

ESTABLISHING A REFERRAL MECHANISM

Improving Health Services for the Urban Poor Clients through an Integrated Referral System

Why use this approach?

The referral mechanism approach focuses on improving communication between multiple levels of the health system and the provision of quality care. It helps the government to streamline care-seeking, therefore maximizing allocated resources and decreasing case load of higher level facilities.



STEP 1: Claim the ownership

of the referral mechanism by the local government.



STEP 2: Constitute a referral technical committee

and agree on its composition, roles and responsibilities.



STEP 3: Conduct a baseline assessment

of the existing referral system and facility services.



STEP 4: Define the referral network

and link UPHCs to higher level facilities.



STEP 5: Customize and pilot

referral tools and referral directory.



STEP 6: Conduct training

with community level workers and staff at the facility level.



STEP 7: Implement the referral mechanism

with handholding support.



STEP 8: Hold inter-phase meetings

of facility staff and community workers.



STEP 9: Establish partnerships

with medical colleges and nursing institutions.



STEP 10: Track data

and monitor the referral mechanism.



STEP 11: Ensure a feedback mechanism

for quality improvement measures.



STEP 12: Develop referral champions

in the district.