

changing attitudes and structures at high levels in the control lever is vital to the success of the referral system.

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### SET UP A REFERRAL SYSTEM WITH EVIDENCE-BASED APPROACH IN TABRIZ ASADABADI HOSPITAL

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**Background and Aims:** Evidence-based management and evidence-based medicine plays an important role in providing health care services. This study describes the referral system has been set up in Tabriz's northwest.

**Methods:** Following the appointment of the new director of the center Asadabadi, the data was analyzed, Interviews were conducted with physicians and employees and upstream managers, referral Committee was formed at the center. By the committee set up referral system was a priority. By reviewing the scientific literature and experiences from the different solutions proposed in the discussion group. Finally, communicate with health centers, staff training, to encourage doctors, as well as strategies and action items were chosen priority. Now, we passed the next few months and will evaluate its progress.

**Results:** After reviewing the evidence and formulate action plan, we have attempted to identify peripheral units Then, six health centers with a population of about 500,000 people and a few regional and multi-city contract was signed. Hotline to prioritize queue and at reception to referral patients was assigned. By encouraging physicians to write feedback, We managed, the number of referral patients will increase from less than one percent (40 cases in month) to about 7 percent (1900 cases in month). Also, we were able to improve patient satisfaction from 50 percent to 80 percent.

**Conclusion:** Set up a referral system with evidence-based approach in small area, to identify bottlenecks and interventions to expand it at a national level will be great help. The results of this study, firstly confirmed the feasibility of setting up a referral system. Secondly, the need to expand the vision and systemic action than ever before that was appeared. The center, with the launch of electronic queue system and other measures tries to increase the quantity and quality of the referral system but