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全科之声

——居家医疗未来可期，
全科医生大有可为

医养结合和“9073”的国家政策将居家医疗推向了我国长期照顾（long term care）的前端。广义来说，居家医疗指的是一种能有效整合资源，并且能在居所提供长期照顾服务的体系，例如医疗巡诊、长期照护服务、居家康复、居家营养、心理干预等。随着长期护理保险（长护险）试点的推进，居家医疗及护理（home-based medical/nursing care）在相关政策指导和引领下，陆续产出许多在管理模式、医疗模式及服务模式的创新，逐步有效地整合医保资源、民政资源及人力资源，为广大老弱失能长辈提供了住院、住养老院或在家但无人照顾之外的选择。

居家医疗面临的挑战主要存在如何达成“去中心化”的管理，在相关工作人员同时存在不同观点时，需要解决以下问题：如何达到有效监管、考核及计算绩效，同时要建立学习型组织，持续提升医疗护理品质，并解决医病关系、同侪关系中产生的冲突和矛盾，让家属顺心、长辈安心、医护人员尽心服务，尽可能提高长辈的生活品质及生命质量等。进一步说，居家医疗需要的是“关系的管理”，笔者团队在工作中，建立了一个以互联网为基础的医-护-长辈-家属的沟通平台，并且在其上进行照顾管理（care management），规范了医护人员的医疗护理行为，同时降低长辈、家属和医护人员沟通的门槛。这种工作理念和国际先进接轨，值得同道思考。

笔者认为，维持团结及高效的工作氛围，以及提高团队成员的专业度，是任何一个居家医疗团队运营中的重要任务。现在我国广大社会尚未全面理解居家医疗的内涵并接受服务，团队领导者需要在团队中格外注重结合居家医学和实务操作，竭尽全力沟通，并且保证工作人员的薪酬公平合理，在社区中注重宣传和公共平台的建立，尽心尽力听取各方的意见并达成共识。这种领导者的修养要求，恰好符合全科医生/家庭医生工作的核心内涵：以家庭为服务对象、整合社区资源、完善公共沟通、引领社区健康、全面管理生理-心理-社会-灵性的健康需求。

期望未来有更多全科团队加入居家医疗！

吴秉宪, 姚能亮. 居家医疗未来可期, 全科医生大有可为 [J]. 中国全科医学, 2021, 24 (19): 目次页.

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