



USAID
FROM THE AMERICAN PEOPLE

ETHIOPIA URBAN HEALTH EXTENSION PROGRAM (USAID/UHEP)



PRIMARY HEALTH CARE REFERRAL SYSTEM:

Linking Community Health Programs And Health Care Facilities In Urban Ethiopia.

WHY EMPLOY A REFERRAL SYSTEM?

Referring clients to the next level of care is critical to the success of community health programs. In Ethiopia, community nurses are providing basic services at the household level. But for those services that they are not able to provide directly, how do they make the link to higher level health facilities? To facilitate a strong referral system, USAID/UHEP has developed a process and referral toolkit to successfully enable completed referrals between the community and health facilities.



FACILITATING SUCCESSFUL REFERRALS FOR HEALTH

HOW DOES IT WORK?

There are three players in the referral system: clients, health care facilities, and community health workers, in this case Urban Health Extension Professionals (UHE Professionals) – who are community nurses trained by USAID/UHEP to increase access to health care.

UHE Professionals interact with the households, identify previous and potential client health needs, provide basic services and refer clients to the health and social service providers as necessary.

Clients receive a referral slip from the UHE Professionals and visit health care facilities with referral slip.

Health care facilities provide services to referred clients, provide written feedback to the UHE Professionals, report to the UHE Professionals on clients who must be tracked and establish a list of the referred clients.

To facilitate referrals, UHE Professionals utilize a **Referral Toolkit**, which includes:
- A directory of service providers
- Referral slips
- Referral registers
- Feedback slips



RESULTS

UHE Professionals referred **4,253 clients** to health facilities for anti-retroviral therapy (ART), prevention of mother-to-child transmission of HIV (PMTCT), HIV testing and counseling (HTC), TB/HIV care and support for people living with HIV (PLHIV).

Written feedback was provided for **1,251 (29.4%)** of the referred clients.

Interviews with health workers show **improved client tracking, quality of care, continuum of care, task shifting and improved communication.**

The data is for the period (October 2011 to December 2012).

Poster by Zelalem Adugna, Worku Berhe, Hibret Bärede, Fisseha Esbete
John Snow, Inc. (JSI), Addis Ababa, Ethiopia.
Contact: z.adugna@jsi.org
Photography and Design by Eric Gottesman



This research has been supported by the President's Emergency Plan for AIDS Relief (PEPFAR) through USAID under the terms of Cooperative Agreement No. 663-A-00-09-00428-00



Presenting Author:

Zelalem Adugna

Deputy Chief of Party

JSI/Urban Health Extension Project, Ethiopia

zadugna@uhep.net

