

入院時の接遇向上について考える —デモンストレーションビデオによる検討—

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Consideration of better interaction with patients on admission — Reviews of videos demonstrating scenes of ward nurses treating patients on admission —

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要旨

脳血管障害患者の回復期リハビリテーション病棟では、退院に至るまでの支援は長期にわたる。支援に必要な対人関係を築く上で、入院時の接遇は特に重要である。本研究では、入院時の患者・家族への看護師の接遇の向上を目指し、その際の看護師の対処の仕方のシーンを 3 場面設定し、看護師がモデルとなったデモンストレーションビデオ（以下ビデオと略す）を作成した。それをもとに、各場面で独自に設定した数個の接遇に関する評価項目について、A 病院回復期リハビリ B 病棟のスタッフ 23 名に、接遇面で看護師の対応が「出来ている」か「出来ていない」かを 2 度にわたる検討会で判定して貰った。第 1 回目の検討会では改善策を挙げた。その改善策をスタッフで共有した後、同じ 3 場面での看護師の対処の仕方をビデオで再撮影した。再び同じ 23 名による評価を第 2 回目の検討会で行った。その結果、第 1 回検討会、第 2 回検討会を比較すると、ビデオの評価ポイントは上昇した。このように、ビデオによる検討会は有効であったと考えられる。鳥取臨床科学 5(1), 13-22, 2013

Abstract

Nursing staff on wards for recovery rehabilitation need to continuously support patients suffering from cerebrovascular disorders until their discharge. To establish the warm relationship with patients needed for support, better interaction on admission is particularly important. The aim of our present study was to promote better interaction. To address this, we developed three different scenes that demonstrated ward nurses treating patients on admission and recorded these scenes on video tapes. Then, 32 staff members of the Recovery Rehabilitation Ward in Hospital A watched the video tape recording and evaluated twice whether the nurses in the scenes had good interactions with patients on admission, regarding several issues that were listed as ideal way to treat patients. In the first evaluation, several ideas to improve interaction were raised. The three video tape recordings were edited, taking these ideas into account. The second evaluation was performed by watching the edited video tape recording. Comparison of the first evaluation with the second led us to the conclusion that, in the second video tape recording, the nurses had better interaction with patients, particularly deep bowing at 45° angle on introduction by the nurse in charge of taking care of new patients, greeting the patient's family, and self-introduction by the nurse. In conclusion, evaluation using such video tape recordings is useful for ward nurses to have better interaction with inpatients. Tottori J. Clin. Res. 5(1), 13-22, 2013