

Access and availability

Indicator **70**

Outpatient visits

Indicator short name	Outpatient visits
Indicator long name	Outpatient visits (primary care) per person per year
Domain	Access and availability
Sub-domain	Utilization of services
M/E domain	Outputs
Definition	Number of outpatient health facility visits (e.g., to facilities or doctors) per person per year
Disaggregation(s)	Subnational Age Gender
Numerator	Total number of visits
Denominator	Per person in a given year
Preferred data source	Population-based survey; can also be collected through RHIS if the RHIS includes all facilities in the country (public and private)
Rationale	Utilization of care can be a predictor of access to primary care. While cultural factors and incentive structures can play a role in how often people seek care, low utilization can signal issues related to access to care. For example, OECD average for doctor's consultation is between 6.5 and 6.8 visits per person in a year (OECD Health at a glance 2019). During public health events outpatient visit utilization needs frequent monitoring to assure timely detection of service disruption.
Reference(s)	National Committee for Quality Assurance: Measuring Quality, improving health care. Emergency Department Utilization (https://www.ncqa.org/hedis/measures/emergency-department-utilization/ , accessed 23 August 2021). Agency for Healthcare Research and Quality. 2015. Measures of Care Coordination: Preventable Emergency Department Visits (https://www.ahrq.gov/research/findings/nhqrdr/chartbooks/carecoordination/measure2.html , accessed 23 August 2021).
Existing data collection tool	Country health information systems The DHS have a health care utilization module though it is not part of their core module but can be accessed through individual country reports online. The Demographic and Health Surveys Program. Demographic and Health Surveys (https://dhsprogram.com/Methodology/Survey-Types/DHS.cfm , accessed 19 August 2021).