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流程管理对高龄全髋关节置换术患者的临床效果分析 *

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摘要 目的:随着我国人口老龄化日渐严重,高龄人群中髋关节骨折或坏死的发病率明显呈上升趋势。目前,临床用于治疗该类疾病的方法主要是全髋关节置换术(THA)。但高龄患者身体机能出现衰退,术后极易出现并发症。因此,高龄患者行全髋关节置换术的围术期护理工作起着重要的作用。本文针对行全髋关节置换术的高龄患者,探讨流程管理模式的临床效果,为护理工作提供参考。**方法:**选择我科 2010 年 12 月至 2013 年 6 月行全髋关节置换术的 12 位高龄患者,随机分为对照组和观察组,分别采用常规模式和流程管理模式进行护理。对比两组患者的临床效果及对护理服务的满意度。**结果:**观察组患者无一例并发症出现,髋关节功能恢复良好,均痊愈出院,且住院时间比对照组短(P<0.05);观察组对护理服务的满意度高于对照组,差异具有统计学意义(P<0.05)。**结论:**采取流程管理模式对高龄患者的围术期护理具有显著的效果,有助于减少术后并发症,提高患者对护理服务的满意度,值得临床推广。

关键词:流程管理;全髋关节置换术;高龄患者;临床效果

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Clinical Analysis of Process Management on Nursing for Elderly Patients with Total Hip Arthroplasty*

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ABSTRACT Objective: With the severe situation of the aging population in our country, the numbers of old people who were suffered from the hip fractures or necrosis have increased rapidly. The essential treatment method at the present is the total hip arthroplasty. However, it is indicated that the post operative incidence of complications for patients could be worse than that of the youngers because the body function of the older patients has become degenerated. Thus, it is important that an efficient nursing method should be applied at the peri operative period for patients who have taken the total hip arthroplasty surgery. This essay is written to discuss the clinical efficacy of process management on nursing for the old patients with total hip arthroplasty. **Methods:** Twelve elderly patients with hip fractures or necrosis who were underwent the total hip arthroplasty in our department from December 2010 to June 2013 were selected and randomly divided into the control group and the observation group. The patients in the control group were treated by the routine nursing mode, while the patients in the observation group were treated by the process management nursing mode. Then the clinical effect and satisfaction of nursing were compared between two groups. **Results:** All the patients of the observation group got cured and went home when the hip functional recovered with no complications, and the disease course was shorter than that of the patients in the control group (P<0.05); The satisfaction on the nursing service of patients in the observation group was higher than that of the patients in the control group with statistically significant difference (P<0.05). **Conclusions:** It is worthy to promote the process management of nursing to the clinical field for the patients with the total hip arthroplasty for it could enhance the success of operation, prevent the incidence of postoperative complications and improve the satisfaction of patients.

Key words: Process management; Total hip arthroplasty; Elder patients; Clinical effects

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前言

随着我国老龄化社会的来临,老年人群因骨质疏松、行动不便等因素所致的骨折问题日益突出。全髋关节置换术(Total hip arthroplasty, THA) 采用仿生的人造髋关节替换整个病损的髋关节被广泛的应用于临床[1-3]。高龄患者作为特殊群体,其机体形态、各脏器功能等都出现一定程度的衰退,其代偿能力、适应能力逐渐退化、对疼痛的反应迟钝等使患者手术耐受较差,极易出现术后并发症[4,5]。那么,选择一种适于高龄群体行全髋关节置换术的围术期护理模式至关重要。流程管理是一套成熟而科学的护理管理模式, 该护理模式遵循时间性和顺序性,对患者进行全面护理,既可以提高护理效率,又可避免护理过程中的遗漏[6,7]。我院针对高龄患者的生理及心理特点,将流程管理的理念应用于临床护理工作中并取得了一定的效果,现将具

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体资料报告如下。

1 资料与方法

1.1 临床资料

选择我科 2010 年 10 月至 2013 年 6 月行全髋关节置换术的高龄患者 12 例，包括男 10 例，女 2 例；年龄分布在 81-95 岁，平均年龄 87.9 岁。其中，头下型 6 例，颈中型 5 例，股骨头无菌性坏死 1 例。所选患者均有合并症，其中高血压 8 例，糖尿病 2 例，冠心病 3 例，轻度骨质疏松 3 例，脑血管疾病 2 例，肺部疾病 1 例。12 例手术均为全麻下单侧全髋关节置换术。随机分为对照组和观察组，分别采用常规护理模式和流程管理护理模式。

1.2 方法

对照组采用常规模式进行护理，观察组则采用流程管理的模式，具体流程如下：

1.2.1 **术前**[9-11] ①心理护理：护士热情礼貌的接待患者，使患者感到关心和尊重，增加患者对医护人员的信任，减轻负性情绪的影响，积极配合治疗；向患者介绍手术注意事项，了解患者病情及护理需求并采取相应的服务以满足患者的合理要求。②术前检查：术前协助医生检查患者心电图、血管超声等。③饮食管理：高龄患者体质较差，护理人员应合理调节患者的饮食以增强机体抵抗力，如高蛋白、高热量、高维生素等，对于胃肠道功能减退的患者，给予易消化食物或采取静脉输注补充营养。

1.2.2 **术后**[12-14] ①观察患者术后各项指标：控制静脉输液的速度及总量，防止肺水肿、急性心力衰竭的发生；观察患肢脚踝、趾的活动、足背动脉波动及皮温；及时处理伤口渗血；妥善固定引流管，防止倒流，注意引流液颜色及性质等。②疼痛管理：依据患者疼痛评分：0-2 分给予心理支持，3-4 分报告医生给予止痛药；5 分以上遵医嘱给予镇痛。③饮食管理：以易消化的流食为主，逐渐加以高蛋白、高维生素食物，多食水果蔬菜，防止骨质疏松。④并发症的预防：遵医嘱给予口服抗凝药物或皮下注射低分子量肝素钙等防止下肢深静脉血栓；定时测量体温；定期更换尿袋，消毒尿道口，观察尿液性状，预防泌尿系统感染。⑤康复功能训练：指导并协助患者进行规律的康复功能锻炼，以恢复髋关节的活动度。

1.2.3 **出院**[15,16] 赠予康健卡片、出院指导手册、康复计划书等，提醒患者术后 1 个月、3 个月、半年、一年进行复查，以后每年一次，发现问题及时修订康复计划。

1.3 评价指标

对比两组患者的住院时间、各指标变化、术后并发症发生情况、康复训练、随访等。

1.4 满意度调查

采用不记名的方式，以提问打分的形式，对预出院患者进行护理质量满意度问卷调查，内容包括术前护理、术后护理、出院指导三个方面。

1.5 统计学分析

采用 SPSS12.0 统计软件进行统计分析，以 $P<0.05$ 为差异有统计学意义。

2 结果

2.1 不同护理模式的临床效果比较

手术均获成功，两组患者的平均住院时间为(21-25)天，其中观察组患者住院时间为(18-23)天，对照组患者为(24-27)天，患者术后髋关节功能恢复良好，日常活动无明显影响，观察组患者术后恢复情况优于对照组($P<0.05$)；观察组术后无并发症发生，对照组一位患者术后出现下肢静脉血栓，观察组患者对并发症的预防效果明显优于对照组($P<0.05$)。

2.2 满意度调查结果比较

如表 1 所示，观察组患者对护理服务的综合满意度为 100%，对照组为 85.3%；观察组患者对术前护理满意度为 100%，对照组为 79.9%；观察组患者对术后基本护理满意度为 100%，对照组为 86.4%；观察组患者对出院康复指导满意度为 100%，对照组为 89.6%。比较两组调查结果可知，采用流程管理模式进行护理的患者对护理服务的满意度明显高于采用常规模式护理的患者，差异显著，具有统计学意义($P<0.05$)。

表 1 两组患者满意度调查结果比较[n(%)]

Table 1 Comparison of satisfaction about nursing service between two groups

Group	Pre operation	Post operation	Rehabilitation	Comprehension
Observation	100%	100%	100%	100%
Control	79.9%	86.4%	89.6%	85.3%

Note: $P< 0.05$.

3 讨论

本研究针对高龄患者全髋关节置换术围术期的生理及心理特点，制定一套有效的流程管理护理模式，并在实验中取得了理想成效，缩短了患者平均住院日，髋关节功能恢复良好，无一例并发症出现，获得了较高的护理质量满意度。术前护理管理模式及时恰当的应用，不仅有利于患者尽快完成角色转变、纠正患者对自身疾病的错误认识，提高健康意识[19]，而且能使患者对自身即将经历的一系列治疗过程有所了解，减少恐惧，主动配合护理措施的实施，提高参与护理活动的自觉性，保障手术的顺利进行，降低手术风险[8]；术后护理管理模式可以获得较好的恢复成效，有效预防术后并发症的发生，提高手术成功率，使患者的生活质量大大提高[17,18]。本研究中对照组的一名患者即是由于术后疼痛害怕活动而导致下肢静脉血栓的发生，经过积极有效的治疗最终痊愈，但明显延长了住院日，而观察组中有效的疼痛管理，未有此类情况出现。出院护理管理模式充分表现出了护理人员视患者如亲人的理念，使患者感觉到出院后仍能心里有数，营造出了积极祥和的出院气氛，有多名患者

赠与表扬信、锦旗致谢。同时，护理质量满意度问卷的较高调查结果显示出流程管理护理模式在患者及家属中获得了较好的认可[20]。在对照组患者的调查中发现，由于知识的缺乏，患者术前焦虑症状明显，对于术前宣教的需求较高；术后的疼痛是患者及家属最为关心的，还有部分表现出过高的治疗效果期待；因此在以后的护理工作中需加强术前宣教及心理护理这方面护理工作的力度及广度。

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