

教育部 學海築夢

大專校院海外專業實習心得報告

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上圖為全體學生與許玉雲老師、Dr. Angela Chen 及 Dr. Carol Baldwin 合照

Travel in America
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緣起

成大護理學系自2003年開設「泛文化護理研討」，至今已有8年歷史。此課程提供護理學系學生至美國著名大學之護理學院和周邊社區健康機構參訪與實習，使學生直接深入了解美國及其多元文化影響下之醫療體系結構、護理人力規劃、健康照顧現況、最新研究發展方向及各種族之健康問題等。課程中並提供機會讓學生直接與當地醫療機構之健康專業人員及研究人員等進行交流、觀摩、學習與互動，也充分準備本國照護議題進行口頭報告與雙向實務討論與分享，透過課程設計讓學生親身經驗

不同文化之教學與醫療照顧，激勵學習意願與提升思辯能力。

2008-2010 期間，此科目海外學習計畫實習機構主要為西雅圖美國華盛頓大學護理學院。此課程將在 2012 年改至美國亞利桑那州立大學 (Arizona State University; ASU) 護理暨健康創新學院 (College of Nursing & Health Innovation)，在此處本課程將著重於強化進階護理實務與實証護理學習，學生將安排至附設醫療機構和社區健康照護機構實習。美國亞利桑那州立大學護理暨健康學院與成大護理學系已建立極佳的合作學習基礎，雙方在 2008 年簽訂學術合作和交流協定。2009 年 ASU 護理暨健康學院之教授 Angela Chen (台大護理學系畢) 曾訪問本系，進行學術交流。期望透過跨國醫院與社區機構見習模式，薦送護理學系學生至海外進行護理專業課程的實習模式，增加學生學習最新臨床護理照顧技能，並建立護理學系學生照顧不同文化背景的自信與能力。

本系未來計畫於美國、加拿大及澳洲等國家之知名大學護理學院逐漸增闢護理學系學生定點見習與實習、延長角色模範的見習時間，並與合作學校或機構研擬本校護理學系學生於當地醫療機構從事臨床實習之合作計畫，以培養具國際視野及實務經驗之護理專業人才。

行前說明會、實習機構報到

行前準備課程主要為英文強化課程、預備口頭報告和海外學習準備。英文強化課程每週進行一次，一次約 90 分鐘，由 Rita Tsai, Paul Saunders 及 Antonio Cheung 共同授課，全程為英文授課。授課方式除了講義口語授課之外，並進行團體討論以及角色扮演，主題包含 Presentation skills, Travel English 及全民健保等，給予學生充分時間練習聽力及口說能力，並加強旅遊常用英文。為了讓學生至 ASU 與當地學生和老師能分享台灣健康照護現狀，以期達到學術交流之目的參加學生分為兩組，進行主題為「慢性病管理 - 以腎臟疾病為例」及「災難護理 - 以莫拉克颱風為例」，每組報告 15 分鐘。學生們需在準備過程中閱讀相關文獻與書籍，並上台演練，藉此增進英文聽說讀寫之能力。

海外學習準備課程，由許玉雲老師在 3 次

課程中講解美國簽證過程與過海關注意事項以及海外學習和生活經驗。6 月 1 日特別邀請 Angela Chen 老師返台省親之際，與同學見面，講解海外學習課程和 Phoenix 生活注意事項。

於 6/26 日深夜抵達鳳凰城機場，隨後一行人搭車到達住宿地點 Holiday Inn Express, 旅館距離 ASU Downtown Campus (護理學院) 很近，走路只需 6-7 分鐘，一般人對美國 Downtown 印象都是髒亂與治安差，但是鳳凰城的市區治安和環境不錯，降低住宿的安全顧慮。

經過一天的休息，同學在 6/28 開始到 ASU 學習計畫，課程內容包括 ASU 學校簡介與環境介紹、護理執業師的歷史與角色、模擬教室參訪、災難護理、慢性病與生活形態、NP 見習、個案報告與討論、英文期刊發表（附件二）。同學分批實際見習 Nurse Practitioner (NP) 執業情況，實習場所在 NP Healthcare Center-Grace Center，同學們與護理執業師一起看病人，由收集病患資料，確立健康問題，下診斷到，給予個案處方和健康諮詢，隨後也有機會與護理執業師討論個案問題情境。學生們有機會可以看到在美國文化與健康醫療體制下，NP 發揮獨立功能與工作現況。

此外，災難護理也是此次學習重點

之一，同學藉由事先觀看 DVD 瞭解遠距通訊醫療照護在災難護理中重要角色，Dr. Carol Baldwin 分享災難發生檢傷分類與創傷症候群 (PTST) 辨識之重要性。

在課程最後一週，由 Dr. Angela Chen 帶領學生做個案報告，個案來源 NP 見習之個案，2 位同學一組，分別做 15 分鐘報告與 20 分鐘討論，報告當時，許玉雲老師已離開 Phoenix，但是仍可以藉由視訊，瞭解同學報告內容與狀況，唯一缺點是視訊品質不佳，影響雙方討論。

計畫執行感想與建議

由撰寫學海築夢計畫書，與合作機構洽商、到親自帶領學生到海外學習，對教師而言是一種挑戰。特別的是，今年的海外實習計畫對成大與 ASU 雙方而言，都是第一次接觸，無論是課程的安排到學生的住宿安排都在互相琢磨，學費和課程安排討論許久才定案。與參訪合作機構的溝通協商也是一大學問，洽談老師需在滿足學生的需求和校方和學生經費之間取得平衡。學生也因此次海外學習，瞭解美國高學費時代的來臨，更加珍惜自己的在海外學習機會與慶幸自己在台灣低學費政策之下能在大學接受高等教育。

很多海外學習，都是參訪活動，有人認為走馬看花，根本學不到東西。其實，課程的設計與指導很重要。本計畫的同學

剛開始接到課程 schedule，也認為很輕鬆，因為時間安排沒有很緊，但是等到課程開始，才發現沒有想像中的輕鬆，因為每一堂課都有指定課前閱讀和功課，而帶隊許玉雲老師也帶領同學於上課前進行小組討論，實習與上課結束後做心得分享，並於要於 3 天內繳交反思心得，雖然老師要求很嚴格，同學感受到學習壓力，但是同學反應極佳，認為這樣指導下，可以真正學到東西，而不是只有走馬看花參訪而已。

因礙於經費限制，今年帶隊老師無法像以往一樣全程參與學

生海外實習，只能與學生相處2週。帶隊教師必須在短時間使學生在食衣住行方面盡快妥善安置，讓同學找出方向感，學習獨立自主能力，並且要提醒學生注意住宿與生活安全。此外，帶隊老師也要盡量在正式與非正式場合找到可應用資源，在海外拓展人際關係與掌握任何可能的學習機會。在此期間，遇到在 ASU 護理學院博士班就讀的二位台灣學生，張淑明與陳真佩。陳真佩小姐在課室上報告美國執業護理師 (NP) 的歷史並分享親身在美國當 NP 的實務經驗，讓同學獲益頗多。最後還替同學安排參訪 Phoenix Baptist Hospital, 使同學能比較不同文化下醫院硬體、與軟體環境之差異。張淑明同學分享自己語文學習與求學經歷，告知同學培養獨立生活的重要性，淑明也帶領同學適應 Phoenix 生活。在 7/4 日與同學參加美國國慶煙火慶典場合，也認識當地就讀的台灣同學，拜科技之賜，我們同學利用網路與這些新認識的朋友，交換海外學習經驗，以及許多當地生活與旅遊指引。

讓學生到海外學習有機會分享報告台灣的照護經驗很重要，今年帶隊老師主動向 ASU 表達，將安排成大學生參與報告，

主題分別為：「慢性病管理 - 以腎臟疾病為例」及「災難護理 - 以莫拉克颱風為例」。雖然學生要利用實習與上課空餘時間準備，歷經無數次主題和內容討論與演練，最後學生能以流利英文和深動內容演講，讓 ASU 師生對於成大學生留下極佳印象，所有參與學生獲得極佳的榮譽感。

對於未來課程之建議，可以增加醫院參訪行程，雖然事先爭取，希望 ASU 安排醫院參訪行程，但是 ASU 以本身沒有附設醫院，所以未安排醫院參訪，幸而，後來到達當地後，經由他人協助，讓同學有機會一窺美國醫院實況。美國學費高漲，對於未來我們去海外學習計畫而言，是一大阻力，希望教育部相關單位能提高補助經費。

整體而言，由學生的反應與老師的觀察，今年至 ASU 築夢計畫的實施是成功，這要感謝教育部提供經費，以及成大醫學院協助語言強化課程和 Angela 老師居中協調和設計課程，更要感謝成大護理學系張瑩如主任與系辦公室在經費籌組上的支持。



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大專校院海外專業實習心得報告

護理學系大學部三年級林室均 實習國家：美國 日期：June 28 - July 26, 2012
實習機構：Arizona State University College of Nursing and Health Innovation and the Center for World Health Promotion and Disease Prevention

Preface

Speaking of the reason I participated the summer program, I would say it's all about reaching for a dream. A dream that one day I will become better, perhaps in language skills, clinical experience, global view. However, the way heading to America wasn't that easy. I spent a semester participating a language course, attended an international conference, team worked with other undergraduates and graduate students, made role plays, and gave many presentations, in order to improved my language skills.

After a long journey, we finally received our certificate of completion in ASU summer program. What we went through was like counting rock layers on the Grand Canyon or spines on a cactus – we went through so much that I do not know where to begin. First, I will describe our daily life in our academic activities,

observations, money management, museums and landscape visits.

Life Management & Entertainment

As the saying goes, "Science is organized knowledge; wisdom is organized life." From physical, financial, to spiritual



and social, we prepared in these four aspects to ensure to have a save and satisfactory trip.

As first step, I opened my own account as soon as I was settled. By following the sale and service specialist advice, I set up the “eBanking”. This is an account for customers who prefer to use self-service options and electronic access. It allowed me to manage my account easily through the internet without any management fee! In addition, I managed every expanse from our room with three other roommates, which reminded us to rethink and control the budget before buying anything.

Moreover, as a group, we listed and discussed all the activities we wanted to do during our stay. We searched online or posters for informations about museums and galleries. Most of them were for free during specific time. We would scratch it out from our list when we accomplish it.

My favorite galleries were on the Main Street in Scottsdale. Whether it's Modern, Abstract, Western or Impressionism, the weekly Art Walk event had countless of works from over 1000 artists! It was a luxurious entertainment to walk on the streets, admiring all the arts, and listening to the artists talking about their works. Each photograph, sculpture or painting had its own story, some even related to Arizona culture, that really worth discovering.

- Other museums like Art Museum, Arizona Science Center, Doll and Toy Museum, Firefighter Museum, and the Desert Botanical Garden are all compelling attractions. Among all the cacti, Queen Victoria's Agave is one of my favorite species, noted for its streaks of white on sculptured geometrical leaves, like a crown of the queen. The other reasons why I love that place was not only because they had excellent exhibitions, but because their museums emphasized a lot on education and research.

We also found a travel agency which offered great tours around Arizona's wonders, the Grand Canyon and Sedona's amazing Red Rock at a very reasonable price. They were the most exciting part in our trip! I loved all the photo stops, stunning views, and cultural exhibits. It made me feel closer to the Mother Nature. Houses blending into



the rock colors, mule deer resting under the trees, everything seemed so tiny in this powerful and inspiring land. Only the rock layers formed by the water currents could the secrets of their ages.

Acknowledgement & Conclusion

The successful summer program was truly the result of a team effort. So many individuals were involved in the academic activities, educational observations. It was a pleasure and honor to participate in such a vibrant, collaborative process and to learn with such knowledgeable teachers and dedicated classmates.

First of all, I appreciate professor Angela Chia-Chen Chen and professor Yu-Yun Hsu guiding the planning and implementation of this new academic program, managing all the diverse tasks involved with many administrators, faculty and staff between the two universities in order to give students the best benefit for learning. Second, many thanks to Sylvia Pena Hayashi, the health nurse practitioner in Grace, for teaching clinical skills in conducting assessment, diagnosis, and treatments, and always being available to answer our question and provide clarification during our observership. After three hours of observation in Grace and seeing the NPs showing exceptional com-

petence, not only opened my eyes, but also reminded me to improve myself and become a better healthcare professional.

Third, special thanks to senior Chen-Pei and Shu-Min Chen for arranging the Phoenix Baptist Hospital visit, ASU Tempe campus tour, and a fabulous traditional American cuisine party. They jumped up, dusted themselves off and took over, making our first summer program so enjoyable. Carol Baldwin, director of the center for World Health Promotion and Disease Prevention, arranging a series of wonderful courses, and sharing countless of references and her professional experience. Her contributions were invaluable.

As for all the students, we have tried our best to avoid the hiding-in-my-hotel approach and instead have been bringing transit books and schedules to wherever places, and venturing out in Arizona. As the saying goes, "any fool with a plan beats a wandering genius." I'm happy that every member in this group made an aggressive attempt to do something never done before, leaving without regrets, and made lots of foreign new friends.

Moreover, the summer program allowed me to learn more about culture care, systems of health delivery and policy in America. Learning that respecting and appreciating the diversity of culture,

using an understandable language while providing healthcare, implementing culturally responsive health promotion and disease prevention, facilitating international faculty workup, forming global connections and new relationships are all very important issues in trans-cultural nursing.

Without the support of all the teachers, faculty, staff and classmates, none of this would be possible. I will definitely recommend my junior classmates to participate in this program next year, because there are so much things to learn in Arizona that are beyond imaginations than just a desert!

