



The effects of integrated outpatient services for people with disabilities

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Introduction

According to the questionnaire of ministry of interior, Taiwan, 68.8% of people with disabilities had regular visits for doctors. However, 57% of the population had difficulties to visit the hospital independently. They encountered problems such as registration in the hospital counter or traffic issues. In 2014, We established integrated outpatient services for people with disabilities in our hospital.

Purpose

In this service program, a case manager assessed patients with disabilities and arranged appointment to medical specialties, including internal medicine, physical medicine and rehabilitation, psychiatry and more, according to patients' needs. During the same visit, patients with disabilities could see all specialists they need in one visit session, in one clinic room. In addition, patients paid medical fees for a single visit in the integrated outpatient services, which lowers the financial burden for the patients. The aim of the service program was to improve the medical quality, to overcome the obstacles during medical visits for patients with disabilities, and to save patients' money.

Results

From June 2015 to June 2017, there were 2325 people received service counselling and 2279 people applied for the integrated system annually. For age distribution (figure 1), most patients were between 51 and 60 years of age. For disability classification, most of the patients were diagnosed with neuromuscular deficits and related disabilities (figure 2). In all, there were 689 doctor visits annually. The outpatient clinic specialties patient visited was 1.45 in average. Physical medicine and rehabilitation visits accounted the most. 78 doctor (11.32%) visits were reported. For health-related behavior analysis in the people with disabilities, smoking accounts for 23%, alcohol drinking 13.5% and betel nuts 5% (figure 3). For disease analysis, hypertension accounts for 18.8%. For patients' feedback, satisfaction rate was over 90% in the questionnaire of integrated system.

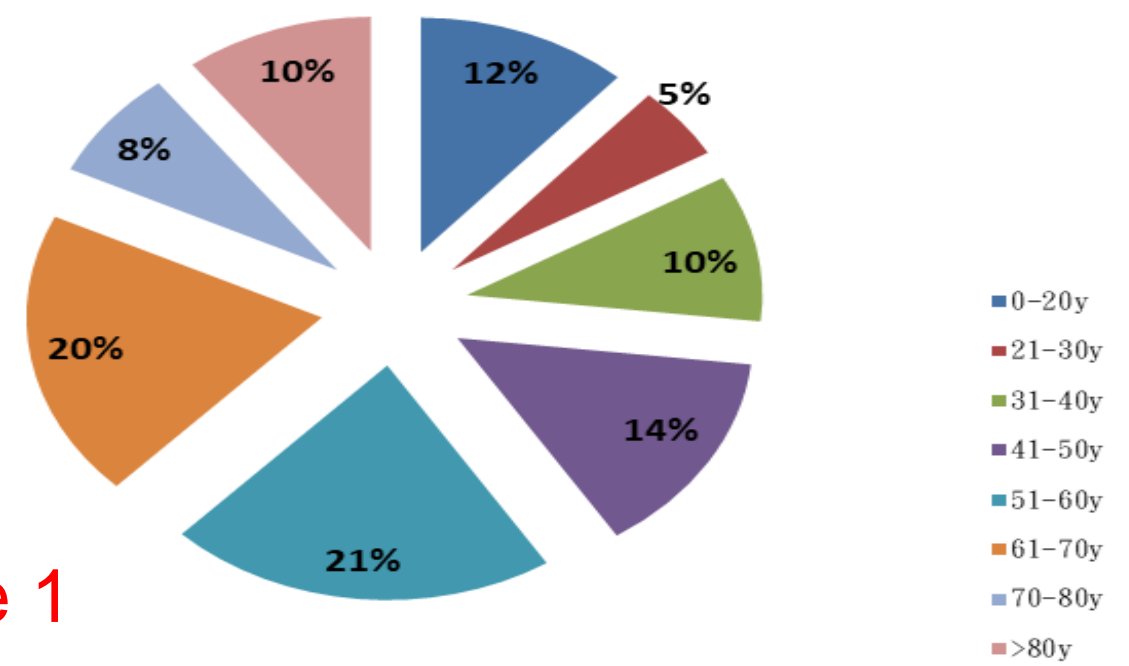


figure 1

Results

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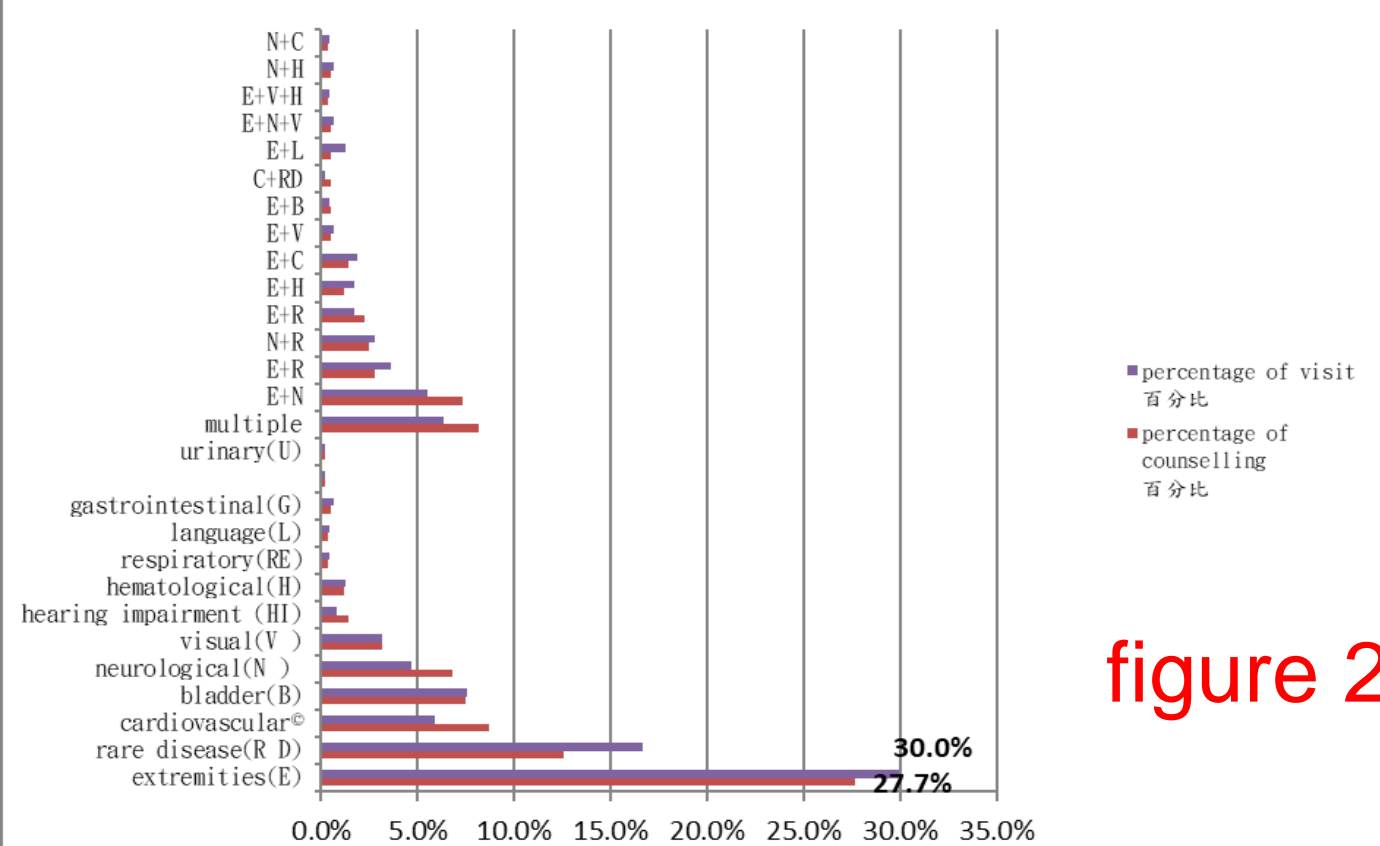


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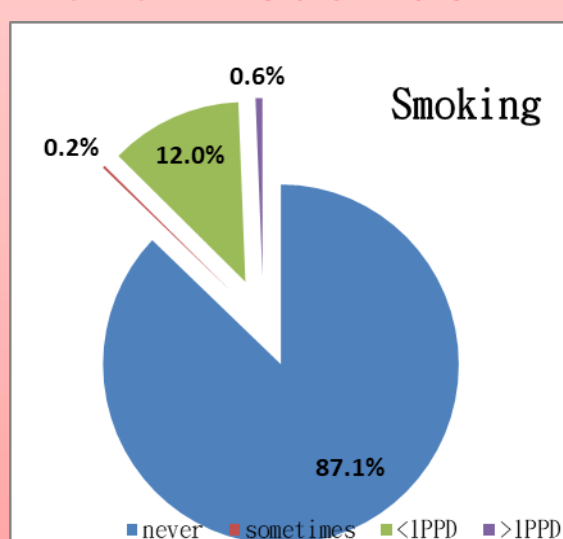
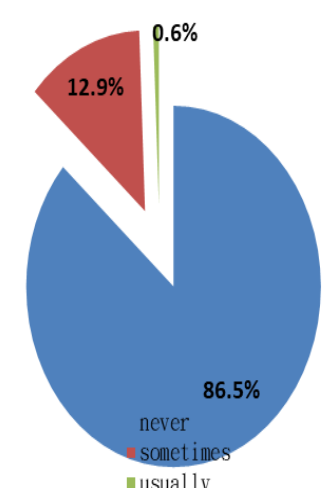
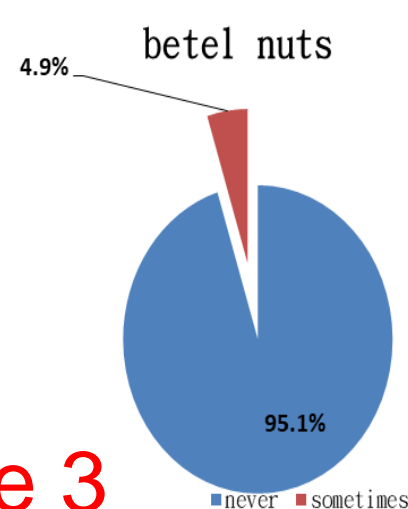


figure 3



Conclusions& Comments

The effects of integrated outpatient services for people with disabilities in Taiwan showed high satisfaction and save time and medical expenditure of patients. This service can enhance health service quality of people with disabilities.

Key word: Integrated outpatient services, Disability, Healthy service quality

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