

ABSTRACT: POSTER PRESENTATION

Effective consultation for primary care settings

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Introduction: Doctor patient relationship is vital for patient satisfaction as well for effective consultation and better patient outcomes. First pilot program on effective consultation at primary care settings was conducted at Regional Director of Health Services Kurunegala. Ministry of Health identified that strengthening the knowledge and skills of staff at primary care settings is essential in delivering a quality health care services to the people of Sri Lanka.

Objective: Strengthening the knowledge, skills and attitude of Medical Officers at Primary Care settings.

Methodology: The primary care strengthening programme included emergency care at primary care level, cancer screening, management and palliative care at primary care level and a workshop on effective communication which was an interactive session. Feedback was obtained via a Google form on the programme from 25 participants who participated in the programme.

Results: Participants for the programme were Medical Superintendents (MS), Medical Officer In-Charge (MOIC) of Divisional Hospitals, and Medical Officers of the primary medical care institutions (PMCI). All the lectures conducted had > 75% satisfied to highly satisfied level, and all agreed that durations were adequate. All agreed that similar programme should be replicated in the other regions with the coverage for all the medical officers. Suggestions given by the participants for the improvement of the programme were arranging similar programme across the region and also in other regions, and to include emergency care, paediatric emergency care, common NCDs at primary care level and other curative sector programmes, middle level management, communication, IT, and accident emergency care.

Conclusions and Discussion: This reflects the need of such programmes to medical officers at primary care level settings to improve knowledge, Skills and Attitude, which will have a positive impact for primary healthcare services improvement. Only 14 responded out of 25, which need to improve in future programme as the feedback is important to assess the effectiveness. Further, this training should be conducted in cascade manner and assess the effectiveness through the feedbacks of patients, which is the most appropriate assessment method that will take time, at least 6 months.

Key words: Primary Care Services, effective communication, training need analysis

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