

—原著—

介護老人福祉施設の実態と介護職員の評価

鈴木温子¹⁾, 山田好秋²⁾, 山村健介¹⁾新潟大学大学院医歯学総合研究科 口腔生理学分野¹⁾
新潟大学副学長 プロジェクト推進室²⁾Current Status of Nursing Care and Welfare Facilities for the Elderly and its Self
Evaluation by Care StaffAtsuko Suzuki¹⁾, Yoshiaki Yamada²⁾, Kensuke Yamamura¹⁾¹⁾ Department of Oral Biological Sciences, Niigata University Graduate School of Medical and Dental Sciences²⁾ Vice-president, Niigata University

平成 22 年 4 月 15 日受付 4 月 27 日受理

Key words : 介護老人福祉施設 (Nursing Care and Welfare Facilities), 介護スタッフ (Care Staff), 評価 (Evaluation), アンケート (Enquete)
リスクマネジメント (Risk Management)

Abstract

In 2002, the Ministry of Health, Labour, and Welfare introduced the principle that “many accidents can be prevented by providing high-quality services” as a part of its “Guidelines for Measures Relating to Risk Management in Welfare Services”, thereby designating measures for improving the quality of welfare services as a priority in risk management. In addition, the Guidelines also indicated that managers play key roles and responsibilities in these measures, and called for concerned parties to establish systems incorporating the perspective of risk management. In the present study, we aimed to elucidate the current status of nursing care and welfare facilities in Shizuoka prefecture by analyzing the self-evaluation of senior-level staffs, positioned between care staff and managers and providing guidance to care staff. Our analysis was based on the specific points and measures provided in the aforementioned Guidelines, and special attention was paid if the facilities fulfill the requirement for the nursing care and welfare facilities noted in the nursing care insurance system, namely, the facilities should always provide high-quality nursing care services for the resident. A survey was conducted on care staff with administrative roles working at one of 188 nursing care and welfare facilities (capacity, 50-100 people) in Shizuoka Prefecture in April and May 2008. A total of 107 responses were obtained (response rate, 57%). Four major categories of “organizational structure”, “systems and rules”, “personnel and ability”, and “culture and values” were created by modifying the check sheet created by Toyama et al, and each category was further divided into eight items for a total of 32 questions. Shortage and burnout of care staff have been major problems in recent years. However, the results of the present study indicated that not all care staff are dissatisfied or have a low motivation, and that at the very least, senior-level staff have a positive attitude toward their facility and coworkers. In addition, it was suggested that development of personnel and improvement of problems related to manpower may increase the satisfaction of senior-level staff and enhance their enthusiasm toward nursing care services, which may contribute directly to prevention of risks concerning users.

抄録

目的：厚生労働省は平成 14 年、「福祉サービスにおける危機管理（リスクマネジメント）に関する取り組み指針」に