



Digitization of complaint-based clinical pathways for improving the quality of care.



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Background and justification

- A first version of complaint-based clinical pathways for primary care (*Stratégies plainte-traitement* - SPT) was introduced in 2012, aiming to rationalize the curative consultation of nurses in health centers (HC)
- In 2017, a study demonstrated that the use rate of the paper-based version did not exceed 20% of consultations.
- To improve the use of SPT, a digital version was introduced, and computer capacity building and equipment were provided to 50 HC.

Search question

- Does the digitization of SPT improves their use and contributes to the efficiency of patient care and care providers' satisfaction

Hypothesis and objectives

Improving the quality of care through the developement and implementation of an SPT 2.0 solution in Health centers of Burundi

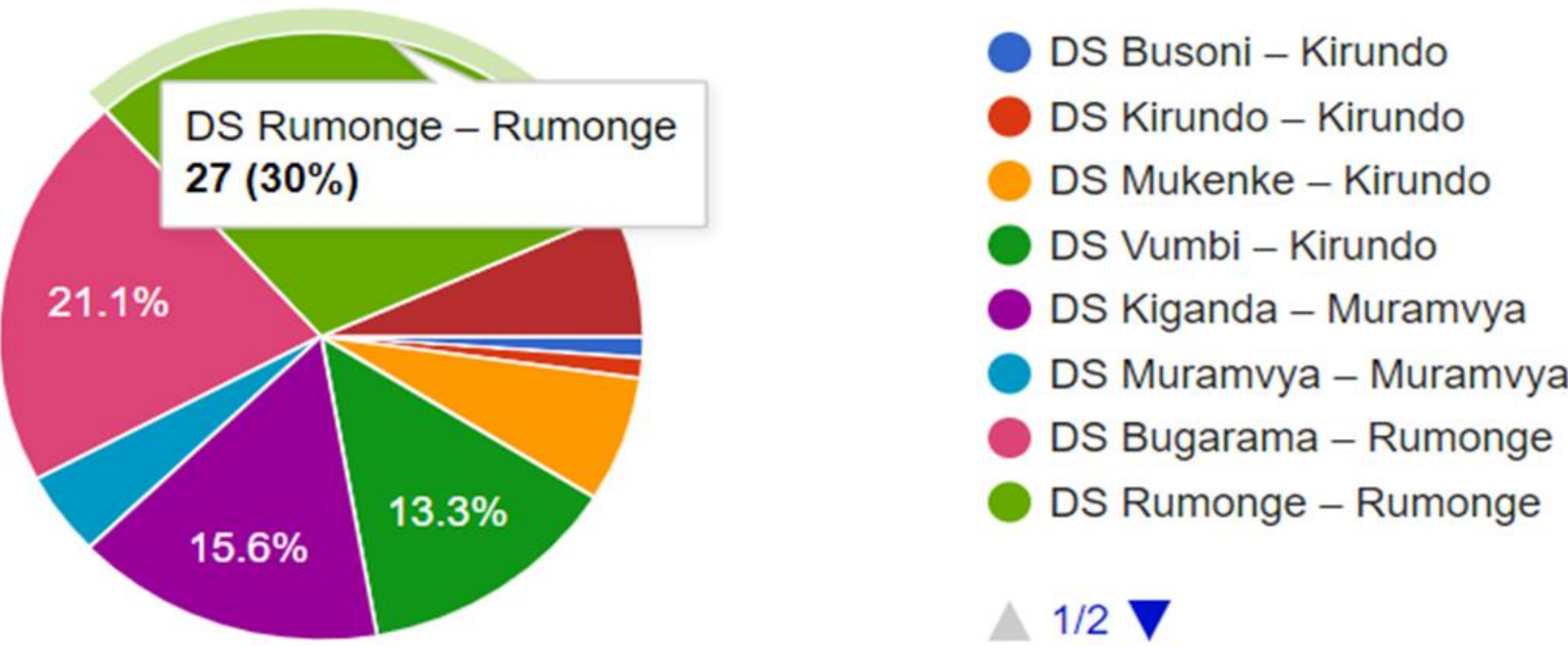
Materials& Methods

- 50 Health Centres in Burundi benefited from the project
- Digital CBCP2.0 implemented on web-based application
- A Knowledge, Attitude, and Practice (KAP) survey on the use and satisfaction of users was conducted online
- The total number of completed surveys was 90 respondents
- 26 randomly selected Health Centersout of 50 were surveyed.

Résultats and Comments

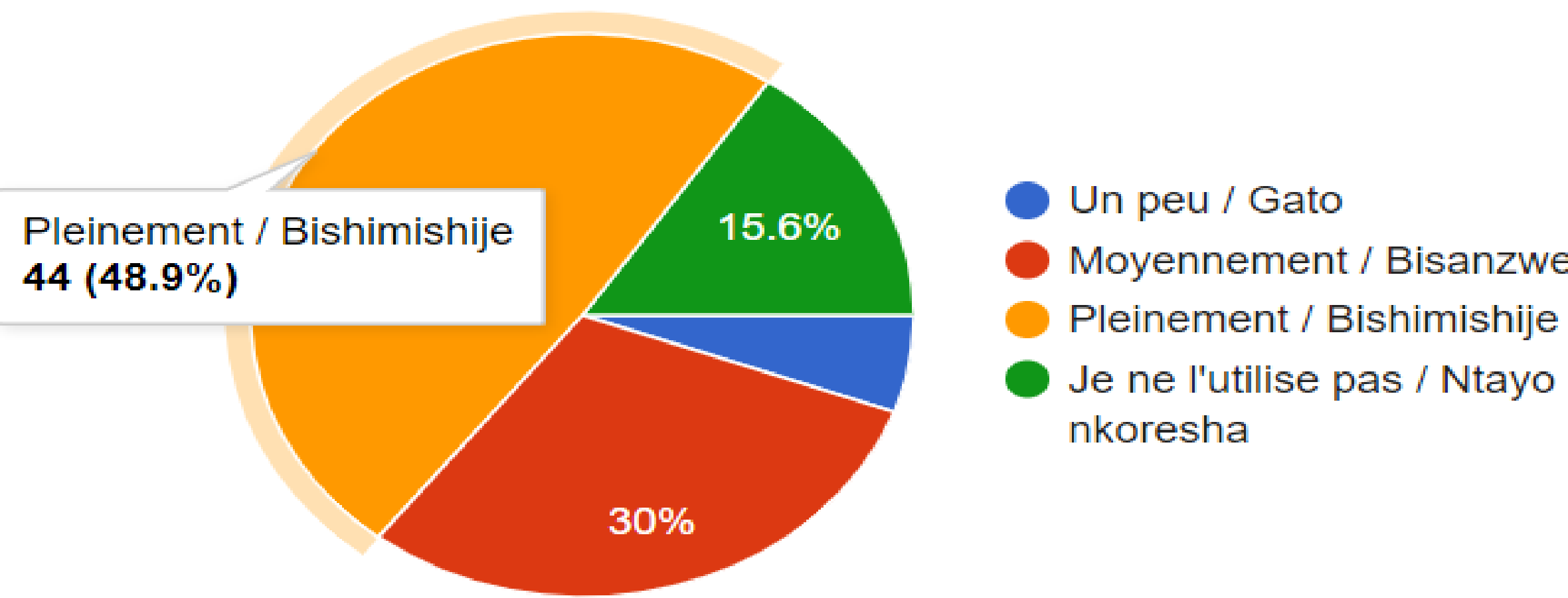
- The KAP survey showed
- (1) a rationalization of treatments;
- (2) a significant reduction in the prescription of drugs;
- (3) there had been no notable equipment failure;
- (4) double encoding (digitized and paper) lengthened patient waiting times was source of user dissatisfaction
- (5) there was a decrease in the number of recurrent consultations per episode of care

Participants



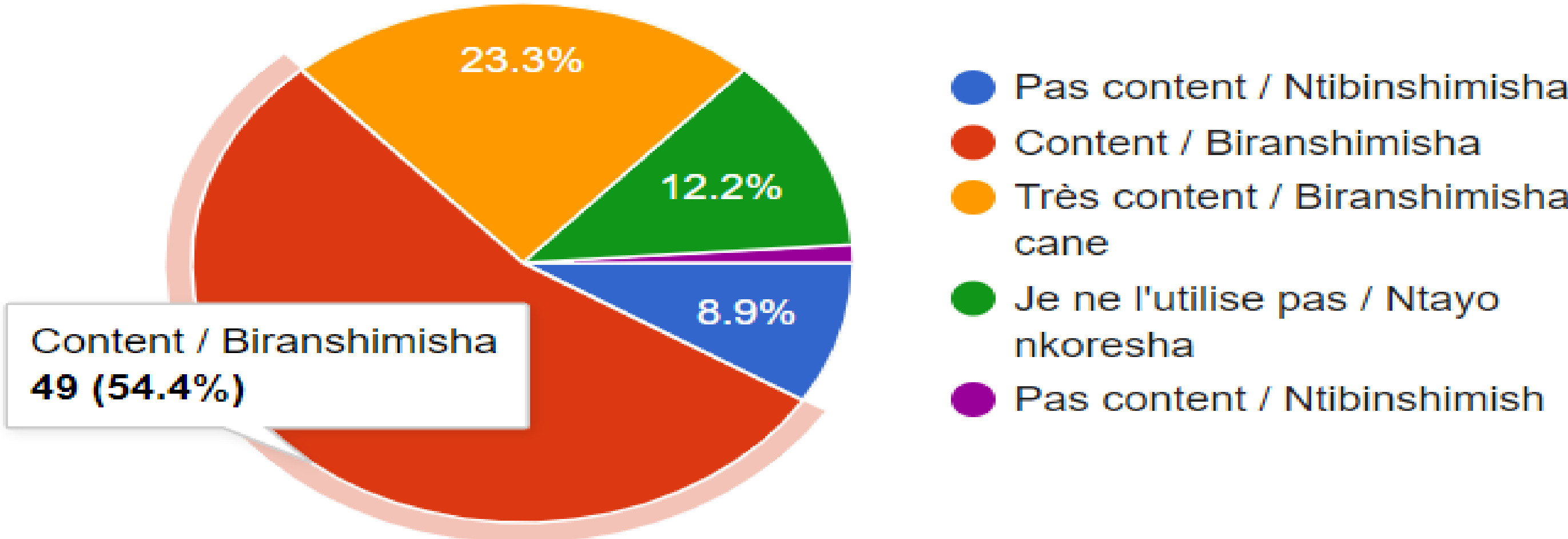
Using the SPT tool

- 84% of respondents use SPT, 24% of whom use it for each patient (=> SPT Web)
- For 79% of respondents, the tool helps them in clinical and therapeutic decision-making (49% fully)



Satisfaction with using the SPT tool

- Overall satisfaction is 78% among users
- 65% of service providers follow the advice of the software

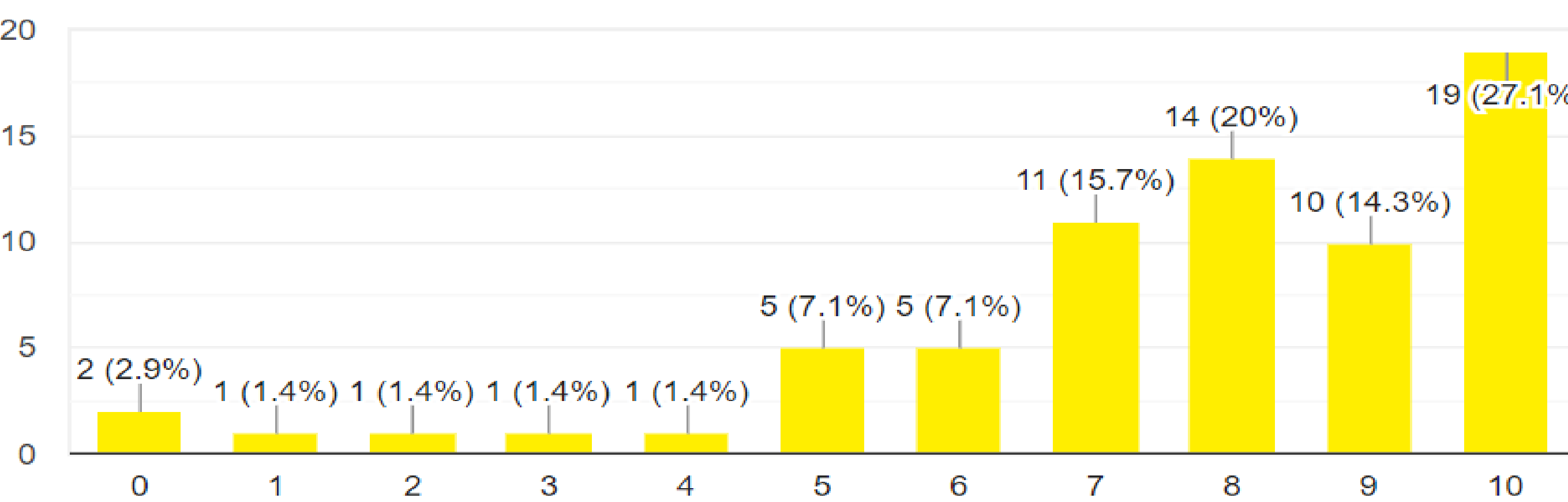


Adherence to the software's opinion

- For 77% of participants, following the software's advice is well justified (score>=7/10)

On what level of scale do you agree with the software's advice, that you follow the advice and that it is justified?

70 responses



Conclusion

Digitized CBCP contribute to rationalizing curative consultations and treatments in Health Centers. Digitized CBCP reduce therapeutic uncertainties, justifying their generalization in Health Centersand encouraging the removal of the paper-based version.