



Experience of Periodontics Counter-Referrals Through the Continuity of Care Platform (8 Months)

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Abstract: The Continuity of Care Platform (PCA) was created as part of the commitment by High Public Management (ADP). The PCA has evolved through various clinical meetings between Primary Health Care (APS) specialists from the Metropolitan South Health Service (SSMS) and secondary level specialists, aiming to reduce re-hospitalization rates due to complications of chronic diseases in prioritized users listed in the PCA Manual. Additionally, the PCA is integrated with the electronic record Tracker®; since January 1, 2023, counter-referrals from the secondary level (Barros Luco Assistance Complex) to APS have been actively coordinated. Before the implementation of the PCA, the completion rate of follow-ups for counter-referrals was 40% in epicrisis.

Keywords -Health Information Interoperability, Public Health Informatics, Continuity of Patient Care, Electronic Health Records, Periodontics

I. INTRODUCTION

The Continuity of Care Platform (PCA) was created as part of the commitment by High Public Management (ADP). The PCA has evolved through various clinical meetings between Primary Health Care (APS) specialists from the Metropolitan South Health Service (SSMS) and secondary level specialists, aiming to reduce re-hospitalization rates due to complications of chronic diseases in prioritized users listed in the PCA Manual [3]. Additionally, the PCA is integrated with the electronic record Tracker®; since January 1, 2023, counter-referrals from the secondary level (Barros Luco Assistance Complex) to APS have been actively coordinated [2]. Before the implementation of the PCA, the completion rate of follow-ups for counter-referrals was 40% in epicrisis [1].

II. OBJECTIVES

This study aims to describe the number of counter-referrals generated by the Barros Luco Assistance Complex (CABL) through the Electronic Health Record Tracker® and their active management towards APS via PCA from January 1, 2023, to August 31, 2023, by the Periodontics Team.

III. METHODOLOGY

This population study evaluates the total number of counter-referrals by the CABL Periodontics Team from January 1, 2023, to August 31, 2023. Descriptive statistics of centrality measures between the date of counter-referral and the effective appointment date (effective care) of the patient in APS were performed. The results are

expressed in absolute numbers and averages with percentages. Given the nature of the study, ethics committee approval was required for using patient clinical records information to ensure the protection and confidentiality of the information. Completed follow-up means that the patient must be seen in the Dental Box within 30 days.

IV. RESULTS

All counter-referrals from March 1, 2023, to August 31, 2023, were included, and the average follow-up period (effective care) of the counter-referrals by APS was calculated. During the period from March 1, 2023, to August 31, 2023, the total number of counter-referrals was 364, of which 257 had completed follow-ups. The average follow-up completion rate during that period was 70.6%. Additionally, the average waiting time between the secondary level and APS for all patients was 20 days.

V. CONCLUSIONS

The data demonstrate active coordination with the corresponding care in APS establishments of the SSMS through the PCA integrated with the Electronic Health Record Tracker® [2]. With an average follow-up completion rate of 70.6% during the entire period, this indicates the functionality of the system (care provided in the Dental Box) in the described period after the counter-referral was generated by the Periodontics Team. This opens the possibility for future research to evaluate the effectiveness of patient care continuity between secondary level and APS using such Electronic Health Records, and its potential impact on Public Health Informatics.

Acknowledgements

We thank all the health professionals involved in the counter-referral process and the PCA platform development team for their invaluable support.

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Funding -*None*

Acknowledgements

Metropolitan South Health Service (SSMS) and Investments and Projects Department (IIOO)