

## ABSTRACT

### PRE-CONSULTATION COMMUNICATION BETWEEN PRIMARY AND SPECIALTY CARE PROVIDERS

The U.S. health care system is inundated with inefficiencies, which can often be attributed to poor communication between providers. Specifically, absent or insufficient pre-consultation communication leads to poor patient outcomes. This manuscript addresses communication inadequacies between primary and specialty care providers by introducing a system-wide communication platform strategy in a large urban safety-net hospital system. Theoretical frameworks used to organize and guide the project are the Donabedian model, and Imogene King's Theory of Goal Attainment. Plan-Do-Study-Act cycles are used to identify system needs and objectives, and to create a standardized policy that guides providers on the purpose and use of pre-consultation communication. The policy introduction is disseminated throughout the system to foster knowledge sharing. Stakeholder goal attainment is calculated to measure success.

*Keywords:* pre-consultation communication, Donabedian model, Theory of Goal Attainment, Plan-Do-Study-Act