



# Perceptions of continuity of care by the users of the healthcare systems in Colombia and Brazil

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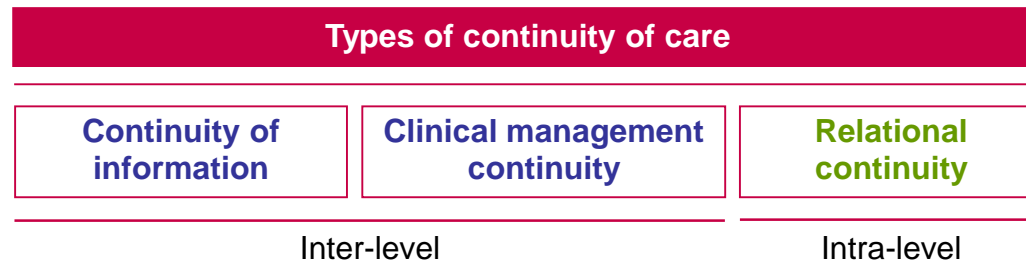
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# Introduction, study aim and methods

**Introduction: Continuity of Care** is the degree to which patients experience care over time as coherent and connected<sup>1</sup>. The result of the coordination of services from the patients' point of view.



**Aim:** To determine the degree of continuity across primary and secondary care as perceived by users of the public health system of Colombia and Brazil and to identify its associated factors

## Methods

**Design:** Cross-sectional study by means of a questionnaire survey in two municipalities of Colombia and Brazil. Feb. to June 2011.

**CCAENA scale:** Evaluates the three types of continuity of care by means of the analysis of users' experiences; scale was adapted and validated in Colombia and Brazil.

**Study population:** People who had had at least one health problem or had visited the health services during the three months prior to the survey and who resided in the study areas.

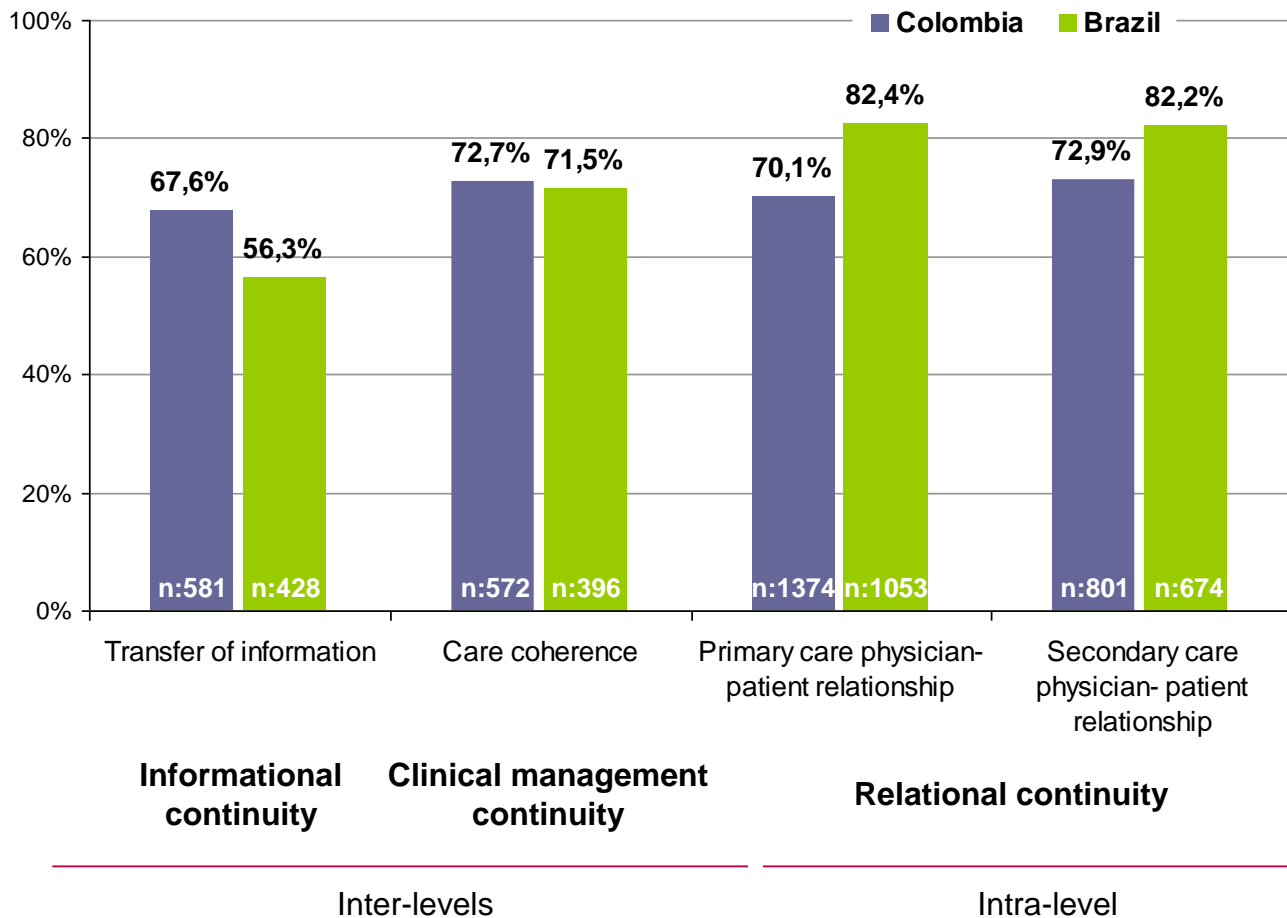
**Sample:** n=2,063 in Colombia and n=2,155 in Brazil

**Analysis:** Logistic regression models to assess the relationship between types of continuity and associated factors

<sup>1</sup> Reid R, Haggerty J, McKendry R, Defusing the confusion: concepts and measures of continuity of healthcare, Ottawa: Canadian Health Services Research Foundation; 2002

# Results: degree of continuity of care

User's perceptions of continuity of care (% of a high perception of continuity of care)



**Primary/secondary care physician-patient relationship**

- My GP is in charge of the professional history of my GP
- I feel the specialist usually explains them to him/her or agree with my GPs or
- The specialist is aware of the instructions given to me
- I would refer to my GP to receive my care and the specialist is coordinated
- The information my GP gives me is sufficient
- After seeing the specialist my GP discusses the visit with me

# Results: associated factors

## Factors associated with a high perception of continuity of care

	Colombia	Brazil
<b>Informational continuity</b> <i>Transfer of information</i>	<ul style="list-style-type: none"> <li>• Sex: female</li> <li>• Good self-rated health</li> </ul>	<ul style="list-style-type: none"> <li>• Sex: male</li> <li>• Age: youth 0-17; adult 41-65</li> <li>• Per capita income: &gt; 1 Minimum Wage</li> </ul>
<b>Clinical management continuity</b> <i>Care coherence</i>	<ul style="list-style-type: none"> <li>• Good self-rated health</li> <li>• Per capita income: 1/2 – 1 MW</li> <li>• Chronic condition</li> </ul>	<ul style="list-style-type: none"> <li>• Age: youth 0-17; adult &gt; 41 years</li> <li>• Municipality: Recife</li> </ul>
<b>Relational continuity</b> <i>Primary care physician – patient relationship</i>	<ul style="list-style-type: none"> <li>• Sex: female</li> <li>• Age: youth 0-17</li> <li>• Good self-rated health</li> <li>• Chronic condition</li> </ul>	<ul style="list-style-type: none"> <li>• Age: elderly &gt; 65</li> <li>• Good self-rated health</li> <li>• Municipality: Recife</li> </ul>
<b>Secondary care physician – patient relationship</b>	<ul style="list-style-type: none"> <li>• Good self-rated health</li> <li>• Chronic condition</li> <li>• SGSSS scheme: contributory</li> </ul>	<ul style="list-style-type: none"> <li>• Good self-rated health</li> <li>• Age: &gt; 45 years</li> <li>• Municipality: Recife</li> </ul>

Logistic regression models adjusted by sex, age, level of education, per capita income, SGSSS scheme, self-rated health, chronic condition, municipality

# Conclusion

- Represents first attempt to analyze all three types of continuity of care in Colombia and Brazil
- **Degree** of perceived continuity of care:
  - Colombia presents higher levels of continuity of clinical management and information
  - Brazil shows higher levels of relational continuity (with both physicians)
- **Factors associated** to continuity of care:
  - Associated to all types: Colombia: *healthcare needs* (self-rated health and chronic condition) and *age*; Brazil: *healthcare area* and *age*
  - Specific to one type: *SGSSS scheme* (Colombia; relational continuity) and *per capita income* (continuity of clinical management and information)

**Thanks for your attention!**  
**¡Gracias!**