

患者満足度向上に必要な外来看護師の対応の仕方 ～不満足度アンケート結果から見えてきた改善策への糸口～

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Manners of nurses in outpatient clinics when greeting patients – A clue for improvement of greetings shown by a survey conducted to clarify patient dissatisfaction –

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要旨

A 病院外来では、接遇・待ち時間に関する問題があるのではないかと感じていた。しかし、国立病院機構が行う患者満足度調査や、投書箱に寄せられる外来へのクレームからは、患者が何に対し不満を持っているのか具体的な内容は把握出来なかった。患者満足を得るためには、まず患者の不満や要望を知ることが必要であるため、患者満足向上を目的に待ち時間・看護師の対応にポイントを絞り、不満足度アンケート調査を行った。その結果、待ち時間の声かけや検査説明など看護師の対応に起因した不安や不満などが明らかになり、今後の改善について示唆を得た。鳥取臨床科学 3(2), 163-169, 2010

Abstract

In the outpatient clinic of Hospital A, there have been problems in the greeting for patients and the time for their waiting to see doctors; however, none of the surveys on patient dissatisfaction that the National Hospital Organization nationwide conducted, has clarified concrete and detailed causes of dissatisfaction that outpatients have had regarding the medical service provided. Furthermore, complaints that patients have raised against the service in suggestion boxes at Hospital A have not provided exact and detailed information on the causes of dissatisfaction. To more clearly determine what patients would like in order to feel satisfied, it is first necessary to concretely understand their dissatisfaction and complaints. Therefore, our present study focused on the time waiting to see the doctor and the greeting provided by nurses, and a questionnaire survey was conducted to clarify the exact cause of dissatisfaction among outpatients. As a result, it was realized that outpatient dissatisfaction is due to a lack of a brief conversation with nurses and an explanation about how long patients should expect to wait and what the results of the medical checkup are. Such conversations are ways in which nurses can support patients waiting to see doctors. Thus, the survey results provided suggestions for greetings by nurses that will promote satisfaction among outpatients. Tottori J. Clin. Res. 3(2), 163-169, 2010

Key Words: 外来看護, 患者満足度, 不満足度アンケート, 待ち時間, 看護師の対応 (接遇); outpatient nursing, satisfaction of patients, survey for dissatisfaction, waiting time to see a doctor, greeting by nurses

はじめに

A 病院外来看護師は、日々の業務の中で患