Quality of care provided to diabetic patients attending primary health care centers in National Guard in Makkah Region, Saudi Arabia

Indorsement

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Abstract

**Background:** Diabetes has always been a costly and serious health problem known globally and locally and is increasing at an alarming rate. With this, quality of care has been a major issue among diabetic patients. The present study specifically targets to assess the quality of care provided to diabetic patients at the level of primary healthcare centers of National Guard in Makkah region using American Diabetes Association (ADA) indicators as well as to compare these qualities between primary health care centers in the region.

**Subjects and Methods:** This is a cross-sectional study, carried out using a retrospective chart review. The sample population was adult diabetic patients (type 2), attending National Guard's primary health care centers, Makkah region, Saudi Arabia, from 1st of January 2017 till 31st of December 2018.

**Results:** 400 adult diabetic patients aged 30 to 97 years old have a mean age of 58.25 (SD=11.9). The length the patient has been diagnosed with diabetes ranges from 1-42 years, having a mean year of 9.66 (SD=7.6). In this study, improved quality of care was provided to diabetic patients in 2018 from 2017. Patients have also shown a positive response on the adherence to the guidelines, hemoglobin A1C level, blood pressure level, and low-density lipoprotein for both years. Among all the primary health care centers the patients are following in, SPC was found to be, in 2017 and 2018, the highest in number of patient visits, number of times doctors have seen the patients, number of times blood pressure were measured and the number of times body mass index were checked during routine visit meanwhile Iskan-Jeddah was found to be, in 2017 and 2018, the highest in the number of times the hemoglobin A1C were tested and number of dental visits. Furthermore, SPC also has the highest number of patients with complications, meanwhile the primary health care center with patients who have least complications is Iskan-Jeddah. Also, the result of the study shows that the control of Hemoglobin A1C is better in 2018 than in 2017 considering the increase in numbers of patients with <7 hemoglobin A1C level.

**Conclusion:** The result of this study, in conclusion, indicates that there’s an improved and adequate care provided to the patients among the assessed primary healthcare centers in Makkah Region. Nevertheless, there remains a need for interventions to maintain comprehensive data on diabetes performance. Monitoring and proper education on diabetic care to patients are suggested to achieve a better control of diabetes and delay occurrence of complications.

**Keywords:** Diabetes, Primary Health Care Centers