



Assessing Communication and Transport Protocols in Three Health Referral Networks in Haiti

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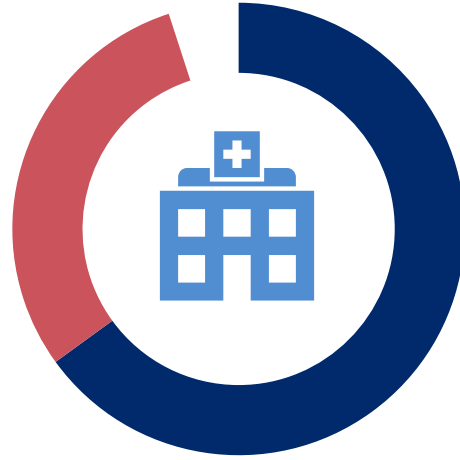
Learning Objectives

1. Describe steps to set up a health referral and counter-referral (RCR) network.
2. Describe the tools used to run an RCR network.
3. List the challenges in implementing an RCR network.

Results



93% of health providers said they made a referral in the last 6 months.



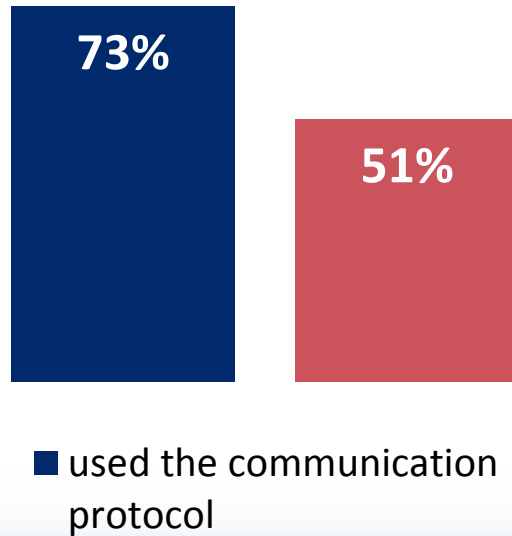
65% sent patients to the in-network referral hospital.
30% sent patients to an out-of-network hospital.



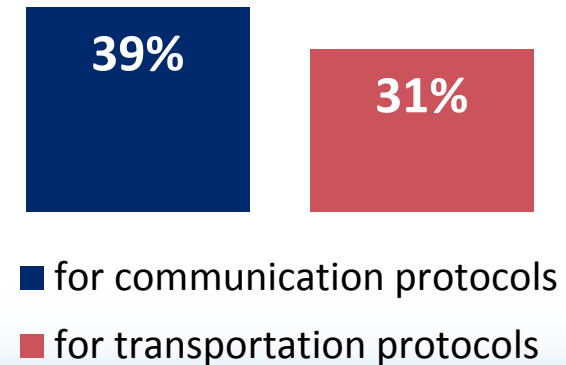
70% of providers filled out the patient chart and referral register.

Results

The majority of health providers said they used the protocols:



Very few found it easy to apply the protocols in practice:



Results

Patients'/parents of patients' feedback:



74% said that transport cost was the primary reason they did not complete a referral.

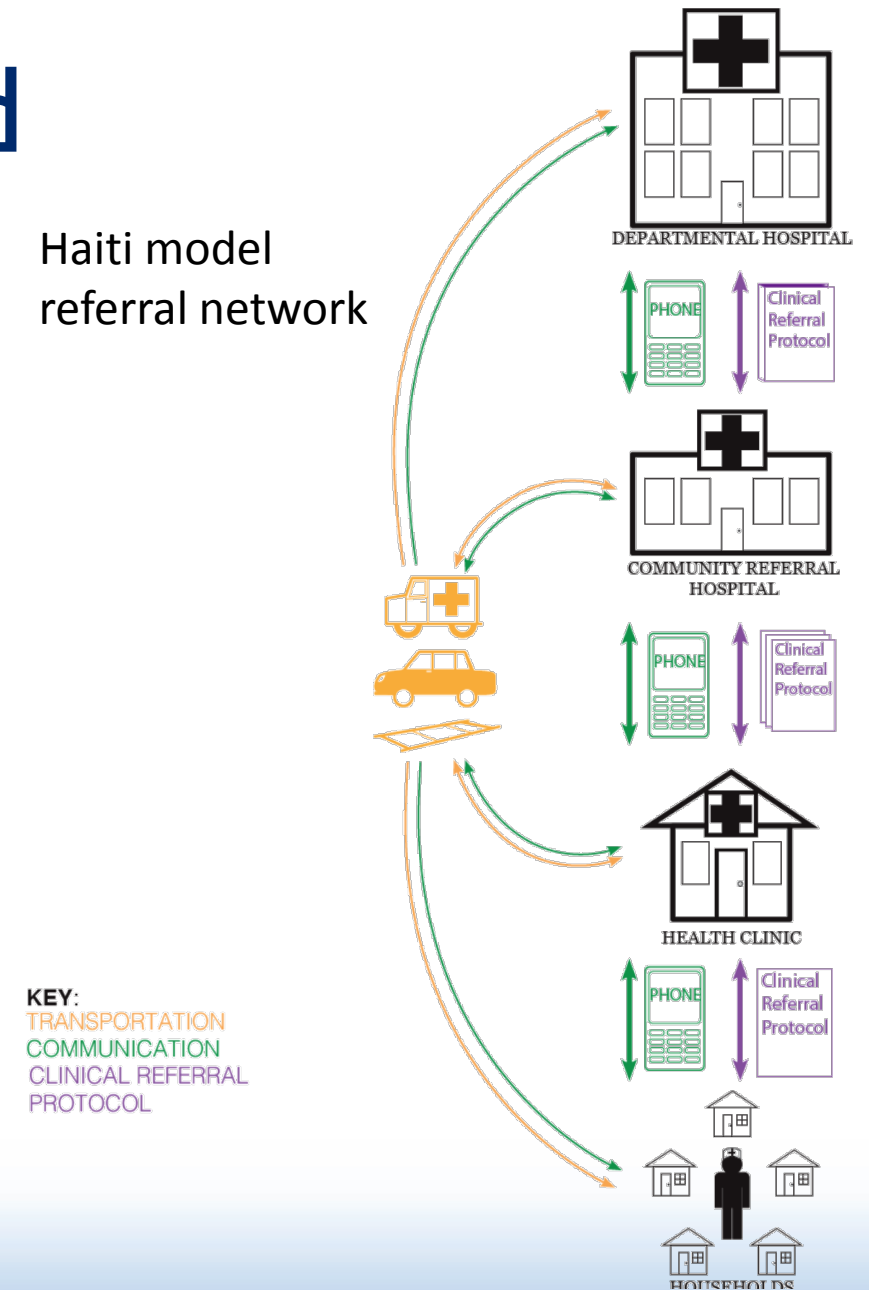


87% were satisfied or very satisfied with the care they received during a referral.

Background

- Before 2015, RCR was almost nonexistent in Haiti.
- An RCR system was developed in 36 facilities in three communes.
- An RCR network was established around the referral hospital.

Haiti model
referral network



Methods

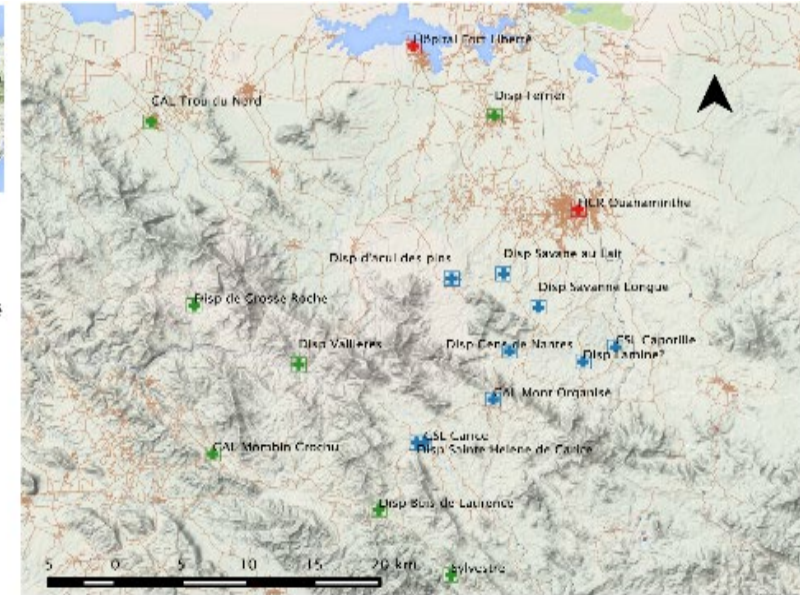
- Piloted RCR forms in Matheux commune, then introduced to Ouanaminthe and Saint-Michel-de-l'Attalaye communes.
- Developed communication and transport protocols for facilities, providers, and ambulance drivers to support the referral system.



Légende

- Hôpitaux
- Institutions de santé de MRN Ouanaminthe
- Autres institutions de santé
- Routes

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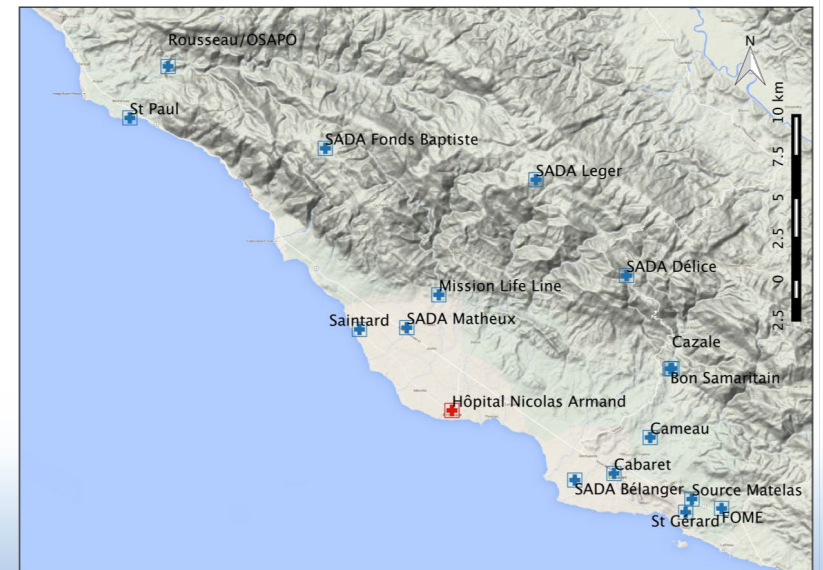


Système de référence de HCR Nicolas Armand

Légende

- Hôpital
- Institutions de santé

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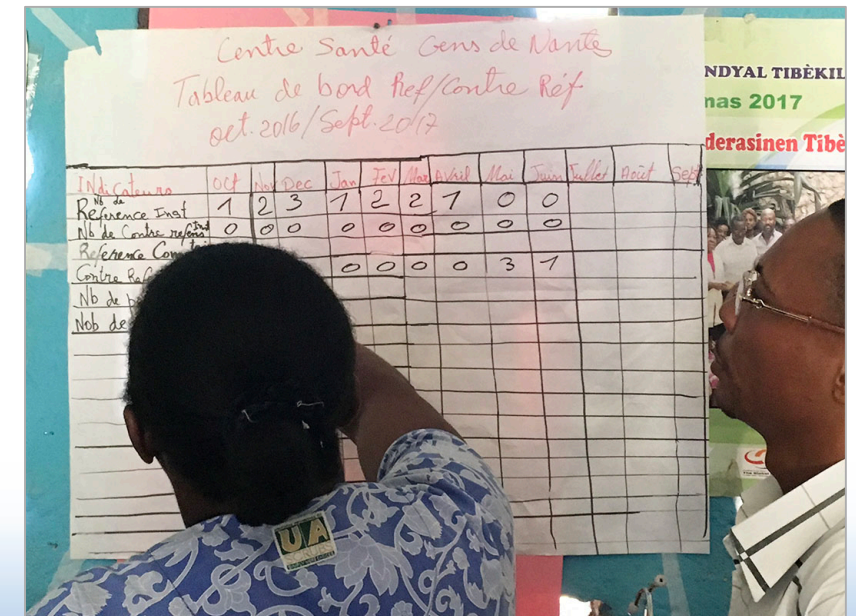
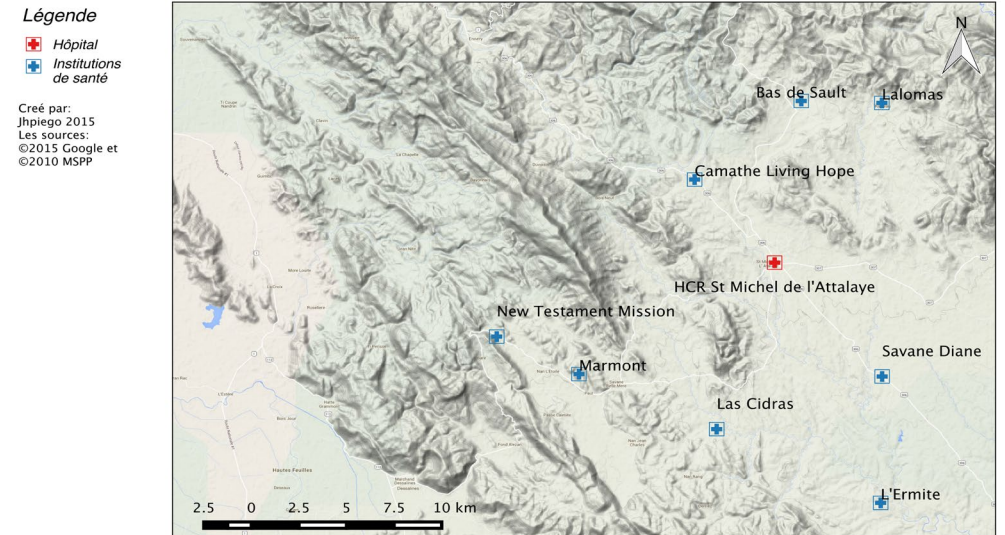


Methods

Completed mixed-methods study
in November 2017.

- Collected quantitative data via RCR forms and community health worker registers.
- Conducted semistructured interviews and focus group discussion for quantitative data.

Route de référence pour HCR Saint Michel de l'Attalaye



Conclusions

- Communication and transport protocols led to:
 - More referrals
 - Better coordination between the different levels of care
 - Satisfaction among the majority of patients/parents of patients
- The main challenge is logistics, such as availability of ambulances and mobile phones.

Key Messages

1. An RCR system should include easy-to-use communication and transport protocols.
2. Logistics for RCR (ambulances and mobile phones) should be available to make the system operational.
3. RCR costs should be affordable for patients/parents of patients.

For more information, please visit
www.mcspprogram.org

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