

Conference abstract

## **Analysis of the continuity of services from the viewpoint of clinical files in the perspective of quality improvement**

*Louise Belzile, University of Sherbrooke, Canada*

*Yves Couturier, University of Sherbrooke, Canada*

*Correspondence to: Louise Belzile, E-mail: [Louise.Belzile@USherbrooke.ca](mailto:Louise.Belzile@USherbrooke.ca)*

---

### **Abstract**

**Purpose:** According to the most recent conceptual model, the continuity of services is increasingly recognized as a robust quality indicator. However, while many authors estimate that clinical files are, in principle, good observatories of continuity; very few have studied continuity from the files' viewpoint.

**Theory:** Global continuity comprises three dimensions, i.e., informational continuity, management continuity and relational continuity. These three forms of continuity can be observed in clinical files by identifying continuity moments and events.

**Methods:** In the context of a larger embedded case study, we analyzed 21 clinical cases, equally distributed in three different integrated care networks, of users followed by case managers. Their content was decorticated using a validated clinical information extractor and then transposed to a temporal line allowing a sequential identification of continuity moments and events.

**Results and conclusions:** The clinical files allow a better understanding of the specific deployment patterns of the three types of continuity which appear to be dependant of the different contexts' tools and norms of completion of the files.

### **Keywords**

**continuity, quality of services, clinical files**

---