

Patient and carer perspectives of transitions across acute, sub-acute and primary care

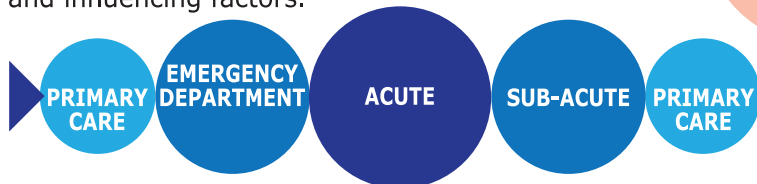
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BACKGROUND

Understanding patient and carer experiences is integral to delivering services that are not only evidence-based and clinically effective but also respectful of and responsive to the needs and preferences of patients. This study explored the experiences of older people who present to the emergency department and then transfer across acute, sub-acute and primary care services.

METHODS

An exploratory, longitudinal case study design involving a purposive sample of 19 patients and their carers: Ninety-three semi-structured interviews and medical chart reviews. Within case analysis of patient interviews (3 time points) and carer interviews (2 two time points) are presented in thematic storylines which captured experiences and influencing factors.



DISCUSSION

Genuine and transparent involvement of patients and carers in care planning processes is required to optimise patient experience. Care transition coaching to promote self-advocacy and system navigator roles that assist patients, carers and service providers to identify appropriate referral and access options can assist older people and their carers to proactively manage care transitions.

“I was getting better according to them. I felt that I could have stayed a bit longer.”

“They asked did we need any help and I explained that my wife and I are quite capable. We're not real old. My wife is 70 and I'm nearly 74 and we're both capable.”

“Of course, if anything bad starts to happen...I can contact my doctors by ringing the hospital and more than likely I would be told to come into the hospital to be readmitted.”

“I never questioned what they were doing because they know what they do.”

“We seem to go from one health professional to another one who will refer us to another one and we go the rounds ... and then back again to a GP.”

“He phoned me a couple of days later and updated me with all of the information which was fantastic.”

RESULTS

Patient and system factors influencing transitions

