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部队医院实行军人持卡就医的问题与对策*

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摘要 目的:随着我国医疗卫生事业的迅速发展,医疗保障体系也在不断完善,医疗保障卡的应用就是医疗保障制度实现管理信息化、规范化的一种表现形式。本文针对部队医院军人在持卡就医中出现的的问题进行分析,并提出相应的解决对策,以更好地发挥军人保障卡的作用。**方法:**随机选取2010年8月至2012年7月在我院接受诊治的军人、家属、医院保障卡管理人员及医务人员共计852人,采取问卷调查和现场访谈的形式对军人保障卡在就医环节中存在的问题进行统计分析。**结果:**军人持卡就医环节存在的主要问题:持卡就医率低、保障卡的功能设置不合理、宣传不到位、保管与维护不便捷。**结论:**为改善部队医院军人保障卡应用中的问题,医院相关管理部门应加强宣传,倡导军人及家属持卡就医,提高保障卡的使用率。医疗保障卡的管理模式还需进一步改进,应充分体现便捷性。

关键词:部队医院;医疗保障卡;问题及对策

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Problems and Countermeasures on the Application of Medical Insurance Card for Military Members*

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ABSTRACT Objective: With the rapid development of the national medical and health service, the medical security system has become more and more improved with the application of medical insurance card which represents the information and standardization of the management for the medical security. This essay aims at the existing problems of the application of medical insurance card for military members, coming up with several countermeasures in order to make great use of the medical insurance card. **Methods:** 852 people, including the military man and their family members, the managers of medical insurance card and the clinical staff, who were treated or occupied in our hospital from August 2010 to July 2012, were randomly selected and investigated either by taking the questionnaires or face-to-face interviews about the existing problems brought by the application of military security card in military hospitals, and then the results were statistically analyzed. **Results:** The essential problems were as follows: lower rate of medical insurance card for the treatment; the unreasonable installation of function; less promotion or advocacy; the inconvenience of maintenance. **Conclusions:** It is indicated that the related managers of medical insurance card in military hospitals should take the responsibility of solving the existing problems and improving the utility of the card by means of promoting the advantages of the medical insurance card and giving advice to the military members and their families making great use of it. What's more, the management mode of medical insurance card should be modified to fit people's needs.

Key words: Military hospitals; Medical insurance card; Problems and countermeasures

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前言

随着我国医疗保障制度的不断完善,医疗保障的信息化管理也迅速发展,医疗保障卡就是医疗保障信息化最典型的表现^[1]。持卡就医不但能够促进医院优化医疗服务的流程,提升医务人员的工作效率,压缩患者的就诊环节,最大限度地为患者提供医疗保障,而且在一定程度上减轻了患者精神和经济的双重压力^[2-4]。对军队医院而言,医疗保障卡是近年产生的新事物,

是军人就医方式改革的一次飞跃。目前,持卡就医已经在很多军队医院得到了推广,并且取得了显著的效果^[5]。然而,随着医疗保障卡的深入应用,就医环节中存在的问题也越来越明显,无论是持卡就医的具体操作流程,还是医疗保障卡功能上的局限性,诸多因素的存在阻碍了医疗保障卡在实际运行中更好的发挥作用^[5-7]。为了充分利用医疗保障卡的优势,本文针对军人在部队医院持卡就医的环节中出现的的问题进行研究,分析导致问题产生的相关因素,并提出相应的解决对策。具体调查结果

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如下:

1 资料与方法

1.1 资料

随机选取 2010 年 8 月 -2012 年 7 月在我院持保障卡就医的军人、军人家属、医院保障卡管理部门的工作人员及医院的医务人员,共计 852 人。

1.2 方法

采用问卷调查或现场访问的方式对医疗保障卡在就医环节中的问题进行调查。问卷设计主要包括:个人资料、保障卡的认知度、保障卡的使用频率、持卡就医的操作流程及就医环节存在的问题等。根据 Likert 五级量表法,每题设置五个选项:非常好、好、一般、差、非常差。现场访问侧重于对问题产生的原因进行解释或说明。

1.3 数据处理

对回收问卷仔细检查,剔除无效问卷,采用 SPSS13.0 等软件分析,数据采用 t 检验。

2 结果

本次调查共发放问卷 900 份,成功回收 852 份,有效回收率 94.7%。其中,男 654 人,占 76.8%;女 198 人,占 23.2%;军人

420 人,占 49.3%;军人家属 134 人,占 15.7%;医保管理部门工作人员 108 人,占 12.7%;医务人员 187 人,占 21.9%。

2.1 军人及家属持卡就医存在的问题

在接受调查的 420 名军人和 134 位军人家属中,80.3%认为医疗保障卡的补办及维护不便捷;75.8%认为医疗保障卡对持卡人信息维护不及时;55.1%认为持卡就医的管理人员素质不高;44.0%认为持卡就医宣传不到位。

2.2 保障卡的管理人员持卡就医出现的问题

在接受调查的 108 位医院管理医疗保障卡的工作人员中,80.6%认为军人持卡就医率低;63.0%认为医疗保障卡的功能设置不合理;59.3%认为医疗保障卡的保管及补办不便捷;40.7%认为持卡就医宣传不到位。

2.3 医务人员持卡就医遇到的问题

在接受调查的 187 名医务工作者中,86.7%认为军人持卡就医率低;62.6%认为医疗保障卡的功能设置不合理;41.2%认为医疗保障卡的管理及补办不便捷;68.4%认为持卡就医宣传不到位。

综合分析调查问卷可知,军人持卡就医存在的问题主要是持卡就医率低、卡的功能设置不合理、宣传军人持卡就医不到位以及医疗保障卡的保管与维护不便捷。见表 1。

表 1 军人持卡就医环节中存在的问题

Table 1 Existing problems on the application of medical insurance card for the military

Problems	Military&family (n=554)	Respondents(n)	
		Administrator (n=108)	Clinical staff (n=187)
Inefficiency of fabrication	241(43.5)	33(30.6)	34(18.2)
Lower utility of treatment	157(28.3)	87(80.6)	162(86.7)
Delayed maintenance of information	420(75.8)	48(44.4)	77(41.2)
Unreasonable setup of function	205(37.0)	68(63.0)	117(62.6)
Lack of promotion	244(44.0)	44(40.7)	128(68.4)
Incompetent quality of administrator	305(55.1)	57(52.8)	58(30.0)
Inconvenient of management or reissue	445(80.3)	64(59.3)	77(41.2)

3 讨论

3.1 军人持卡就医存在的问题分析

3.1.1 持卡就医率低 在实行持卡就医之前,军人在部队医院就诊是免费的,而面对医疗保障卡这种新型就医模式,军人对此重视程度普遍不高,没能充分认识到持卡就医的重要性,造成大部分军人有卡不用的现象频频发生^[12,13]。因此,军人持卡就医率明显低于预期值。结合本文调查结果,80.6%的军人及军人家属对医疗保障卡的认识不够深入,普遍忽视持卡就医。

3.1.2 功能设置不合理 医疗保障卡涵盖了持卡人的个人信息,而个人信息会随时间的变化而不断更新。但是,医疗保障卡信息管理系统的软件更新或程序升级相对滞后,患者持卡就医时无法验证真实有效的身份而延误了治疗^[9,11]。本研究显示,无论是持卡人,还是受理部门的工作人员,甚至医务人员,普遍认为医疗保障卡的功能设置不合理、系统不健全,持卡就医环节问

题百出。

3.1.3 宣传不到位 对大多身处军营这种封闭式环境下的军人来说,持卡就医还是一个比较陌生的新生事物,对持卡就医的具体流程和注意事项并不清楚,如军人持保障卡如何就医、无卡如何就医,医院对无卡人员如何保障等。通过调查,我们发现医疗部门和部队后勤保障部门对军人使用医疗保障卡的宣传和指导不够全面,致使很多在职军人和退伍老兵因无法明确持卡就医的具体操作流程而选择其他方式就医,这就导致军人医疗保障卡的使用率偏低^[15]。

3.1.4 保管与补办不便捷 受目前医疗保障管理程序的制约,医疗保障卡的补办流程多、程序复杂、等待时间长等另多数军人在医疗保障卡受损、丢失或消磁后不愿补办新卡而无法持医疗保障卡就医。本文资料显示,军人对医疗保障卡的保管及补办不便捷这一问题的认同率高达 80.3%,值得我们反思。

3.2 解决军人持卡就医现状的对策

3.2.1 加强宣传 部队及部队医院应加大持卡就医的宣传力度,特别是对基层部队医改政策和持卡就医要求的宣传和教

育,切实转变军人对持卡就医的主观认识,鼓励并倡导军人持卡就医^[14]。医疗保障部门要充分认识到军人保障卡不仅是军人医疗信息的载体,也是身份的证明。因此,我们要大力宣传持卡就医,强化医疗信息系统对个人信息的

管理,以提高军人的持卡就医率^[16]。
3.2.2 完善制度 ①建立医疗数据更新制度,及时审核并反馈数据至医疗机构,缩短更新周期;②建立军区内部数据更新制度,定期将信息更新至医疗帐户;③建立应用技术指导中心,为军人解答医疗保障问题、指导军人如何持卡就医等;④改进医疗保障卡的功能设置,简化个人信息,优化就医流程^[17-19]。

3.2.3 改进管理 要保证持卡就医工作的顺利运行,关键是要加强工作人员的业务水平和素质,熟练掌握各软件的操作方法。因此,负责医院保障卡工作的相关人员进行系统的业务培训,确保管理的有效衔接,从而促进军人持卡就医^[20]。

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