

用心服務：老人照護機構服務品質管理之探討

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摘要

本文探討如何將心靈環保透過老人照護機構評估機制的設計落實在老人照護機構服務中。過往有關老人照護機構服務品質之評鑑指標豐富，本文將其分類為環境、管理、健康、社會/生活型態、工作人員和自主性六個面向。其中，也透過住民、主要照顧者、和機構負責人問卷訪談來釐清其主要重視的老人照護機構服務品質項目。最後，本文進一步探討如何將心靈環保落實在老人照護機構服務中，如、老人照護機構服務品質的提升在透過客製化的服務，尊重每一位個體所需；專業化的分工使照護者專注於其工作；健全的體系營造舒適、安全的環境。

關鍵詞：心靈環保；服務品質；老人照護機構

Abstract

The purpose of this study discusses how to incorporate the core concepts of the Protecting the Spiritual Environment into the nursing home evaluation in order to improve the service quality. Previous studies have established numerous evaluation criteria and indicators. This study classifies them into six dimensions, namely the environment, management, health, social/life style, staff, and autonomy. Building on the previous literatures, this study designs a survey evaluating the users, main care-takers, and service providers in order to prioritize the key service quality indicators. Furthermore, this study discusses how to implement core concepts of the Protecting the Spiritual Environment into the service provisions of nursing homes through personalized services, professionalism, and a comprehensive evaluation system establishment.

Keywords : Protecting the spiritual environment; service quality; nursing homes