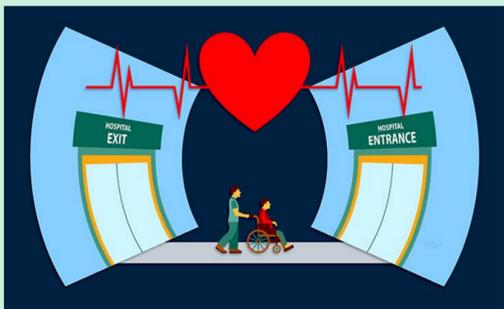


# Barriers and Facilitators in Primary Care Follow-Up upon Hospital Discharge: Patients' and Caregivers' Perspectives

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The transition period from a hospital inpatient setting to an outpatient setting is a vulnerable time for patients.

**1 in 5** discharges result in harm within 3 weeks of leaving the hospital

To reduce this risk, a care plan needs to be arranged before the patient leaves the hospital.

Part of the care plan includes booking a follow-up appointment with the patient's primary care provider (PCP) promptly after the patient leaves the hospital.



A delay in follow-up or no follow-up at all, however, can put patients at risk of going back to the hospital and a longer hospital stay.

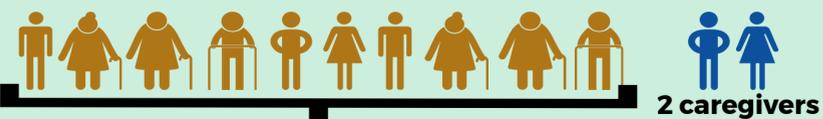


## Why do some patients follow up but others do not?

**PURPOSE** To explore patient and caregiver experiences with how easy and/or difficult it was for patients to follow-up with their PCP upon discharge from hospital.

## QUALITATIVE DESCRIPTIVE RESEARCH DESIGN

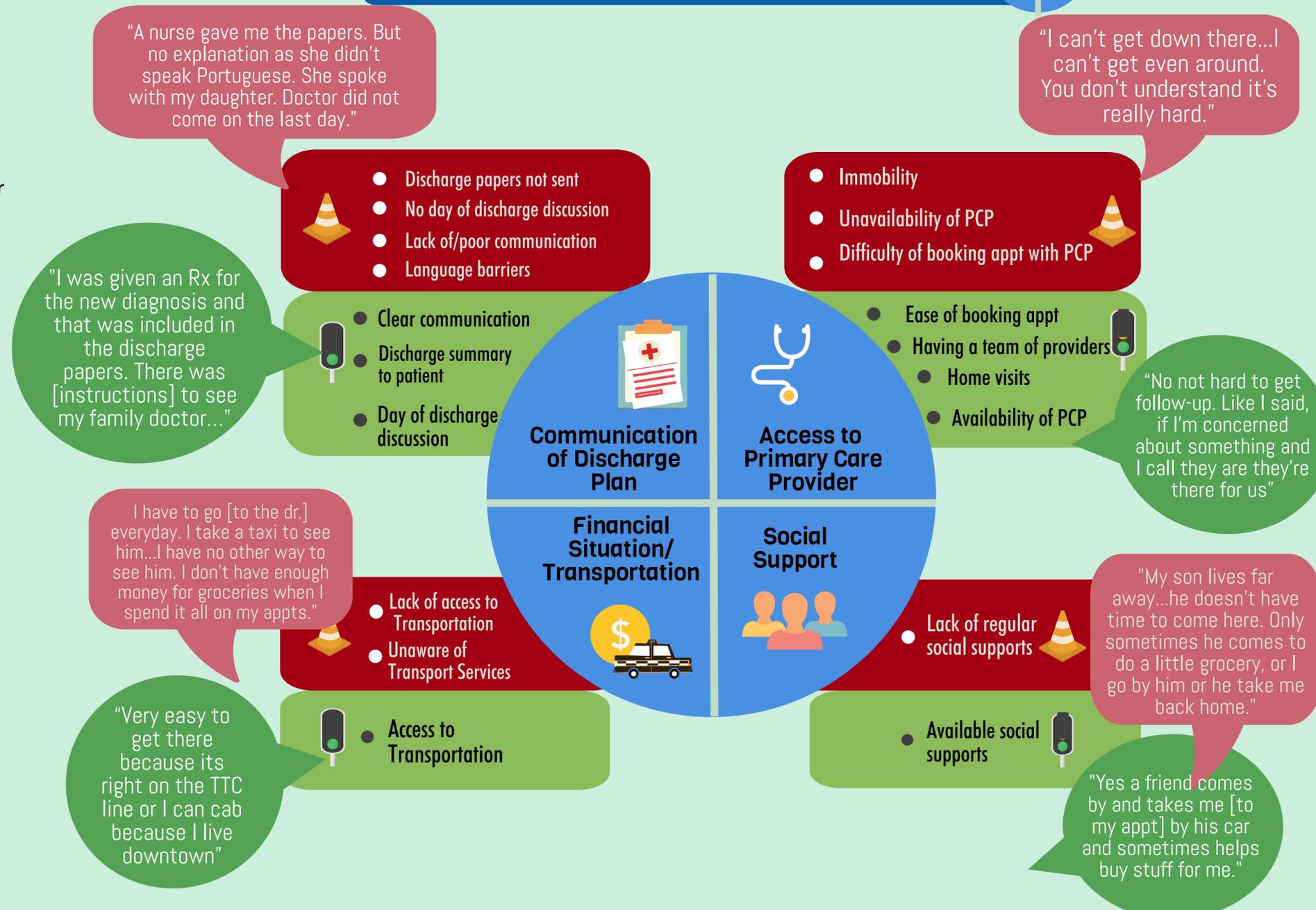
13 participants recruited via purposive sampling:



11 patients who were:

- Discharged home from Family Inpatient Service unit of Toronto Western Family Health Team in the last 30 days;
- Had an identified Ontario PCP at time of discharge;
- Suffered from one or more of:
  - Chronic Obstructive Pulmonary Disease (COPD) exacerbations, Congestive Heart Failure (CHF), Gastrointestinal disorders (GI), Pneumonia, or Acute Myocardial Infarction (AMI);
- Speak English, Portuguese, or Mandarin (interpretation available).

## Data Analysis of Semi-structured Individual Interviews revealed 4 themes...



Understanding patients' post-discharge experiences has the potential to aid in developing interventions to improve patient quality of life and care in the post-discharge transitional period.



By including the experiences and perspectives of both the patient and his/her caregiver, our research team was able to gain broader critical insight into patients' post-discharge experiences and create recommendations on strategies to improve them.