A systematic review of continuity of care and its role in patient satisfaction and decreased hospital admissions in the adult patient receiving home care services

Gwendolyn D. Costantini, Michele McDermott, Denise Primiano, Michelle Santomassino, Jason T. Slyer, Joanne K. Singleton

Citation

Review question(s)
The overall objective of this systematic review is to determine the best available evidence related to the effectiveness of continuity of care interventions on patient outcomes. The specific review questions to be asked are:

What continuity of care interventions are most effective in improving patient satisfaction in adult patients receiving home care services?

What continuity of care interventions are most effective in reducing all-cause hospital readmission rates among adults receiving home care services?

Searches
The search strategies used will seek published and unpublished full text studies written in the English language from the inception of the databases to the current date. A three-step strategy will be used in this review. An initial limited search of MEDLINE and CINAHL using EBSCOhost will be undertaken followed by an analysis of the text contained in the title and abstract, as well as the index terms used to describe the article. A second search using all of the identified keywords and index terms will be undertaken across all included databases. Thirdly, the reference list of all identified reports and articles will be searched for additional studies. Studies identified through reference list searches will be assessed for relevance based on the study title.

The databases that will be used include but are not limited to: Academic Search Premiere, CINAHL, Clin-eguide, EMBASE, ERIC, Health Reference Center, Health Source Nursing Academic, MEDLINE, Nursing & Allied Health Source, Ovid, ProQuest Health Management, and PsycINFO.

Grey literature sites to be explored are: Dissertation Abstracts online, Google scholar, government health department websites, Institute of Medicine, UpToDate.com, the Virginia Henderson Library of Sigma Theta Tau International and any relevant home care web sites. In employing the search strategy of reviewing the reference list of relevant articles, a hand search of appropriate journals (e.g. Journal for Healthcare Quality, Journal of Health Services Research and Policy, Journal of the American Geriatrics Society, Home Healthcare Nurse, Home Health Care Management and Practice) will be done as well. The references of chosen studies will be searched to find the entire texted document for studies that meet the inclusion criteria.

Keywords contained within the title will be used to narrow relevant articles. The initial keywords that will guide this initial review are: continuity of care, patient satisfaction, admissions, adult and home care.

A full list of keywords to be used will be developed following the first stage of searching (as detailed above), and are thought to contain: continuity of care, patient satisfaction, decreased hospital admissions, continuity, continuity of patient care, care pathways, integrated care, home care, home care services, hospital, hospital admissions, readmissions, patient care, patient outcomes, acute care, acute patient care, and post-discharge.

Types of study to be included
The review will consider randomised controlled trials. In the absence of randomised control trials other research designs, such as non-randomised controlled trials, quasi-experimental studies, and before and after studies will be considered for inclusion to enable the identification of current best evidence.

**Condition or domain being studied**
Continuity of care and its role in patient satisfaction and decreased hospital admissions in the adult patient receiving home care services.

**Participants/ population**
The review will consider studies that include all adults, male and female (aged 18 years old and above) receiving home care services, regardless of diagnosis, stage or severity of disease, co-morbidities, and previous treatment received.

**Intervention(s), exposure(s)**
This review will consider studies that evaluate all models/types of interventions for continuity of care of adult patients delivered by registered nurses in home care settings.

**Comparator(s)/ control**
no intervention

**Outcome(s)**

- **Primary outcomes**
  This review will consider studies that include, but are not limited to, the following outcome measure:

  All-cause hospital readmissions measured as patients who experience an unplanned admission to the same hospital, a different hospital, or another acute care facility for the same diagnosis or for a different diagnosis.

  Patient satisfaction measured by patient self-report.

- **Secondary outcomes**
  No details

**Data extraction, (selection and coding)**
Quantitative data will be extracted from papers included in the review using the standardised data extraction tool from JBI-MAStARI. The data extracted will include specific details about the interventions, populations, study methods and outcomes of significance to the review question and specific objectives.

**Risk of bias (quality) assessment**
Quantitative papers selected for retrieval will be assessed by two independent reviewers for methodological validity prior to inclusion in the review using standardised critical appraisal instruments from the Joanna Briggs Institute Meta Analysis of Statistics Assessment and Review Instrument (JBI-MAStARI). Any disagreements that arise between the reviewers will be resolved through discussion, or with a third reviewer.

**Strategy for data synthesis**
Quantitative papers will, where possible be pooled in statistical meta-analysis using JBI-MAStARI. All results will be subject to double data entry. Effect sizes expressed as odds ratio (for categorical data) and weighted mean differences (for continuous data) and their 95% confidence intervals will be calculated for analysis. Heterogeneity will be assessed statistically using the standard Chi-square and also explored using subgroup analyses based on the different quantitative study designs included in this review. Where statistical pooling is not possible the findings will be presented in narrative form including tables and figures to aid in data presentation where appropriate.

**Analysis of subgroups or subsets**
No details

**Contact details for further information**
Joanna Briggs Institute Synthesis Science Unit (JBI SSU) Joanna Briggs Institute Synthesis Science Unit (JBI SSU)
Synthesis Science Unit (SSU)
The Joanna Briggs Institute
Faculty of Health Sciences
The University of Adelaide
SA 5005
AUSTRALIA
jbiresearch@adelaide.edu.au

Organisational affiliation of the review
Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute

Review team
Ms Gwendolyn D. Costantini, Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute
Ms Michele McDermott, Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute
Ms Denise Primiano, Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute
Ms Michelle Santomassino, Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute
Dr Jason T. Slyer, Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute
Professor Joanne K. Singleton, Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute

Collaborators
Dr Bonnie Lauder,
Dr Patrick Mattis,
Dr Cheryl Holly, New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute

Anticipated or actual start date
31 August 2011

Anticipated completion date
04 May 2012

Funding sources/sponsors
Pace University, College of Health Professions, Lienhard School of Nursing and New Jersey Center for Evidence Based Practice at UMDNJ School of Nursing; A Collaborating Centre of the Joanna Briggs Institute; Joanna Briggs Institute, Adelaide, South Australia; JBI review code 564;

Conflicts of interest
None known
Other registration details
The Joanna Briggs Institute; JBI review code 564.

Language
English

Country
United States of America

Subject index terms status
Subject indexing assigned by CRD

Subject index terms
Adult; Continuity of Patient Care; Home Care Services; Patient Admission; Patient Satisfaction; Humans

Stage of review
Completed and published

Date of registration in PROSPERO
24 November 2011

Date of publication of this revision
27 November 2013

Details of final report/publication(s)
Santomassino, M ,Costantini G et al . 2012 A systematic review on the effectiveness of continuity of care and its role in patient satisfaction and decreased hospital readmissions in the adult patient receiving home care services JBI Library of Systematic Reviews and Implementation Reports, 10(21):1214 - 1259

DOI
10.15124/CRD42011001758

Stage of review at time of this submission

<table>
<thead>
<tr>
<th>Stage of review at time of this submission</th>
<th>Started</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preliminary searches</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Piloting of the study selection process</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Formal screening of search results against eligibility criteria</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Data extraction</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Risk of bias (quality) assessment</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Data analysis</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

PROSPERO
International prospective register of systematic reviews
The information in this record has been provided by the named contact for this review. CRD has accepted this information in good faith and registered the review in PROSPERO. CRD bears no responsibility or liability for the content of this registration record, any associated files or external websites.