

QUALITY OF SICKNESS CERTIFICATION IN PRIMARY HEALTH CARE

- A study in order to assess the result of actions on the sickness certificates quality in Primary Health Care in Stockholm County.

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Methods

Study population

- > 300 000 sickness certificates from electronic patient records
- Intervention period 2004-2009; 21 PHC centres
- Follow-up period 2010-2011; 31 PHC centres

Parameters

- 1. Number of days on first certificate
- 2. Face to face consultations
- 3. Certificates with non-specific diagnoses after 30 days
- 4. Certificates with notation about need for vocational rehabilitation after 30 days
- 5. Certificates with notation about prognosis for return to work after 30 days
- 6. Completely filled in certificates after 30 days
- 7. Acceptable certificates (information about medical history, examination and functional limitations)

Conclusions

- Quality improved for all seven parameters during the intervention period
- For face to face consultations and certificates with non-specific diagnoses after 30 days the improvement remained
- For notation about need for vocational rehabilitation and acceptable information on certificate the quality continued to improve during follow-up

- The results might be used to upgrade guidelines and educational activities
- Reminders, feed-back, collegial support, compulsory information fields and structured guidance are supplements in order to improve quality of sickness certification