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Poster Abstract

Implementing and evaluating e-communication to improve intersectoral cooperation between hospitals and local communities

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Abstract

Background: There has been an increased focus on how to improve the quality of care to patients that receives services from more than one sector in the health care system. An important factor is rapid and timely exchange of communication between hospitals and communities that provides services for the patient. The Region of Southern Denmark has implemented e-communication to improve the intersectoral cooperation. Communities and hospitals in the Region of Southern Denmark agreed to adhere to specified quality standards for the content and timeliness of information exchange in-between the two sectors. The initiative was initiated in 2009 and the quality standards are continuously revised.

Aim: To evaluate to which degree the specified quality standards have been complied.

Method: An explicit audit performed in all local communities and at selected hospital departments from all five hospital units in the Region of Southern Denmark focusing on:

- timeliness and content of hospital admission report from the communities
- timeliness and content of correspondence messages from hospitals to communities

These informations are registered in a form by the recipient of the information. Data will be analysed at the regional Centre for Quality. Results from each hospital and local communities will be presented at local audit meetings, in which challenges and initiatives to address those are discussed.

Results: The audit is ongoing and results will be presented at the conference

Keywords

e-communication; intersectoral cooperation; audit; evaluation; practice

PowerPoint presentation

<http://integratedcarefoundation.org/resource/icic15-presentations>