Causal Explanation for Patient Engagement with Primary Care Services in Saudi Arabia: Preliminary Results of Realist Review

Alaa Alghamdi, Melvyn Jones, Paula Alves, Sophie Park

Background

Primary healthcare services (PHC) in Saudi Arabia (SA) has lagged behind secondary care, and evidence suggests that 65% of the cases seen in secondary emergency hospitals classified as non-urgent [2]. However, a recent review showed that the overall satisfaction of PHC in SA is more than 75%[1]. While the patients reported that they were satisfied with PHC services, they frequently attended emergency departments directly, which indicated that they were unlikely to be satisfied with the PHC services.

Aim

To understand the causal explanation of patient engagement with the PHC in SA.

Approach

What is Realist Review? Why?

A theory-driven interpretive approach to synthesizing evidence [3].

Ideally suited our research to understand the complexities of the dynamic and iterative concept of patient engagement with primary care services in SA.

This review was structured around examining the (mechanisms) of patient engagement with primary care services in SA that been triggered by different (contexts) to generate certain outcomes

Approach:

- Research question
- Initial programme theory

Scope:

- The process of data screening and selection resulted in 763 references including academic and grey literature
- Total included studies that met our selection criteria is 31

searching for evidence:

- Quality appraisal and data extraction
- Context-Mechanism-Outcome Configurations development (CMO)
- Testing and refining the programme theory

Synthesizing evidence:

Results

Theory 1: Influence of patient expectations

- Understanding the patients' needs from primary care services
- GP experience and knowledge
- Trigger patients' trust in the provided services
- Lead to improve the patients' satisfaction of primary care services
- Lead to patients' satisfaction towards PHC

Emerging CMOs

Theory 2: Influence of Health Literacy

- Personal characteristics as low education level
- Friends and families have influences on patient's decisions
- That can be minimal by raising health awareness
- That will provide a better utilization to the secondary care system

Theory 3: Influence of Professionalism

- Patient experience of PHC
- Communication skills and empathy of Healthcare providers
- Patient satisfaction and a continuous patient engagement with PHC

Emerging CMOs

Iterative testing and refining CMOs

References:

1. Alyasin A, Douglas C. 2014 Reasons for non-urgent presentations to the emergency departments in Saudi Arabia

Contact:

Alaa Alghamdi
alaa.Alghamdi.18@ucl.ac.uk