

出國報告（出國類別：其它/會議）

參加「2013 Academy Health 年度研究 會議」報告

服務機關：國立臺中科技大學 老人服務事業管理系(科)

姓名職稱：梁亞文 教授

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摘要

長期照護機構是專門提供照顧失能者的一個重要場所。然而，近年，台灣長期照顧機構的照顧服務員流動率高的事實造成非常大的困擾。對機構而言，除了無法確保一致性的照護方式、對住民照護品質等皆受到影響。加上，台灣的長期照顧機構的照顧服務員具有多種國籍的現況，更加深管理照顧服務員的困難度。

因此，參與本次大會主要目的有二：第一，發表台灣長期照顧機構的照顧服務員的工作去留狀況，以便加強長期照顧機構的人力管理模式，提升本校參與國際健康研究領域知名度之外，也增進國際間對台灣長期照顧機構人力的現況與發展的瞭解；第二，瞭解現今國最新的國際性衛生政策、醫療保險、醫療組織管理及長期照護管理的現況及未來方向。

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一、目的

Academy Health 年度研究會議(ARM)，已經成立 29 年，提供健康照護及衛生政策制定專家及學者們，一同討論當前重要問題及未來的健康照護發展方向的機會。參與者除美國當地之研究人員、醫療管理者、政策制定者、臨床人員、研究生外，亦有許多來自其他國家之人士。

長期照護相關制度及照顧品質也是 Academy Health 年度研究會議的重要議題，除了加強服務品質之外、人員的培訓與管理、效率等皆是長期照護機構經營管理需要學習方向。因此，積極主動參與國際會議瞭解國際間對於長期照顧的健康、醫療照護的政策或改革，及經營管理經驗，有助未來長期照顧保險推行的擬定與推動。

爰此，前往參加於美國 2013 年 6 月 23 日至 6 月 25 日於 Baltimore(巴爾的摩)舉辦的 2013 年美國 Academy Health 年會。透過海報展示方式發表發表台灣長期照顧機構的照顧服務員的工作去留狀況，以便加強長期照顧機構的人力管理模式。除了提升本校參與國際健康研究領域知名度之外，也增進國際間對台灣長期照顧機構人力的現況與發展的瞭解。

二、2013 年美國 Academy Health 年會議程

2013 年 Academy Health 年度研究會議於 2013 年 6 月 23 日至 6 月 25 日，於美國巴爾的摩召開，會議地點在 Baltimore Convention Center。其參與會議主題及時間表如下。

日期/時間	主題
2013 年 6 月 23 日 9:00AM-10:30 AM	分組會議進行 Promising Practices for Improving Quality of Care and Life in Skilled Nursing Facilities(提升護理之家照護護理照護及生活品質的做法)
2013 年 6 月 23 日 11:00AM-12:00 AM	分組會議進行 Care When Facing Serious Life-Limiting Illness – Does Care Reflect Patient Preferences? How Would We Know? How Could We Do Better? (關心當面臨重症急病時，照護反映病人的喜好嗎？我們怎麼會知道呢？我們如何做的更好？)
2013 年 6 月 23 日 12:00 PM-4:00 PM	午餐及海報展示
2013 年 6 月 23 日	Geography and Health Care: The Rural and

4:30 PM-6:00 PM	Urban Divide(地區差異的健康照護：城鄉差距)
2013 年 6 月 24 日 8:00 AM-9:30 AM	Measuring Quality in Nursing Homes(護理之家測量品質)
2013 年 6 月 24 日 11:30 AM-1:00 PM	Health Care Reform and Long-Term Care(健康照護改革與長期照護)
2013 年 6 月 24 日 1:00 PM.-3:00 PM	午餐及海報展示
2013 年 6 月 24 日 3:00 PM-4:30 PM	Roles of Health Care Leadership in Organizational Learning and Quality Improvement(組織學習及品質改善的健康照護領導角職責)
2013 年 6 月 25 日 8:00 AM-9:30 AM	Evaluating Engagement in Patient-Centered Outcomes Research(以病人為中心的評估)
2013 年 6 月 25 日 9:45 AM-11:15 AM	Helping Consumers Make Health and Health Care Choices(幫助消費者選擇健康與管理)

2013 年 6 月 25 日 11:30 AM-1:00 PM	Community Health Needs Assessment(社區服務需求評估)
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三、心得


1. 會議內容包羅各式主題，健康照護品質、醫療保險、長期照護等相關議題。本次參與相關會議以醫療照護及長期照護為議題內容進行參加。關於長期照顧機構為主的議題包含，機構文化的改革、機構住民入住醫院的嚴重狀況、精神疾病用藥使用狀況、長期照顧機構的醫療保險成本的控制、生活品質等內容。檢視我國長期照護機構的現況，非常缺乏機構文化改革的議題。雖然台灣近年逐漸增強機構居家化的概念，但是僅限於機構管理單位的想法，尚未確時從住民角度思考，此部分值得深思。另外，長期照顧機構住民的醫療保險成本控管而言，雖然台灣長期照顧機構的醫療保險皆是在醫療院所進行，但是甚少去思考住民看診費用與入住機構的照護品質之間的關聯狀況，此議題值得探討與進一步證實。
2. 醫療照護部分議題中以安寧照護的關懷、預防醫學在偏遠地區的執行狀況、幫助消費者確保健康生活等。這些經驗，確認美國的不同層級醫療照護體系發展情形，雖與我國有所不同，但仍然值得相互參照，吸取其他國家成功的經驗，應是參與這樣的會議最重要的學習課題之一。

四、建議

- (一) 有關會議上提出長期照護機構以醫療成本管理概念，應值得進一步收集相關資訊及研究，並建議納入未來檢討長期照護機構的品質管理措施之參考。
- (二) 有關會議上提出長期照護機構以改善機構內的文化革命觀點，應值得進行小規模研究，探討屬於我國的機構住民文化特質，發展其機構照護品質、策略或方案，促進機構照護品質。

五、展示海報

本次會議海辦展示海報 Why are they leaving? Factors affecting intention to leave among long-term care facilities nursing assistants in Taiwan.



Why are they leaving? Factors affecting intention to leave among long-term care facilities nursing assistants in Taiwan

Via-WunLiang¹, Janice C. Probst^{2,3}, Hongmei Zhang⁴, Yu-Hsiu Lin^{2*}

¹Department of Senior Citizen Service Management, National Taichung University of Science and Technology, Taiwan,
²Department of Health Services Policy & Management, ³SC Rural Health Research Center,
⁴Department of Epidemiology and Biostatistics, University of South Carolina, SC, USA

Research Objective

Nursing assistants (NAs) in Taiwan play an essential role in providing long-term care service. Recently, the number of NAs increased significantly due to the dramatic change in demographic and the social environment. However, the rate of quitting NA jobs is also increasing. Little is known about the factors related to NAs' intention to leave and job stress. The aim of this study was to tease out demographic and organizational factors that are contributable to the intention to leave among long-term care facilities NAs in Taiwan.

Study Design

This is a cross-sectional study using a structured questionnaire to collect data from NAs working in long-term facilities. The questionnaire includes the Chinese Version of the Job Content Questionnaire (C-JCQ), facility information, and NAs' demographics. The C-JCQ is based on the demand-control model developed by Karasek and Theorell and divided into three dimensions: decision latitude control, psychological demand, and social support. A simple logistic regression was used to screen and select the significant variables into the full model. A multiple logistic regression model was used to estimate the relationship between the potential factors and intention to leave, and *p* values were compared with 0.05 significance level.

Population Studied

Through a proportional stratified random sampling, a total of 64 institutionalized long-term care facilities were selected from across Taiwan. Five hundred and seven (507) eligible NA's, working in the current facility over 3 months, participated in this study.

Primary Funding Sources

National Science Council, Taiwan

Table 1: Logit estimation of probability of having intention to leave.

Variables	OR in simple regression (p)	OR in final regression (p)	95% C.I.
Nursing assistants' characteristics			
Age (Ref: Younger)			
Older	0.851(0.516)		
Gender (Ref: Male)			
Female	0.586(0.120)		
Nationality (Ref: Taiwanese)			
Foreign	0.716(0.358)		
Education (Ref: Under junior high school)			
Senior high school and above	1.382(0.245)		
Having license (Ref: No)			
Yes	0.984(0.952)		
Marital status (Ref: Single/Divorced/separated/widower)			
Married	0.432(0.004)	0.540(0.027)	0.313-0.931
Having under 6-year-old children (Ref: No)			
Yes	0.585(0.273)		
Servicing years as nursing assistant (Ref: Shorter)			
Longer	0.350(0.007)	0.474(0.073)	0.209-1.073
Servicing years in current facility (Ref: Shorter)			
Longer	0.619(0.060)	0.781(0.400)	0.439-1.389
Management position (Ref: No)			
Yes	0.599(0.197)		
Employee status (Ref: Full-time job)			
Part-time job	2.186(0.059)	1.422(0.450)	0.558-3.626
Working shifts (Ref: 8 hours)			
12 hours	0.870(0.583)		
Average income per month (Ref: Less than NT\$30,000)			
NT\$30,001 and above	0.968(0.082)	0.725(0.365)	0.363-1.451
Facility characteristics			
Year of operation (Ref: Shorter)			
Longer	0.643(0.076)	0.824(0.501)	0.468-1.450
Type (Ref: Nursing Home)			
Residential Home	0.862(0.557)		
Long-term Care Center	1.348(0.660)		
Setup type (Ref: Hospital-based)			
Clinic-based	0.529(0.556)		
Non-profit hospital-based	1.325(0.384)		
Freestanding	0.680(0.216)		
Ownership (Ref: Public)			
Private non-profit	1.115(0.751)		
hospital-based	0.570(0.108)		
Private			
Benefits (Ref: Less)			
More	1.879(0.019)	1.433(0.231)	0.796-2.579
Job Stress			
Decision latitude control (Ref: Lower)			
Higher	0.428(0.001)	0.546(0.033)	0.314-0.951
Psychological demand (Ref: Lower)			
Higher	1.722(0.059)	1.366(0.330)	0.729-2.559
Social support (Ref: Lower)			
Higher	0.283(0.000)	0.347(0.000)	0.192-0.628

Note: -2 Log likelihood: 343.419; Cox & Snell R²: 0.091; Nagelkerke R²: 0.158; X²(p): 5.737(0.877).

Principal Findings

Of total 78(15.38%) NAs have intention to leave. The results of multiple logistic regression analysis showed that marital status, decision latitude control, and psychological demand significantly affect the probability of intention to leave. Married NAs had lower intention to leave (OR=0.540, *p*=0.027, 95% CI=[0.313, 0.931]). Decision latitude control (OR=0.546, *p*=0.033, 95% CI=[0.314-0.951]) reduced the probability of intention to leave. Having higher social support (OR=0.347, *p*=0.000, 95% CI=[0.192, 0.628]) also significantly decreased the probability of intention to leave (Table 1).

Conclusions

Among factors that can be addressed by management, decision latitude control and psychological demand were key contributors to NAs' intention to leave. The findings in this study may benefit long-term care facilities and encourage them to provide assistance to NAs to decrease the occurrence of intention to leave.

Implications

Nursing home administrators have the opportunity to counteract job dissatisfaction and, in the long run, resident safety and turnover rate, by adopting sound staff policies. Decision latitude can be improved by increasing the use of care teams, in which NA's work with other practitioners to design and implement care plans for each patient. The psychological pressures associated with caring for multiple complex patients during each shift are also potentially reduced by teams. Time pressures could more directly be addressed through improvements in workplace design, such as location of necessary supplies, that introduce efficiencies and allow more time for patient care.

六、相關剪影

