

影響護理全面品質管理活動相關因素之探討

Analysis of Total Quality Management (TQM) and Related Factors in Nursing

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摘要

本研究之目的是爲了瞭解目前醫院護理全面品質管理實施狀況，以及探討影響護理全面品質活動的相關因素。本研究採橫斷面調查研究方法，研究對象爲台北市區域醫院以上，服務滿六個月以上的臨床護理人員及單位護理長，且同意參予本研究。研究工具爲「全面品質文化量表」、「全面品質管理知覺量表」及「全面品質管理活動量表」等結構型問卷，採 Likert 五分法紀分。本研究採方便取樣，取得有效問卷 855 份。以描述性分析、t-檢定、單因子變異分析、薛費氏事後比較、皮爾森積差相關及逐步回歸等方法進行資料分析。研究結果發現：〈一〉護理全面品質管理活動實施狀況的平均值爲 3.63;〈二〉護理人員的年齡、年資、婚姻狀況、及工作單位與組織全面品質管理活動呈顯著差異;〈三〉全面品質文化及護理人員之全面品質管理知覺與組織全面品質管理活動呈正相關;〈四〉護理組織之全面品質文化可以預測組織全面品質管理活動。研究結果證實，增加護理人員對全面品質管理之知覺可以促進組織全面品質管理活動，執行全面品質管理活動可以塑造組織全面品質文化。建議加強護理人員全面品質管理的教育訓練，以增加其對全面品質管理之認知;以及實際落實全面品質管理活動。

Abstract

The purpose of this study was to analyze total quality management (TQM) in nursing and its related factors. The study utilized a cross-sectional method. Subjects were recruited from a regional hospital in Taipei. The inclusion criterion for clinical nurse and head nurses, as well as volunteers, was that they have more than six months' practical experience. Self-developed questionnaires with TQMCS and TQMPS and TQMS were used for data collection. Data were analyzed using descriptive statistics, t-test, one way ANOV A, Scheffe's posteriori, Pearson's correlation and Stepwise regression. Major findings of this study were as follows: (1) The mean of performing degree of total quality management was 3.63. (2) Clinical nurses' age, working experience, marital status and working unit had a significant impact on total quality management. (3) Total quality management culture and total quality management perception had a significant impact on total quality management. (4) Total quality management culture could predict total quality management. This research came to the conclusion that the more staffs total quality management perception was enhanced, the higher the performance of total

quality management, bringing about a good total quality management culture. It is suggested that nursing managers conduct more total quality management training, and enhance staffs' total quality management perception, and really implement total quality management.