COLLABORATIVE HEALTHCARE SYSTEM BENEFITS ENHANCING PATIENT OUTCOMES AND SATISFACTION: A CASE REPORT FOR A PATIENT WITH NECK PAIN AND CERVICAL RADICULOPATHY

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INTRODUCTION
This case report demonstrates effective collaborative care for a patient presenting for a chiropractic evaluation and treatment within an integrative health care system with emphasis on patient satisfaction, positive outcomes, and efficient processes.

PATIENT INFORMATION
Following evaluation, the patient experienced three visits of chiropractic treatments with no improvement or provocation of her symptoms. A cervical MRI was ordered.

INTERVENTION / RESULTS
Referral was made to a neurosurgeon with the assistance of a spine care coordinator within the integrated health care system. The MRI showed broad-based disc osteophyte complex eccentric to the left with severe left foraminal narrowing at C5-C6 and C6-C7 levels. The neurosurgeon held a consultation to cover the results of the advanced imaging and discuss options for treatment. The patient agreed to care and underwent a cervical discectomy and two-level disc arthroplasty.

DISCUSSION
Through the efficiency of care rendered, interprofessional collaboration and resulting positive patient outcomes. We are allowed to highlight the benefits collaborative care within an integrative health care system for a patient with cervical pain and cervical radiculopathy. This was further supported by the efficient referral process and appropriate course of care for the patient, Utilizing D’Amour’s four-dimensional model of collaboration and its indicators, enhances positive patient outcomes and satisfaction within an integrative health care system with efficient management of care through a team of health care providers and administration.

The Four-Dimensional Model of Collaboration

CONCLUSION
Chiropractic services have been shown to be an integral part of the collaborative health care team within our integrated delivery health care system. The value of collaboration is supported by the positive outcomes presented in this case. The development of an integrated clinical practice chiropractic residency program within this environment may prove to build interprofessional collaboration, enhance clinical experience and improve patient outcomes.

REFERENCES

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