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Conference Abstract

Elaboration of indicators to assess coordination across levels of care

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Abstract

Introduction: Improvement in coordination across care levels has become one of the priorities for responding to emerging challenges in health care. However, indicators to evaluate comprehensively coordination have been limitedly developed.

Aim: To present a set of indicators to comprehensively measure informational and managerial coordination across care levels.

Methods: A systematic review of literature to identify indicators was conducted in May 2010. Indicators were analysed to identify attributes of coordination and then, classified according to the

type, dimension and attribute they address. Indicators were then discussed within an expert team, and adapted or newly developed and its relevance, scientific soundness and feasibility examined. Results: 52 indicators were identified, which addressed 11 attributes. Final set of was composed by 21 indicators: Information transfer is evaluated based on information flow (4) and adequacy of shared information (3). Managerial coordination indicators evaluate care consistency through diagnostic testing (2) and medication (1), care provision at the most appropriate level (2), completion of diagnostic path (1), and follow-up –communication, and follow-up after hospital discharge- (4) and accessibility across care levels (4).

Conclusion: A set indicators to analyse coordination across care levels has been elaborated, which could be employed to detect strengths and weakness in coordination as well as to benchmarking among providers.

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Keywords

care coordination, comprehensive health care, patient discharge, interprofessional relations, patient care planning, healthcare indicators
