

doi: 10.13241/j.cnki.pmb.2014.28.045

· 医院管理 ·

部队医院文职人员管理的探索与研究*

孙浩 杨美 陈茜 崔慧丹 马艳琴 刘阳 张蓉蓉 郭晓东[△]

(解放军第302医院 北京100039)

摘要:随着部队医疗机构人事编制的调整,军队医院及疗养院为缓解人员严重短缺的问题,通过公开考核面向社会招聘具有专业资格的非现役文职人员。文职人员作为军队疗养院的聘用制人员已成为医护工作的主要力量。因此,完善文职人员的管理工作是提高医院医疗质量的重点。本文通过分析文职人员聘用、教育、生活福利待遇及公务事业、社会保险等文职人员管理制度,探讨各项管理制度的特点及作用,提出适合我院推行的文职人员管理制度,即充分利用社会人才资源,建立健全文职人员管理评价体系,提高文职人员献身部队、服务军队的积极性和创造性。

关键词:部队医院;文职人员;管理方法

中图分类号:R197 **文献标识码:**A **文章编号:**1673-6273(2014)28-5571-02

Exploration and Discussion on the Management of Civil Servants
in Military Hospitals*SUN Hao, YANG Mei, CHEN Qian, CUI Hui-dan, MA Yan-qin, LIU Yang, ZHANG Rong-rong, GUO Xiao-dong[△]

(302 Hospital of PLA, Beijing, 100039, China)

ABSTRACT: With the forces of the medical institutions, the military hospitals have to recruit qualified non-commissioned civilian staff in order to ease the severe shortage of personnel. The non-commissioned civilian staff have become the main force of the medical work in the military hospital or sanatorium. Therefore, it is essential that the administrative staff should improve the management of civil servants so as to improve the quality of hospital medical. This article portrays to analyze the civilian employment, the education, the welfare, the public and social insurance and other management systems, discussing the characteristics and functions of the management system, putting forward the feasible measures which could make use of social resources and the management evaluation system in order to improve the dedicated units, service, enthusiasm and creativity of the staff in military hospitals.

Key words: Military hospital; Civil servant; Management system

Chinese Library Classification (CLC): R197 **Document code:** A

Article ID:1673-6273(2014)28-5571-02

前言

文职人员是指按照规定的编制聘用到军队工作,履行现役军官(文职干部)同类岗位相应职责的非现役人员^[1]。随着中国特色军事变革的兴起,我军体制编制的调整,一项改革我军力量构成和用人方式的重大举措-文职人员^[2]。那么,如何有效的推进文职人员制度,规范聘用和管理体系,实现文职人员科学管理及高效使用成为现阶段部队医院管理的重点^[3,4]。我院自2011年起贯彻尊重劳动、尊重知识、尊重人才、尊重创造的方针,坚持任人唯贤、德才兼备、公平择优的原则实行文职人员管理工作,现汇报如下:

1 建立文职人员管理制度的必要性及重要性

1.1 建立文职人员管理制度的必要性

随着社会主义市场经济的深入发展,国家不断创新各类人

才开发管理和使用机制,市场机制在人才资源配置中的基础性和主渠道的作用日益凸显,依托市场选拔我军建设急需的专业人才的时机和条件已经基本成熟^[5]。我军以往采用的人员编制模式比较单一,在一定程度上造成现役干部数量庞大,作战部队与非作战部队、机关与部队、干部与士兵的比例不合理。因此,建立一种合理有效的管理机制显得尤为重要^[7]。建立和实行文职人员制度,是我军适应形势任务发展变化、调整人事制度的一项重要改革,是实现军队人才和地方人才兼容发展的有利形式,是探索军民结合的积极路径,是促进军队医院建设、吸收高素质人才的有效方式,是适应社会主义市场经济条件下社会化用人的迫切需要^[8,9]。

1.2 建立文职人员管理制度的重要性

实行文职人员制度,可以将有限的现役编制员额集中用于指挥和作战岗位,满足技术服务保障单位对人才的需求^[10],进我军人事管理工作形成开放灵活的进出机制、竞争择优的使用

* 基金项目:国家自然科学基金青年科学基金项目(30901795)

作者简介:孙浩(1986-),女,本科,主要从事文职人员的管理等工作

△ 通讯作者:郭晓东, E-mail: gxd302@163.com

(收稿日期:2014-03-21 接受日期:2014-04-19)

机制、按岗定酬的分配机制、军地衔接的保障机制,有利于加快建立与地方人才工作体系相协调、与现代化要求相适应的军队人才队伍建设新格局,有利于实现军队作战力量和保障力量的合理编配,进而不断增强我军适应信息化作战的能力^[11]。

2 我院文职人员管理制度的实践

2.1 文职人员的聘用制度

我院成立文职人员招聘工作委员会,主要由聘用单位政治机关的领导和工作人员组成,根据工作需要可以吸收有关业务部门工作人员和个别专家参加,专职负责本单位文职人员的招聘、审查、考核和评审等,使用全军统一的文职人员聘用合同文本。文职人员聘用合同文本式样,由总政治部干部部制定。聘用单位应解答应聘人员提出的有关问题,确保应聘人员全面、准确理解聘用合同约定的内容。聘用单位与文职人员在平等自愿、协商一致的基础上,以书面形式订立聘用合同^[12,13]。

2.2 文职人员的考核制度

依据聘用合同和军队有关规定,我院定期对文职人员的德、能、勤、绩、廉、体进行全面考核,重点考核文职人员履行岗位职责的情况。考核结果作为文职人员调整工资待遇、奖惩和续聘、解聘的主要依据^[14]。依据军队政治工作的有关规定,对文职人员科技、教学等成果进行申报、评审,对优秀人才进行选拔、表彰等。此外,根据文职人员的自身特点,对其进行思想政治教育,提高文职人员的思想政治素质。根据文职人员的岗位职责和工作需要,对文职人员进行岗前培训、在职培训和军事训练^[15]。

2.3 文职人员的福利待遇

文职人员的工资福利待遇,包括基本工资、津贴补贴、奖金和军队服务津贴、专业技术人才奖励性津贴。文职人员的基本工资、津贴补贴和奖金,参照国家和地方政府制定的有关规定,遵循属地管理、宏观调控、合同约定的原则^[16]。文职人员可享受住房补贴、房租补贴和住房公积金。我院在文职人员聘用期间向住房确有困难的职工出租集体宿舍或者个人宿舍,保障了文职人员的住房问题。

2.4 文职人员的保险管理

依据国家规定,文职人员聘用前已经参保的,由社会保险经办机构按规定办理社会保险关系和个人账户资金转移手续。文职人员被解聘后流动到机关事业单位就业的,原则上执行机关事业单位的社会保险政策;流动到企业或灵活就业的,按规定执行企业职工的社会保险制度,由社会保险经办机构接续或转移保险关系;失业的,由社会保险经办机构保留其保险关系,保管其个人账户并记息,凡重新就业的,按规定接续或转移社会保险关系^[17-20]。我院为文职人员按额参加社会保险,并按照国家规定和聘用单位所在地规定的缴费基数、比例和标准,及时足额缴纳养老、医疗、失业、工伤和生育等社会保险费。

3 讨论

建立和实行文职人员制度,是中央军委从我军建设实际出发,推进军队现代化建设的重大战略举措^[21]。我院对文职人员进行严格把关,在日常的工作、学习、生活等方面切实保障其利益,同时不断进行教育提升,有利于全面培养文职人员履职尽责能力,切实发挥政策制度在文职人员队伍建设中的应有作用。各级领导主动关心文职人员,积极创造条件,帮助解决实际

困难,不断激发文职人员献身国防、服务军队的积极性。充分利用社会人才资源为军队建设服务,规范文职人员的聘用和管理,建设高素质的文职人员队伍,适应军队革命化、现代化、正规化建设的需要^[22]。

参考文献 (References)

- [1] 王雪娇,高宇,赵艳梅,等.部队疗养院非现役文职护理人员的现状分析[J].现代生物医学进展,2011,11(15):2961-2963+2954
Wang Xue-jiao, Gao Yu, Zhao Yan-mei, et al. Analysis of non-commissioned civilian nurses in military sanatorium[J]. Progress in Modern Biomedicine, 2011, 11(15): 2961-2963+2954
- [2] Umene-Nakano W, Kato TA, Kikuchi S, et al. Nationwide survey of work environment, work-life balance and burnout among psychiatrists in Japan[J]. PLoS One, 2013, 8(2): 55189
- [3] 施建飞,郭晓东,张昕,等.新形势下的传染病医院医疗应急后勤保障工作[J].现代生物医学进展,2013,13(02):357-359
Shi Jian-fei, Guo Xiao-dong, Zhang Xin, et al. Under the New Situation, the Army Logistics Support Services to Enhance the Quality of the Work[J]. Progress in Modern Biomedicine, 2013, 13(02): 357-359
- [4] Schlegel C, Woermann U, Shaha M, et al. Effects of communication training on real practice performance: a role-play module versus a standardized patient module[J]. J Nurs Educ, 2012, 51(1): 16-22
- [5] Ambrosi E, Portoghese I, Galletta M, et al. Intention to leave the hospital among nurses with less than 3 years of work experience: an exploratory study[J]. Assist Inferm Ric, 2011, 30(3): 126-134
- [6] Deneckere S, Euwema M, Lodewijckx C, et al. Better interprofessional teamwork, higher level of organized care, and lower risk of burnout in acute health care teams using care pathways: a cluster randomized controlled trial[J]. Med Care, 2013, 51(1): 99-107
- [7] Levy M, Koch RW, Royne MB. Self-reported training needs of emergency responders in disasters requiring military interface [J]. J Emerg Manag, 2013, 11(2): 143-150
- [8] American College of Emergency Physicians (ACEP). Support for National Disaster Medical System and other response teams. Policy statement[J]. Ann Emerg Med, 2013, 62(4): 445
- [9] Orlando LA, Buchanan AH, Hahn SE, et al. Development and validation of a primary care-based family health history and decision support program (MeTree)[J]. N C Med J, 2013, 74(4): 287-296
- [10] McNaughton CD, Self WH, Pines JM. Observational health services studies using nationwide administrative data sets: understanding strengths and limitations of the National Hospital Ambulatory Medical Care Survey: answers to the May 2013 Journal Club questions[J]. Ann Emerg Med, 2013, 62(4): 425-430
- [11] Rath D. From point-of-care decision support for population health management to automation for clinical peer review processes, smaller healthcare it vendors are charging ahead to deliver much-needed solutions to the industry[J]. Health c Inform, 2013, 30(4): 43-49
- [12] Greenwald JL, Halasyamani L, Greene J, et al. Making inpatient medication reconciliation patient centered, clinically relevant and implementable: a consensus statement on key principles and necessary first steps[J]. J Hosp Med, 2010, 5(8): 477-4785
- [13] Li X, Shen JJ, Lu J, et al. Household catastrophic medical expenses in eastern China: determinants and policy implications [J]. BMC Health Serv Res, 2013, 5, 13(1): 506

- mavirus 16 episome-associated cervical neoplasia displays fundamental similarities to integrant-associated carcinogenesis [J]. *Cancer Res*, 2010, 70(10): 4081-4091
- [10] Kalantari M, Chase DM, Chase DM, et al. Recombination of human papillomavirus-16 and host DNA in exfoliated cervical cells: a pilot study of L1 gene methylation and chromosomal integration as biomarkers of carcinogenic progression [J]. *J med Virol*, 2010, 82(2): 310-320
- [11] Tomomi Yoshida. Immunochemical analysis of HPV L1 capsid protein and P16 protein in liquid-based cytology samples from uterine cervical lesions [J]. *Cancer Cyto-pathol*, 2008, 114: 83-88
- [12] Griesser H, Sander H, Hilfrich R, et al. Correlation of immunochemical detection of HPV L1 capsid protein in pap smears with regression of high-risk HPV positive mild/moderate dysplasia [J]. *Anal Quant Cytol Histol*, 2004, 26: 241-245
- [13] Wright TC Jr, Massad LS, Dunton CJ, et al. 2006 Consensus guidelines for the management of women with abnormal cervical cancer screening tests [J]. *Am J Obstet Gynecol*, 2007, 197(4): 346-355
- [14] Future II Study Group. Quadrivalent vaccine against human papillomavirus to prevent high-grade cervical lesions [J]. *N Engl J Med*, 2007, 356: 1915-1927
- [15] 潘保见, 陈嘉薇, 祝峰. 宫颈鳞癌和癌前病变中 eIF-4E 表达及其与 HPV16/18 感染的关系 [J]. *临床与实验病理学杂志*, 2007, 23(5): 528-531
- Pan Bao-jian, Chen Jia-wei, Zhu Feng. The relationship between EIF-4E expression and HPV16/18 infection in Squamous cell carcinoma and precancerous lesions of uterine cervix [J]. *Journal of clinical and experimental pathology*, 2007, 23(5): 528-531
- [16] Tomomi Yoshida. Immunochemical analysis of HPV L1 capsid protein and P16 protein in liquid-based cytology samples from uterine cervical lesions [J]. *Cancer Cytopathol*, 2008, 114: 83-88
- [17] 刘朝齐, 许雪梅, 徐建青, 等. 人乳头瘤病毒 16 型晚期基因 L1 在原核细胞的表达及免疫效果观察 [J]. *中国妇幼保健*, 2007, 22: 5028-5032
- Liu Zhao-qi, Xu Xue-mei, Xu Jian-qing, et al. Expression in prokaryotic cells and observation on the immune effect of HPV16 advanced gene L1 [J]. *China's maternal and child health*, 2007, 22: 5028-5032
- [18] Griesser H. Correlation of immunochemical detection of HPV L1 capsid protein in pap smears with regression of high-risk HPV positive mild/moderate dysplasia [J]. *Anal Quant Cytol Histol*, 2004, 26: 241-245
- [19] 范江涛, 陈心秋, 张卉. 表达 HPV16L1、L2 和 E7 蛋白的非复制重组痘苗病毒诱发的抗肿瘤免疫反应 [J]. *中国免疫学杂志*, 2009, 25: 317-320
- Fan Jiang-tao, Chen Xin-qi, Zhang Hui. The antitumor immune response induced by non-replication recombinant Vaccinia Virus of express HPV16L1, L2 and of the E7 protein [J]. *Chinese immunology magazine*, 2009, 25: 317-320
- [20] Sarmadi S, Izadi-Mood N, Pourashkari M. HPV L1 capsid protein expression in squamous intraepithelial lesions of cervix uteri and its relevance to disease outcome [J]. *Archives of Gynecology and Obstetrics*, 2012, 103(4): 176-179
- [19] Peters VP, de Rijk AE, Boumans NP. Nurses' satisfaction with shift-work and associations with work, home and health characteristics: a survey in the Netherlands [J]. *J Adv Nurs*, 2009, 65(12): 2689-2700
- [20] Akazawa C, Nishizono T, Yamamoto M, et al. Investigation of actual daily lifestyle leading to continuous self-management after living-donor liver transplantation: More than 5 years living with living-donor liver transplantation and emotions of recipients [J]. *Jpn J Nurs Sci*, 2013, 10(1): 79-88
- [21] Steven M Firedman, David Provon, Shannon More, et al. Errors, near misses and adverse events in the emergency department: What can patients tell us? [J]. *Journal of the Canadian Association of Emergency Physicians*, 2008, 10(5): 421-427
- [22] Asefzadeh S, Yarmohammadian MH, Nikpey A, et al. Clinical risk assessment in intensive care unit [J]. *Int J Prev Med*, 2013, 4(5): 592-598

(上接第 5572 页)

- [14] Sehlen S, Vordermark D, Schäfer C, et al. Quality of Life Work Group. Job stress and job satisfaction of physicians, radiographers, nurses and physicists working in radiotherapy: a multicenter analysis by the DEGRO Quality of Life Work Group [J]. *Radiat Oncol*, 2009, 6, 4: 6
- [15] Lees CC. Teaching junior doctors. Time for a medical Reformation? [J]. *BMJ*, 2011, 10, 342: 2895
- [16] Goldman A, Tabak N. Perception of ethical climate and its relationship to nurses' demographic characteristics and job satisfaction [J]. *Nurs Ethics*, 2010, 17(2): 233-246
- [17] William R, Peter H, Richard T, et al. Towards an International Classification for Patient Safety: key concepts and terms [J]. *International Journal for Quality in Health Care*, 2009, 21(1): 18-26
- [18] Singh P. Effect of distraction techniques in behaviour responses to pain among toddlers receiving immunisation [J]. *Nurs J India*, 2012,