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Poster Abstract

Acting, collaborating and translating strategies to enhance patients' treatment follow up practices at a tertiary psychiatric hospital

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Abstract

Introduction: Psychiatric patients have higher treatment default rates of 20 % (1)

This paper explores the reasons patients default and the action, collaboration and translation of case management interventions taken.

Method: 404 patients defaulted treatment from August 2012 to July 2013 and were referred to the Case Manager (CM). CM conducted telephonic case management, rescheduled appointments and sent reminder letters. CM collaborated with caregivers, providing psycho-education. CM telephoned patients 3 days before their appointments and met them at the outpatient clinic. Results of the CM strategies analyzed using Microsoft Excel.

Results: Out of 404 defaulters, 1% passed away due to illness or old age, 6% were followed up by GPPP and private psychiatrists, 5% were seen by Step-down care doctors, 5% forgot their appointments, 5% had work commitments. 8% were un-contactable, either changed phone number or moved to another address. 70% said they were well and refused to come for follow up. After CM intervention, more than 50% turn up for their subsequent appointments.

Conclusion: Comprehensive active collaboration and the translation of CM strategies, promote positive patient treatment compliance after discharge.

Reference

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