TOOL TO ASSESS READINESS FOR INTEGRATED CARE

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► Focus on Integrated Care
► **Scaling** good practices through **transfer** to other health and care systems.
► Success of a good practice depends on the **context** (health and care system adopting the practice).
► Scirocco starts from a focus on the maturity of a health and care system to adopt integrated health and care practices.
► From now on:
  □ **Maturity** means “Maturity to adopt integrated health and care practices”
  □ **Maturity requirement** means “A requirement for maturity imposed by a good practice”
Tasks the Tool Should Support

1. Rating the **maturity** of a regional/national health service based on the experience of participants in the system.

2. Rating the **maturity requirement** of a good practice in integrated care based on the experience of participants in designing and deploying the good practice.

3. Rating the **maturity requirement** of a good practice in integrated care based on a written description.

4. Supporting twinning between two health systems

5. Supporting coaching around a particular practice
Challenges In the Design of the Tool

► The face validity of the tool has been verified.
► Usability is the key aspect – so we have linked questionnaires to the tool.
  - Language is a key aspect.
  - Understanding the concepts and dimensions
► Evidence – evolving the way we support justifying scores.
► Support for negotiation.
► Support for sharing.
Scirocco Project Maturity Assessment

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Maturity Model Questionnaire

Create a new questionnaire

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New Maturity Model Questionnaire

1. Readiness to Change (to enable more integrated care)

- No acknowledgement of compelling need to change
- Compelling need is recognised, but no clear vision or strategic plan
- Dialogue and consensus-building underway; plan being developed
- Vision or plan embedded in policy; leaders and champions emerging
- Leadership, vision and plan clear to the general public; pressure for change
- Political consensus; public support; visible stakeholder engagement

If someone asked you to justify your rating here what would you say (please provide a few short sentences):

[Blank space]

How confident are you of your rating?

[Blank space]

Who do you think could provide a more confident judgement?

[Blank space]
New Maturity Model Questionnaire

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Questionnaire name:  

ALEC DEMO

Save questionnaire
New Maturity Model Questionnaire

Please reply to all of the questions

1. Readiness to Change (to enable more integrated care) * Required

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If someone asked you to justify your rating here what would you say (please provide a few short sentences):

There are policy documents in place, the minister is prepared to speak on this matter. However, the organisations who will implement have not fully adopted the approach and it is patchily represented in their plans.

How confident are you of your rating?

Moderately confident

Who do you think could provide a more confident judgement?

XXX who leads on Change Mar

Questionnaire name: *

ALEC DEMO

Save questionnaire
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2. Structure & Governance * Required

○ Fragmented structure and governance in place
○ Recognition of the need for structural and governance reform
○ Formation of task forces, alliances and other interaction structures
○ Governance established at a regional or national level
○ Roadmap for a change programme defined and
○ Full, integrated programme established, with full executive backing

If someone asked you to justify your rating here what short sentences):


How confident are you of your rating?

Who do you think could provide a more confident judgement?

Q2. Structure and Governance: Objectives

The broad set of changes needed to deliver integrated care at a regional or national level presents a significant challenge. It needs multi-year programmes with excellent change management, funding and communications, and the power to influence and (sometimes) mandate new working practices. This means alignment of purpose across diverse organisations and professions, and the willingness to collaborate and put the interest of the overall care system above individual incentives. It also means managing the introduction of eHealth services to enable integrated care in a way that makes them easy to use, reliable, secure, and acceptable to care professionals and citizens alike.

- Enabling properly funded programmes, including a strong programme, project management and change management; establishing ICT or eHealth competence centres to support roll-out; distributed leadership, to reduce dependency on a single heroic leader; excellent communication of goals, progress and successes.
- Managing successful eHealth innovation within a properly funded, multi-year transformation programme.
- Establishing organisations with the mandate to select, develop and deliver eHealth services.

Questionnaire name: *
ALEC DEMO

Save questionnaire
New Maturity Model Questionnaire

Your questionnaire was successfully saved

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ALEC DEMO
Outline Methodology

► Use a multidisciplinary team because the maturity dimensions are heterogeneous and cross many domains of expertise.

► Rate the dimensions independently (or at least come up with an initial perspective).

► Discuss with the team.

► Achieve consensus
A Multidisciplinary Team

- Doctor
- Nurse
- IT Specialist
- Administrator
The doctor
The nurse
The IT Professional
The Administrator
Discussion/Negotiation
Consensus
Next Steps

- Sharing models across a group – owners and viewers – consulting now.

- Medium term:
  - Supporting sharing - overlaying multiple models…
  - More structured way of providing evidence.
  - Support for reaching consensus
  - Tackling language issues.

- Longer term
  - Supporting negotiation over adoption.
  - Supporting twinning.
Evaluation

► We have data from use of the tool.
► We have questionnaire data supplied by Scirocco partners and other users.
► Looking at diversity and expertise across the team
  □ Looking at the extent to which value systems of respondents are important.
  □ Looking at expressions of confidence.
► Identifying the use of particular vocabulary in justifications.
Summary

► The initial version of the tool seems stable and usable.
► We are seeing use of the tool inside and outside the project.
► We have the next version of the tool ready to distribute.
► There are considerable challenges in providing effective support for twinning and coaching.