

Title (max 75 characters)

Out-of-hours primary care: workload, access, triage, and safety (EurOOHnet)

Background

Different models for out-of-hours (OOH) primary care exists, but challenges are similar. European countries face high demands, with consequent high workload for general practitioners and other services. Telephone triage (TT) is used to assess urgency and manage patient flow. Communication skills are essential.

Methods

We start with a short introduction, explaining OOH primary care and challenges, followed by five presentations, and end with an overall conclusion.

Results and conclusions

- 1) *OOH workload among Norwegian GPs*
 - To investigate OOH work of GPs and impact on their regular work
 - Electronic survey to all Norwegian GPs
 - Time used per tasks (practice, OOH), relation with demographics
- 2) *Emergency Access Button (EAB) to jump the line in OOH care*
 - To study use of EAB and its relevance
 - Randomized descriptive study
 - Description of users, medical and overall relevance
- 3) *Safety and efficiency of TT*
 - To compare safety and efficiency of GP- and nurse-led TT
 - Quasi-experimental study, assessing 1,294 audio-recorded contacts
 - Under- and over-triage, health-related quality, overall safety and efficiency
- 4) *Communicative characteristics of TT*
 - To compare communication in GP and nurse-led TT
 - Quasi-experimental study, assessing 200 audio-recorded contacts
 - Length of telephone contact and spontaneous talking time, number of questions asked
- 5) *Safety attitudes among healthcare workers in European OOH services*
 - To study patient safety attitudes in Croatia, Italy, Norway, the Netherlands and Slovenia
 - Cross-sectional study, including 1,933 respondents
 - Large variations in safety attitudes existed across the five countries

To fill out when submitting:

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I could only add one department per person, so for Gunnar I have also selected National centre for emergency primary health care

Theme:

Healthcare organization including continuity in care