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Abstract Planned Workshop

Strategies to improve resolution in primary care

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Abstract

Developing primary care can only be achieved through the objective improvement of its resolution. We understand resolution as the capacity to solve as many health problems within primary care and so minimise referrals to secondary levels of care (including hospital, mental and social care). Moreover, it has economic implications as it has been proven in the literature. Resolution may be approached from different perspectives and use different elements such as accessibility, continuity or comprehensiveness. It is also conditioned by health system structure, the level of primary care autonomy, demographics and socio-economic context. A review of strategies based on real implementation cases will be provided to illustrate a draft model to improve primary care resolution. Therefore, the goal of the workshop will be to refine this initial model for primary care resolution from real experiences brought by participants. Both strategies and instrumental approaches will be covered and included in the model. To reach these goals, participation will be encouraged through blended working groups and discussion of new strategies and cases. As a final result, the model will be improved to be used as a practical tool to establish a new resolution strategy.

Keywords:

resolution, effectiveness, gate keeping, referrals

Presentation available at: <http://www.euprimarycare.nl/istanbul/conference-programme-efpc-2013-istanbul-results>