

297: IMPROVEMENT OF TELEPHONIC ACCESSIBILITY TO MAKE APPOINTMENTS IN A PRIMARY CARE CENTRE

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Objective:

To improve telephonic facilities to make appointments in a Primary Care Centre.

Method:

After a quality assessment carried out by the Mallorca Primary Care management team, we came to the conclusion that telephone facilities in our centre were very deficient. The indicator we measured was the number of calls that a patient had to make in order to contact our centre during different periods of the day. The Quality Commission of our centre (which is composed by sanitary and administrative staff) started an analysis of the problem using a cause-effect diagram.

The main causes found were: the inadequate location of the admission desk, the fact that there was not one person in charge exclusively of the phone and that the telephone line for appointments was used also for other purposes.

Afterwards, we worked out possible solutions and we decided to reform the admission area, to reorganize timetables and distribution of staff, and to increase telephone lines.

In the next phase we measured again the number of calls the patient had to make.

Results:

The average telephone calls to get an appointment were: $n=18$

First evaluation: 4.9 (3-6.8)

Second evaluation: 2.8 (1.1-4.5)

Difference: 2.1

$p= 0.041$ t Student

Conclusions:

After applying the suggested corrections, we have observed an improvement in telephone access. Nevertheless there is a period of the day in which we must improve accessibility (before 9.30 am). To achieve this, we shall review the implementation of the corrective measures and we shall analyse further actions.