

## 人物誌設計訓練在高齡照護護理教育的運用

### Implementation of Persona-based Service Training for Geriatric Nursing Education

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**研究目的** Persona-based service training (PBST) is an integrative approach based on empathy to provide fictional characters holistic services. Although geriatric nursing is highly dependent on the use of empathy to provide comprehensive care, it was rare to implement PBST in education. This paper demonstrates PBST in geriatric nursing. In our workshop implantation, the participants empathized with the persona and imagined future comprehensive care. The workshop results lead to a further understanding of how to advance geriatric nursing. The aims of the study were (1) to define the key elements for advancing geriatric care through the workshop and (2) to evaluate the effectiveness of applying PBST in the geriatric nursing education program.

**研究方法** We run a four-hour workshop in 2022 in the medical center of Taiwan, using personas of elderly patients and caregivers developed in a parallel research program. The workshop covered interpretation of the data from selected personas, description of stakeho

**研究結果** 37 nursing staffs were enrolled in the workshop. From the results of workshop and experience of the participants, the key elements for advancing geriatric care are divided into three aspects: (1) Personal preparation: Critical thinking, creativity, refinement, empathy, motivation, confidence, and delicacy; (2) Execution methods: Reform and innovation, standard process, feasible, problem-solving, and coordinated with policies; (3) Supply content: individuality, meeting needs, diversity, and with holistic view. Participants clarified 121 care needs, produced 35 service design ideas, and

completed five solutions of the storyboards. The scores for knowledge, confidence, and motivation of geriatric care were significantly higher after the workshop.

**護理應用** Using PBST could define the key elements of advancing geriatric care and is an effectiveness method of nursing education.

**關鍵詞** Persona-based service training, Persona, Geriatric care, Nursing education。