。研究結果發現員工對病人安全文化認知會正向影響醫療品質態度。

關鍵字：病人安全文化、病人安全、醫療品質、醫療品質態度、品質改善

ABSTRACT

Patient safety is an important healthcare issue that attracts global attention because the promotion of patient safety helps hospitals improve the healthcare outcomes for patients. The extant literature on patient safety culture focused on the impact of patient safety culture on patient care outcomes from healthcare perspectives. However, from a management perspective, organizational culture affects staff's working attitude. If hospital management can improve the hospital staff's working attitude through shaping the organizational culture, it would help hospital promote effective management philosophy and policies. The purpose of the study is to explore the impact of hospital staff's patient safety cognition on their attitude of healthcare quality. The study employed a cross-sectional study design, with the staff of a teaching hospital in the northern region in Taiwan as the study participants. The survey was conducted from December 1 to 31, 2020 with 617 questionnaires issued and 582 questionnaires collected. The effective recovery rate was 0.943. The structural equation model was employed as the statistical analysis method. In addition to detecting the reliability and validity of the research scale, the study also constructed a structural model for the impact of patient safety culture on healthcare quality attitude. The study found that employee's perception of patient safety culture has a positive impact on their healthcare quality attitude.

Keywords: Patient Safety Culture, Patient Safety, Healthcare Quality, Quality Improvement