

摘要

本研究旨在運用醫療照護失效模式與效應分析 (Healthcare Failure Mode and Effect Analysis) 方法，針對雲林縣社區 (疑似)精神病人護送就醫作業流程進行風險評估及提出預防對策。研究首先介紹了台灣社區精神病患照護的現況與挑戰，包括精神疾病就醫人數不斷增加、社會風險事件頻傳等，人數相較十年前 (2012 年 94.0 萬人) 成長 54.8% (衛生福利部，2022)。當病人處在自傷傷人之虞的邊緣中，現場判定能力就突顯出加強社區精神病人護送就醫流程的重要性。接著探討了醫療團隊在護送過程中所面臨的問題，如專業依賴性、職責分工不清等，並說明 HFMEA 的發展歷程及執行步驟。研究方法部分建立了 HFMEA 分析模式，包括風險指標等級矩陣表。研究結果分析部分，首先介紹了雲林縣衛生局的護送流程及組成 HFMEA 專家小組，再透過 HFMEA 步驟確認需檢視流程、分析可能失效模式、計算風險程度等，篩選出高風險失效模式，並針對這些模式提出對策建議，以防患於未然。最後，研究根據分析結果提出結論與建議，找出護送流程中潛在的 18 項失效模式，針對 5 項高 RPN 失效模式優先改善並制定 4 項相關對策。最終，評估對策方案介入後，危害指數總分 (Hazard Score) 由改善前的 39 分降至 16 分。本研究透過 HFMEA 找出雲林縣護送流程的風險點，並強化風險管控，提升護送品質與安全，保障公眾利益。

關鍵字：醫療照護失效模式與效應分析、社區精神病人、護送就醫。

ABSTRACT

This study aims to utilize Healthcare Failure Mode and Effect Analysis (HFMEA) to assess risks and propose preventive measures for the process of escorting (suspected) psychiatric patients to medical care in Yunlin County, Taiwan. The research first introduces the current status and challenges of community care for psychiatric patients in Taiwan, including the increasing number of psychiatric patients seeking medical treatment and frequent social risk incidents, with a growth of 54.8% compared to a decade ago (94.0 thousand patients in 2012, Ministry of Health and Welfare, 2022). The importance of strengthening the community psychiatric patient escorting process is highlighted, particularly when patients are at risk of self-harm or harming others. The study then discusses the issues faced by healthcare teams during the escorting process, such as professional dependency and unclear division of responsibilities, and explains the development and execution steps of HFMEA. The research methodology section establishes the HFMEA analysis model, including a risk index level matrix. In the results analysis section, the study first introduces the escorting process of Yunlin County Health Bureau and forms an HFMEA expert team. Through HFMEA steps, the study confirms the need to review processes, analyzes potential failure modes, calculates risk levels, and identifies high-risk failure modes. Recommendations are provided for these modes to prevent potential issues. Finally, based on the analysis results, conclusions and recommendations are drawn. The study identifies 18 potential failure modes in the escorting process of Yunlin County, prioritizes improvement for 5 high RPN (Risk Priority Number) failure modes, and formulates 4 related strategies. Ultimately, after intervention with the strategy plans, the Hazard Score improves from 39 points before improvement to 16 points. This research uses HFMEA to identify risk points

in Yunlin County's escorting process, strengthens risk management, enhances escorting quality and safety, and safeguards public interests.

Keywords : Healthcare Failure Mode and Effect Analysis (HFMEA), Community psychiatric patients, Escorting to medical care