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**Correlation of Quality Assurance System of Hospitals, Social
Worker's Attitudes toward Quality Assurance Activities, and
Quality on Social Services.**

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Correlation of Quality Assurance System of Hospitals, Social Worker's Attitudes toward Quality Assurance Activities, and Quality on Social Services.

ABSTRACT

Background : There have been many studies and efforts about quality management in health services, but there were not founded quality assessment on social services. This study was designed for understood level of quality on social service, identified for correlation factors of quality assessment on social services in general and teaching hospitals in korea.

Methods : The subjects of this survey were 80 leaders of social service units. The survey data from each subjects were measured to evaluate level of quality that service provider perceived of sample hospitals. Social worker's attitude of quality assurance activities, perception of quality assurance system in that hospitals were measured. Under the method of one-way ANOVA, t-test and correlation, associated factors of quality assessment in social work service was analyzed.

Results : The major findings were as following ; First, the level of quality perceived showed less score, especially the lowest was the score of quality of outcome. Second, social worker's attitude of quality assurance activities showed high score, but quality assurance system of hospitals showed less score. Third, the level of quality of social work service correlated positively with the quality assurance system of hospitals, social worker's attitudes of quality assurance activities.

Conclusion : The quality of social work service correlated positively hospitals's quality assurance system, social worker's attitudes of quality assurance activities. Therefore, to assure the proper level of quality, qualified for hospitals system of quality assurance, and needed to a educational program for enhanced social workers's attitudes in quality assurance activities.

Key Words : Social services, Quality assurance.

I.

. 1980

QA

(Quality Improvement ; QI) (Quality Assurance ; QA)

(1-7)가 (2,3)

(4,5) (11), (12),

(6,7) 가 QA

(13) 가

(8,9)

2

가

QI (, ,),

(7), (2-5)

(14) QI 가 , QI

QI 가 , QI

가 QI

(13)가

(11)

QA QI

가

가

II.

1.

1)

(1) : 가 가 ,

(2) : 가
가 가 ,
(assessment) ,

(3) :
, 가, 가 가 .

2)

(1) :
,
가

(2) :
가 ,

2.

Donabedian(10)

가

21 , 4 , 가

1 .

Cronbach's alpha 0.88 . 0.79

0.60 .

1 () 5 () 5 , 가

Cronbach's alpha 0.83 ,

0.80 .

1.

	11	0.79
	8	0.79
	2	0.60
	21	0.88
	3	0.83
	5	0.80
	6	0.87

3.

2000 가 1

가 2 101

2001 2 19 2001 4 10 ,

(self-administered)

80 (: 79.2%) ,

SPSS/PC+ .

Cronbach's alpha , (frequency)

(t - test), (one - way ANOVA) ,

III.

1.

1)

53.8%가 , 33.8%가 , 12.5%가
 2 501 800
 42.5% 가 , 62.5%
 1991 가 62.0% , 1980 25.3%, 1980
 12.7%

2.

	(%)	(%)	(%)	(%)
	6(12.0)	15(30.0)	29(58.0)	50(62.5)
	4(13.3)	12(40.0)	14(46.7)	30(37.5)
500	7(30.4)	14(60.9)	2(8.7)	23(28.8)
501 - 800	3(8.8)	12(35.3)	19(55.9)	34(42.5)
800	-	1(4.3)	22(95.7)	23(28.8)
1980	-	3(30.0)	7(70.0)	10(12.7)
1981 - 1990	4(20.0)	4(20.0)	12(60.0)	20(25.3)
1991 - 2000	6(12.2)	19(38.8)	24(49.0)	49(62.0)
	10(12.5)	27(33.8)	43(53.8)	80(100.0)

2)

68.8% . 30 가
 41.8% 가 67.5% 가 ,
 73.8% 3 5 가 39.2%, 5

10 가 36.7%, 10 24.1% . 가
 48.8% , , 18.8%, 32.5% .

3.

	(%)	(%)	(%)
20	2(9.5)	19(90.5)	21(26.6)
30	13(39.4)	20(60.6)	33(41.8)
40	9(47.4)	10(52.6)	19(24.1)
50	1(16.7)	5(83.3)	6(7.6)
	-	2(100.0)	2(2.5)
	7(36.8)	12(63.2)	19(23.8)
()	16(29.6)	38(70.4)	54(67.5)
()	2(40.0)	3(60.0)	5(6.3)
5	6(19.4)	25(80.6)	31(39.2)
5-10	10(34.5)	19(65.5)	29(36.7)
10-15	5(55.6)	4(44.4)	9(11.4)
15	4(40.0)	6(60.0)	10(12.7)
	7(17.9)	32(82.1)	39(48.8)
/	5(33.3)	10(66.7)	15(18.8)
/	13(50.0)	13(50.0)	26(32.5)
	25(31.3)	55(68.8)	80(100.0)

2.

4

4 2.34 (: 0.75) . 3.04 가
 , 2.78 , 1.19 가 .

4.

	3.04	0.58
	2.78	0.76
	1.19	1.34
	2.34	0.75

3.

1)

5 5 4.16

2.79

2.99

2.70 , 2.68

4.59 가

가 4.31 , 4.29 (3.96)

가 (3.64)

5.

	2.70	0.86
	2.99	1.05
	2.68	0.88
	2.79	0.81
	4.58	0.52
	3.96	0.67
	4.31	0.54
	4.29	0.56
	3.64	0.78
	4.16	0.47

2)

6

가 . 가

(P<0.05).

가,

가

6.

	n	t - value/ F - value			
500	23	2.49	0.89		
501 - 800	34	2.77	0.92	3.11	.050*
800	23	3.14	0.83		
,	37	2.57	0.91	75.36	.042*
	43	2.99	0.88		
	50	2.71	0.87	56.26	.276
	30	2.94	0.97		
1980	10	3.16	0.75		
1981 - 1990	20	2.63	0.92	1.13	.327
1990	49	2.78	0.94		
	80	2.79	0.91		

* P<0.05

3)

7

.

(P<0.05).

, 가

.

가
(P<0.01),

가

7.

		n	()
		25	3.98(0.77)** ¹⁾
		55	4.47(0.49)
20		21	4.02(0.60)
30		33	4.18(0.89)
40		19	4.34(0.51)
50		6	3.63(0.55)
		21	4.00(0.59)
		59	4.17(0.77)
5		31	3.95(0.93)** ²⁾
5-10		29	4.09(0.49)
11-15		9	4.60(0.42)*
15		10	4.50(0.47)*
		39	4.17(0.56)
/		15	4.17(0.58)
/		26	4.05(1.00)
		80	4.13(0.73)
1)	t-value	2)	F-value
		*	P<0.05
		**	P<0.01

4.

8

가

8.

	.160	.246*	.062	.161
	.281**	.280**	.091	.222*
	.240*	.303**	.056	.198*
	.255*	.355***	.115	.255*
	.149	.144	.227*	.223*
	.356***	.335***	.285**	.376***
	.207*	.113	.111	.158
	.169	.165	.055	.133
	.381***	.444***	.221*	.381***
	.232*	.163	.191*	.229*

* P<0.05

** P<0.01

*** P<0.001

IV.

(8,9).

Donabedian(10)

가 . 가 , ,
 가 가 , , ,
 가 가

가 .

가

4 2.34

가 3.04 가 , 2.78 . 1.19
 가 . 1950
 ,
 ,
 가 5 4.16
 2.79 .
 (2.99)
 (2.68) , (2.70)
 , QA 가 , QI
 , QA QI
 , 가 , 가
 ,
 QA QI
 , 가 QA
 (4.59),
 (4.31) (4.29)
 (3.96) 가 (3.64)
 QA QA ,
 , QA

. (7) 가
 , QI 가
 QI 가 (14)
 . 가
 가 , 가 ,
 , 가
 , ,
 가
 (2-5)
 (13)
 , (11)
 , 가
 가
 가 , 가
 가 ,

V.

, 4 2.34
 3.04 , 2.78 , 1.19
 , 5 4.10

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13. , , . QA ,

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14. , , , , .
 , 2001; 11(4): 54-69.

⋮

⋮

/ : /

	1	2
	/	
ICU		
/		
2		
/		
ICU	1. 1. 1 2. 1 3. post op care 2. 1. 1 2. 1 3. post op care 3. post op care 4.	
ICU	1. 2. routine care 3. 가 4. ICU bed 5.	