Patient referral implementation guideline
content

- Defining referral
- Referral system work flow
- Roles and responsibilities
- Management of the referral system
- Typical patient flow
- Accountability
- Monitoring and evaluation
**Ethiopian health tier system**

- **Tertiary level health care**
  - Specialized Hospital
    - 3.5 – 5.0 Million

- **Secondary level health care**
  - General hospital
    - (10,000,000-15,000,000) people

- **Primary level health care**
  - Primary hospital
    - 60,000-100,000
  - Health center
    - 15,000-25,000
  - Health post
    - 3,000-5,000

- **Health center**
  - Urban: 40,000
  - Rural:

- **Primary hospital**
  - Urban:
  - Rural:

- **Specialized Hospital**
  - Urban:
  - Rural:
Defining referral

- Referral is a process by which a health worker/facility transfers the responsibility of care to another health worker/facility or social worker.
- Two way process and ensures continuum of care.
- Referral can be vertical, horizontal or diagonal.
- Public, private, community based, traditional and alternative medicine practitioners.
Intro....

- **Rationale**: continuum of care
- **Benefits** of good referral system:
  - increases the efficiency and effectiveness of the health system
  - strengthens peripheral health facilities and improves decision making capacity at lower levels
  - promotes cooperation and complementation between the three levels of care
Elements of a referral system

- Group of organizations
- Coordinating units
- Focal persons/liaison officers
- Directory of services
- SOPs
- Standard referral form
- Feedback loop
- Documentation
Content of service directory

- General information of health facility
- Addresses of CEOs and MDs
- Liaison officers contact details
- Type of health professional available
- Type of service provided-clinical & diagnostic
- Weekly schedule of specialty cases
Reasons for referral

- Medical and in the interest of the patient
- Expert advice
- Technical examination
- Technical intervention
- Care beyond the facility’s capability
- Unavailability of resources
roles and responsibilities

- **Referring health worker**
  
  - knows what, where and when to refer
  - Fills referral form and attach documents
  - Explains to patient-reason, preparation, cost, expected outcome
  - Answers queries from liaison officer or receiving facility
  - Secures result of referral
Roles contd

- Receiving health worker
  - Responds promptly to consultation requests
  - Feed back with all required information
  - Communicates with the patient findings
  - Not to undermine referring worker by any means
Roles and responsibilities

- **Referral coordinator/liaison officer**

  - Responsible for both referrals in and out
  - Facilitates scheduling by using communication methods like tele...
  - Ensures availability of service at receiving end
  - Facilitates transportation for emergency cases
  - Keeps referral registry
Role and…

- Referring facility

- Ensures staff awareness
- Continuous supply of referral form
- Keeps directory of health facilities
- Ensures recording of referral activities
- Devises mechanisms to track referral
- Provides transport to emergency cases
- Assigns referral coordinator/liaison officer
Role and...

- *Receiving facility*

  - Assigns referral coordinator
  - Ensures staff at point of entry understand referral process
  - Ensures referred patients are seen by appropriate professional
  - Considers attached investigations
  - Ensures prescheduled referrals are seen without delay
  - Devises follow up plans
Management of referrals

- Facility level
- Regional and woreda levels
- FMOH level
Management contd...

- **Facility level**

- Referral coordinator coordinates all referral activities
- Records, compiles, analyzes and interprets referral data
- Arranges regular review meetings within and outside health facility
- Supportive supervision
- Ensures feedback is sent
Regional health bureaus

- Equip health facilities as per standard
- Assign referral coordinating unit
- Prepare regional service map and directory
- Referral SOPs
- Community awareness
- Priority to emergency without any restriction
- Regional registry
- Regular meetings to analyze and take measures
FMOH

- Assigns referral focal unit
- Initiates legislation, policy as necessary
- Sets standards for health facilities
- Capacity building
- Monitoring and coordination at national level
- Revision and updating the document as necessary
- Assists regions with preparation of directory
Typical patient flow

- Typical referral patient flow.doc
Accountability

- Monitoring mechanism by RHB and FMOH
- Legislation
- By pass fee
- Queuing system
- Public education and communication
- Equipping health facilities as per the standard and building public confidence
Monitoring and evaluation

- Referral rate
  The number of referrals per 100 new patients
- Acceptance and compliance of referrals
THANK YOU