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A Content Analysis of Inpatients' Referral Consultations for Discharge from a Medical Center Experience

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Background

Despite Taiwan’ s National Health Insurance with universal coverage has been successfully implanted for 25 years, hierarchical health care system is still under construction.

This study aims to analyze the inpatients’ referral consultations to delineate the needs for transiting to community care from one medical center.

Methods

- The data was collected from the referral management center (RMC) of in one tertiary medical center in northern Taiwan.
- It included
  - ✓ the inpatients' and hospital staffs' information about referral consultation,
  - ✓ the types of consultation,
  - ✓ staff's primary referral reason,
  - ✓ patients' disease severity with their preference,
  - ✓ as well as the final disposition of the patients.
- Content analysis method was done for statistical analysis.

Result_1/2

From January 2020 to April 2021, a total of 144 consultations were received and categorized into four types:

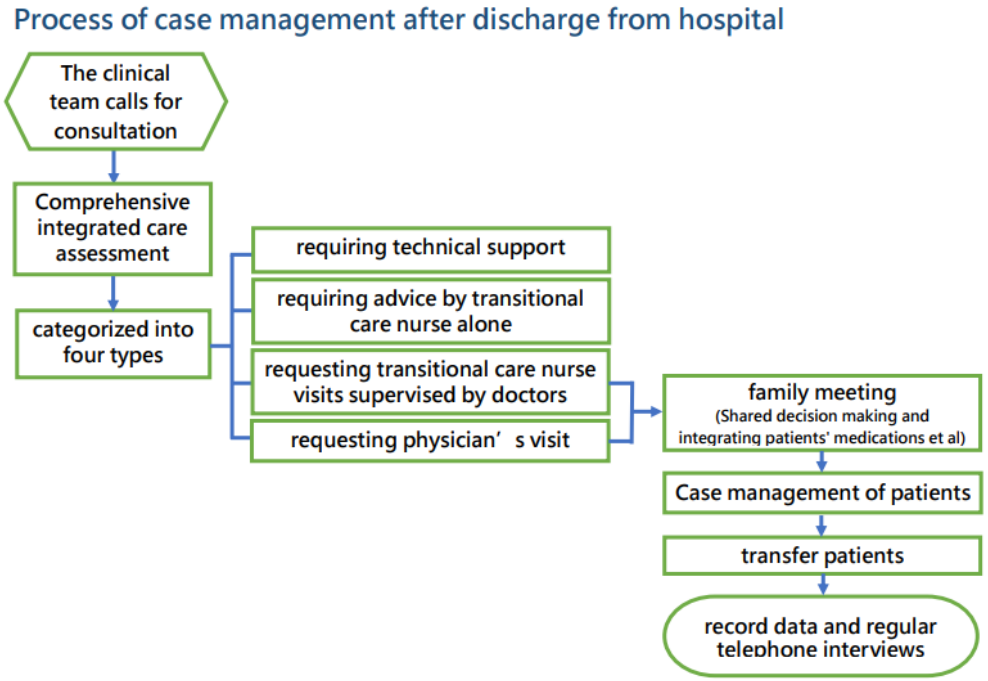
level	type	n	%
level 0	requiring technical support	38	26.4
level 1	requiring advice by transitional care nurse alone	25	17.4
level 2	requesting transitional care nurse visits supervised by doctors	44	30.6
level 3	requesting physician’ s visit	37	25.7

Result_2/2

level 2	including physiological assessment of tube, terminal pain, wound, etc., and care guidance.
	Assist patient to find dialysis clinics near their homes, and incorporate cardiology, nephrology and gastroenterology clinics into integrated clinics for medical treatment.
level 3	including family discussion, home emergency treatment, emergency medical treatment, medication adjustment, dying symptoms, etc.
	During COVID 19, the terminal patient has been hospitalized for 3 months and wants to go home, but the family members are under pressure to take care of them and worry about urgent medical treatment after discharge. First, establish a consensus between patient and their families through family discussions, strengthen family care skills and abilities. Finally, connect the Palliative Medicine in the Home, discharge home.

Conclusion

- ✓ Comprehensive integrated care assessment with patient-centered approach is mandatory for each referral consultation, which is time-consuming and skillful when initially building up the referral network.
- ✓ Shared decision making and integrating patients' medications care needs help properly transfer patients to the appropriate care locations, including community clinics, regional hospitals or nursing home facilities.



Acknowledgement:
NTUH Referral Management Center Team

Thank you for your attention!

www.ntuh.gov.tw/RMC

Contact r94426032@gmail.com for more information.