

Co-production and implementation of a handbook for the primary healthcare centres quality documentation

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Introduction :

Primary health care is a whole-of-society approach to effectively organize and strengthen national health systems to bring services for health and wellbeing closer to communities¹. This purpose is a big challenge for the Tunisian health system. With about 2176² Primary healthcare, it chooses to rely on the accreditation of Primary healthcare facilities. After elaborating the Primary healthcare standards, The Tunisian authority for accreditation (INEAS), the need of specific supporting tools emerged from the healthcare facilities.

Objectives:

The aims of this paper are:

- Present a primary healthcare handbook, dealing with quality documentation, co-produced by INEAS, Healthcare professionals and the stakeholders.
- Introduce the two surveys one applied to experts and the other applied to healthcare professionals.
- Highlight the result of the handbook co-production, its implementation and its impact on preparing 11 primary healthcare centers for accreditation.

Methods:

The handbook for the primary healthcare centers was developed in a collaborative method. A member of the accreditation department coordinated the process. Two seniors healthcare experts elaborated the handbook first draft .

The accreditation department team provided a first reading. Then the handbook draft was submitted to multidisciplinary health professionals (22) for comments and suggestions according to a reading grid. The experts collected the feedbacks, which were used to adjust the handbook draft.

A validation meeting involving the two experts, the accreditation department team, multidisciplinary healthcare professionals (12) and the different stakeholders (5) was held to finalize and approve the handbook final version.

By the same time, as a part of a national program aiming to promote the primary healthcare,11 primary healthcare centers where selected to get a specialized assistance, from senior experts. The target was to accredit those facilities.

The handbook was used as a main support tool. We conducted Two different surveys to evaluate the utility, relevance of the handbook for each center professionals and for each expert. And to study its impact on the facility accreditation plan. To collect the data from the centers, each one's team get the survey, one week after a meeting to get general agreement of the answers to submit. Then in the two surveys(dedicated to facilities and the other to experts), the overall data were evaluated and analyzed.

PARTS OF THE MANUAL	Domaines	Procedures	Instructions
PART I: CENTER MANAGMENT	HUMAN RESOURCE MANAGEMENT (HRM)	PRO HRM 01: Welcome and integration of new professionals and interns	
		PRO HRM 02: Management of occupational risks	INS HRM 01: Prevention of infectious risks: standard precautions
	MANAGEMENT OF MATERIAL RESOURCES AND INFRASTRUCTURES (MRI)	PRO MRI 01: Supply and stock management	
		PRO MRI 02: Preventive and corrective maintenance of equipment	
PART II: QUALITY MANAGEMENT AND RISK MANAGEMENT	QUALITY AND RISK MANAGEMENT (QRM)	PRO QRM 01: Document management	
		PRO QRM 02: Risk management	INS QRM 01: Proactive risk management (a priori approach) INS QRM 02: Management of adverse events
		PRO QRM 03: Management of user complaints, grievances, and suggestions	
PART III: USER CARE	PATIENT FILE (PF)	PRO PF 01: Patient identification	
		PRO PF 02: Management of the patient file	
	ACCESS TO CARE AND CONTINUITY OF CARE (ACC)	PRO ACC 01: Triage and patient orientation	
		PRO ACC 02: Referral or transfer of patients to a health facility	
		PRO ACC 03: Procedures to follow in case of an epidemic	
	SPECIFIC PATIENT CARE (SPC)	PRO SPC 01: Management of the emergency kit	
		PRO SPC 02: Handling of samples	INS SPC 01: Venous blood sampling INS SPC 02: Documentation for laboratory unit control
		PRO SPC 03: Radiation protection	
	MANAGEMENT AND DISPENSATION OF MEDICATIONS AND MEDICAL DEVICES (MDMD)		INS MDMD 01: Pharmacovigilance INS MDMD 02: Vaccine safety monitoring INS MDMD 03: Retention periods for pharmacy unit documents INS MDMD 04: Storage of vaccines in the refrigerator
		PRO MDMD 01: Medication management	
		PRO MDMD 02: Management of medical devices	

Content of Handbook for the primary healthcare centers quality documentation

Conclusion:

This study highlighted the collaborative process of the handbook development and its implementation experience, in different contexts which gave rise to various interactions and perceptions.

The surveys' feedbacks would be beneficial for improving the handbook next version.

Other supporting tools could be developed to help the primary healthcare centers to get involved in a quality initiative and prepare the accreditation.

Results:

The handbook was edited then published at the INEAS web site.

https://www.ineas.tn/sites/default/files//rapport-publication/manuel_procedures_csb_et_structures_de_sante.pdf

It was composed from 17 procedures and 9 instructions (As detailed on the table below)³.

Supporting documents appeared in the order of appearance in the INEAS primary health care accreditation standards to facilitate their exploit.

The handbook was used by 3 senior experts, to assist 11 centers from3 different types of primary healthcare facility (Healthcare basic center (9); Intermediate center (1) and Mother and infant protection center (1)). The facilities came from 8 different regions.

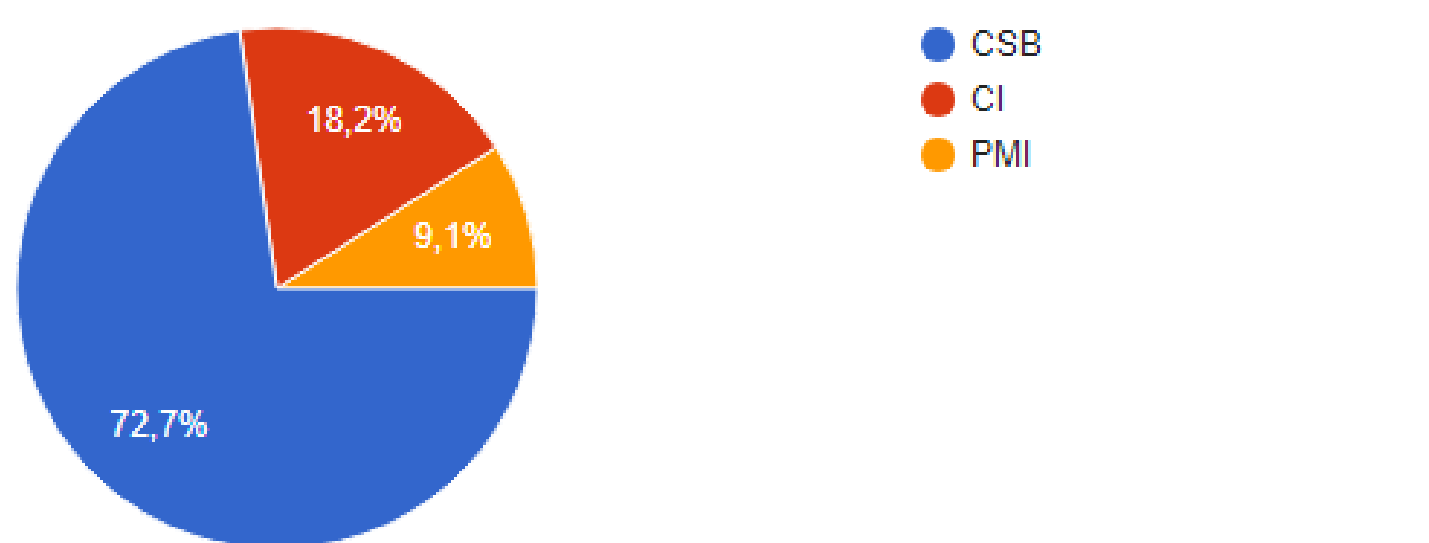
217 multidisciplinary healthcare professionals were working based on the Handbook.

The most used documents were the **procedure of document management (100%)**, the **adverse event management instruction (100%)** followed by the **proactive risk management instruction (90%)**.

Distribution of the Primary Healthcare Facilities per Region



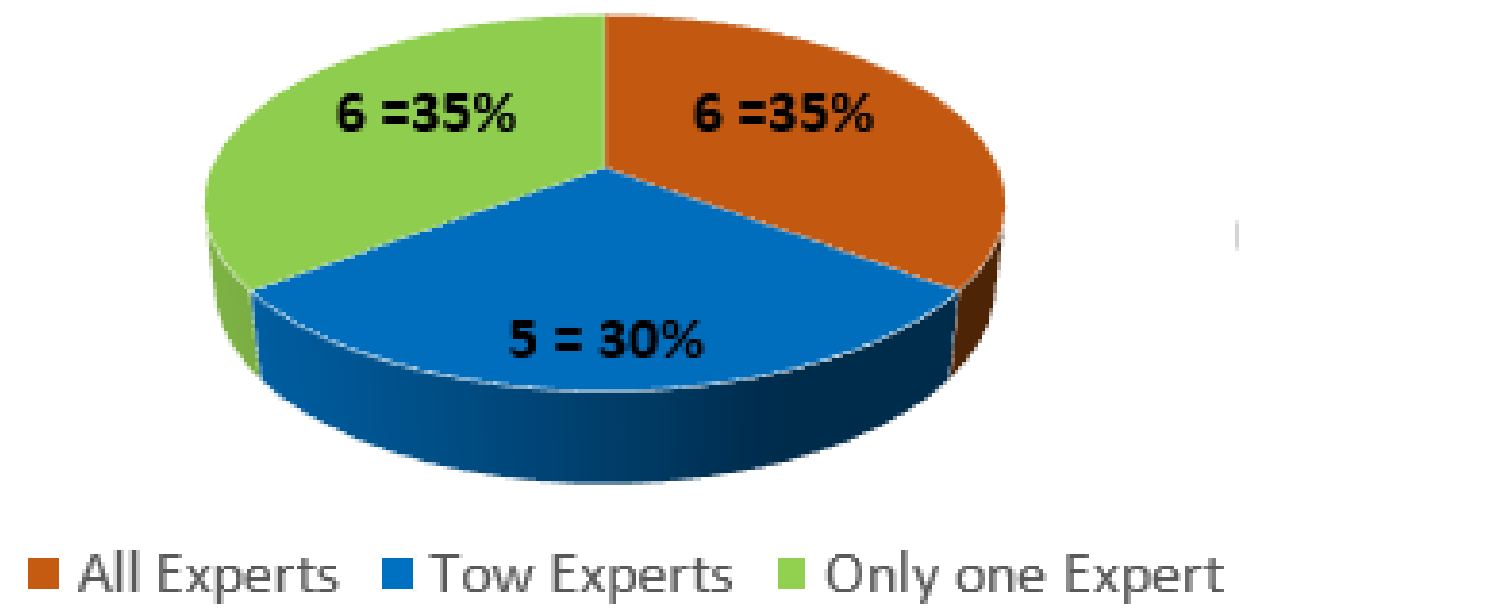
Primary Healthcare Facility Types



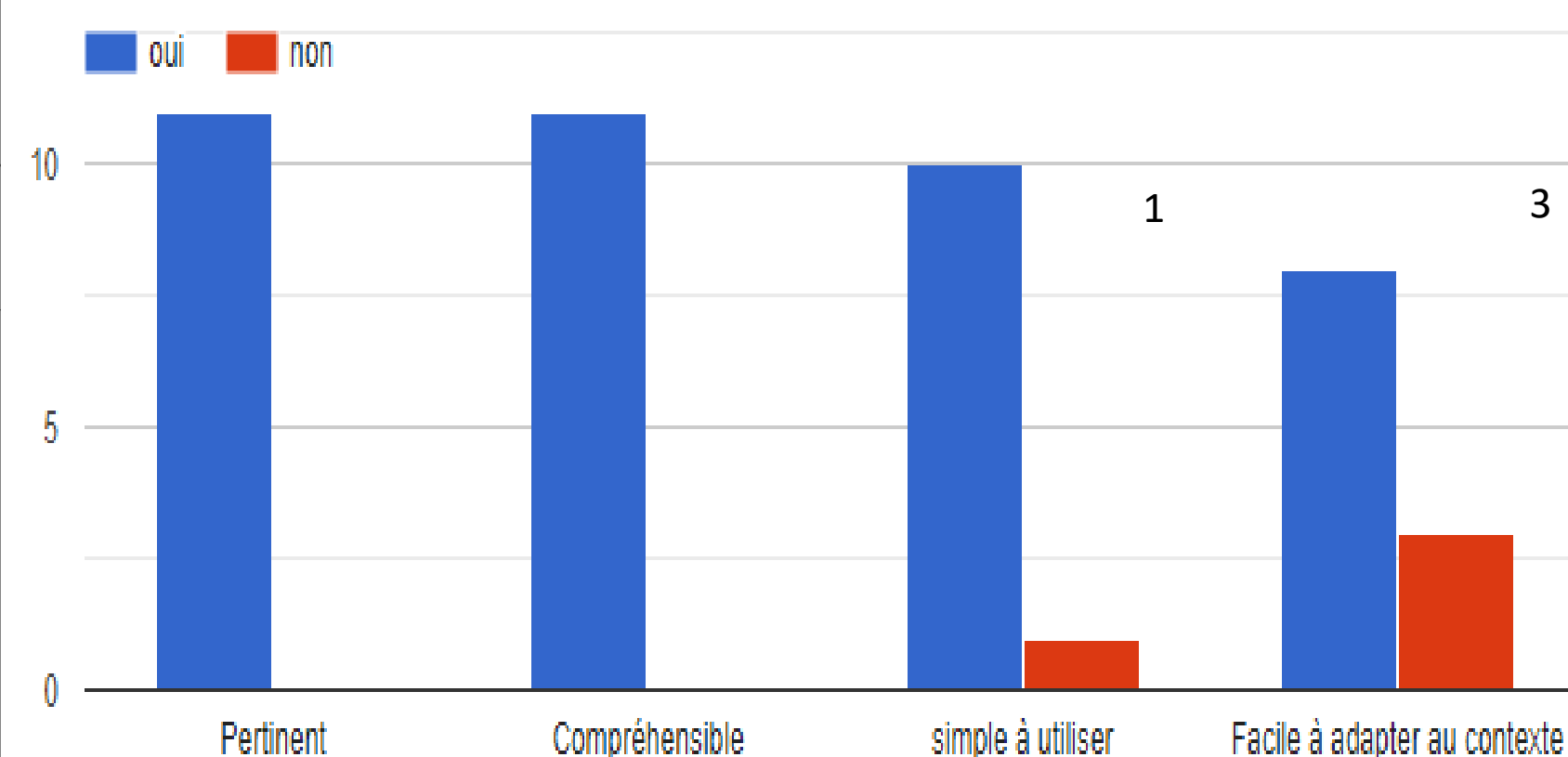
The experts survey was composed from 9 questions the facilities one from11.

3 experts adapted/adopted **35% of procedures (6)**, two from them used **30% of the procedures (5) in addition**, and only one expert used all the procedures.

Number of procedure adapted/adopted by the experts



Healthcare 11 teams' opinion of the Handbook

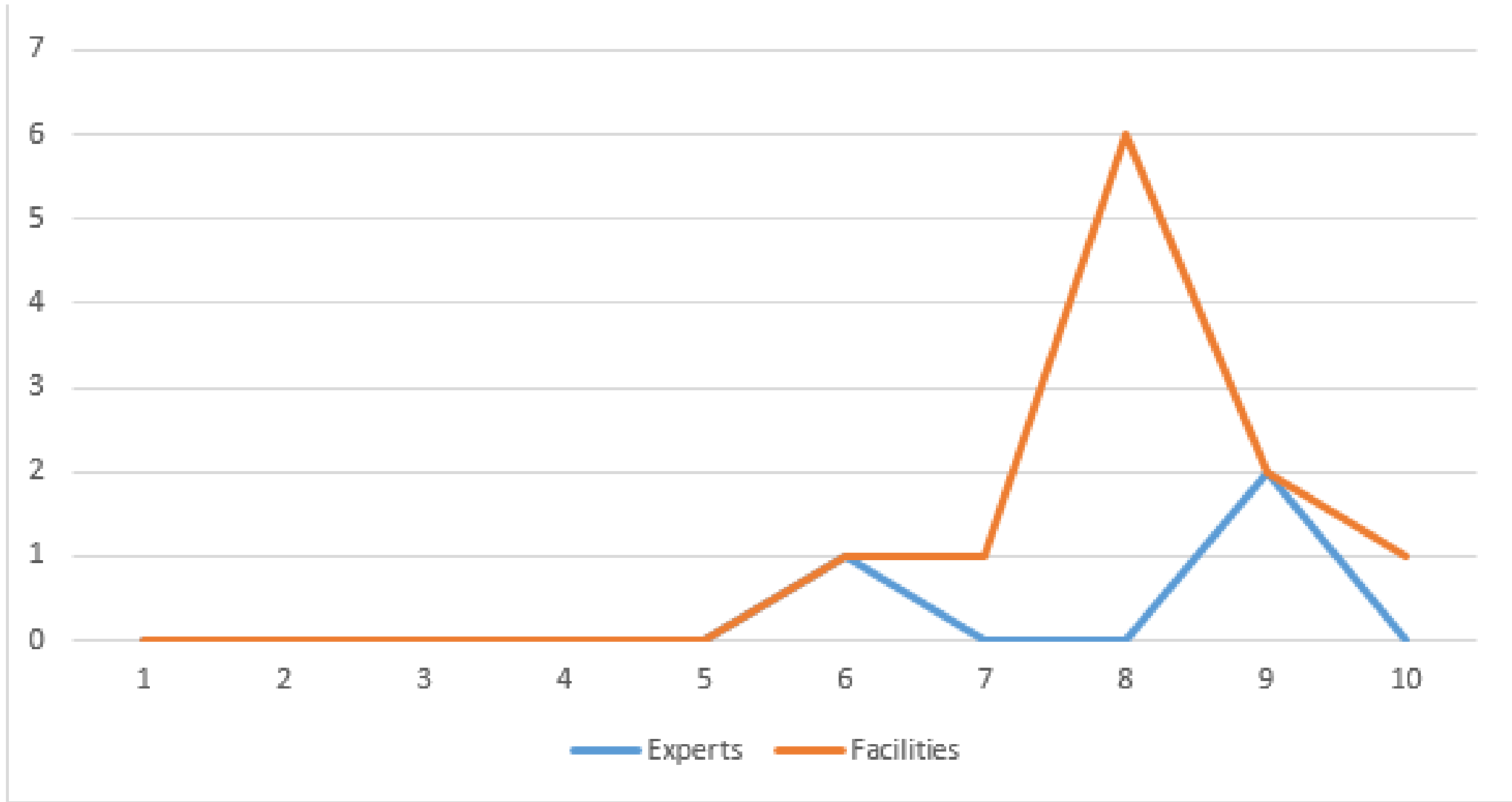


The all experts judged that the Handbook was relevant, understandable, simple to use and easy to adapt to the context. But, in only one center, the team found that the Handbook was not simple to use and 3 others teams found that it wasn't easy to adapt to their context.

54.5% of the centers considered that the handbook helped them to develop their quality documents.

Rating the handbook out of 10, by the both experts and the 11 facilities, we got the results below:

Handbook rating out of 10



63.6% of the centers were satisfied with the handbook and 36.4% were partially satisfied.

The 3 senior experts reported that they were satisfied from the handbook which helped them to prepare the centers for the accreditation.

Each one of them gave suggestions to develop other supporting tools (a guide for center project elaboration, a guide for clinical practices evaluation etc.).

The experts and the centers 'professionals recommended actions to improve the handbook (Simplify some procedures; add: Pain screening, assessment and monitoring procedure, Crisis and disaster management procedure etc.).

References:

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