



# ASSESSING READINESS FOR INTEGRATED CARE

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# Scaling-up Integrated Care In Europe

- ▶ Integrated care is being adopted at different rates and in diverse ways across regions in Europe
- ▶ Recognition of the need to **maximise the use of existing knowledge** and encourage exchange of good practices and knowledge transfer in Europe
- ▶ Sharing of experience of the good practices should lead to their **“easier and faster” adaptation** and implementation in other regions.
  - Building of European networks & repositories

# HOWEVER

The challenge remains **how to best leverage this existing body of evidence** and utilise the good practice catalogue to make the learning embedded in the practices more readily and accessible to potential adopters.

- ✓ What ***actions have the more progressive regions taking*** in order to be successful?
- ✓ ***What can we learn from these pioneers*** about how to overcome barriers and accelerate results?
- ✓ Can these ***lessons*** be ***structured into a conceptual ‘maturity model’*** that could help aspiring regions to speed their own adoption?

# Challenges of Scaling Up

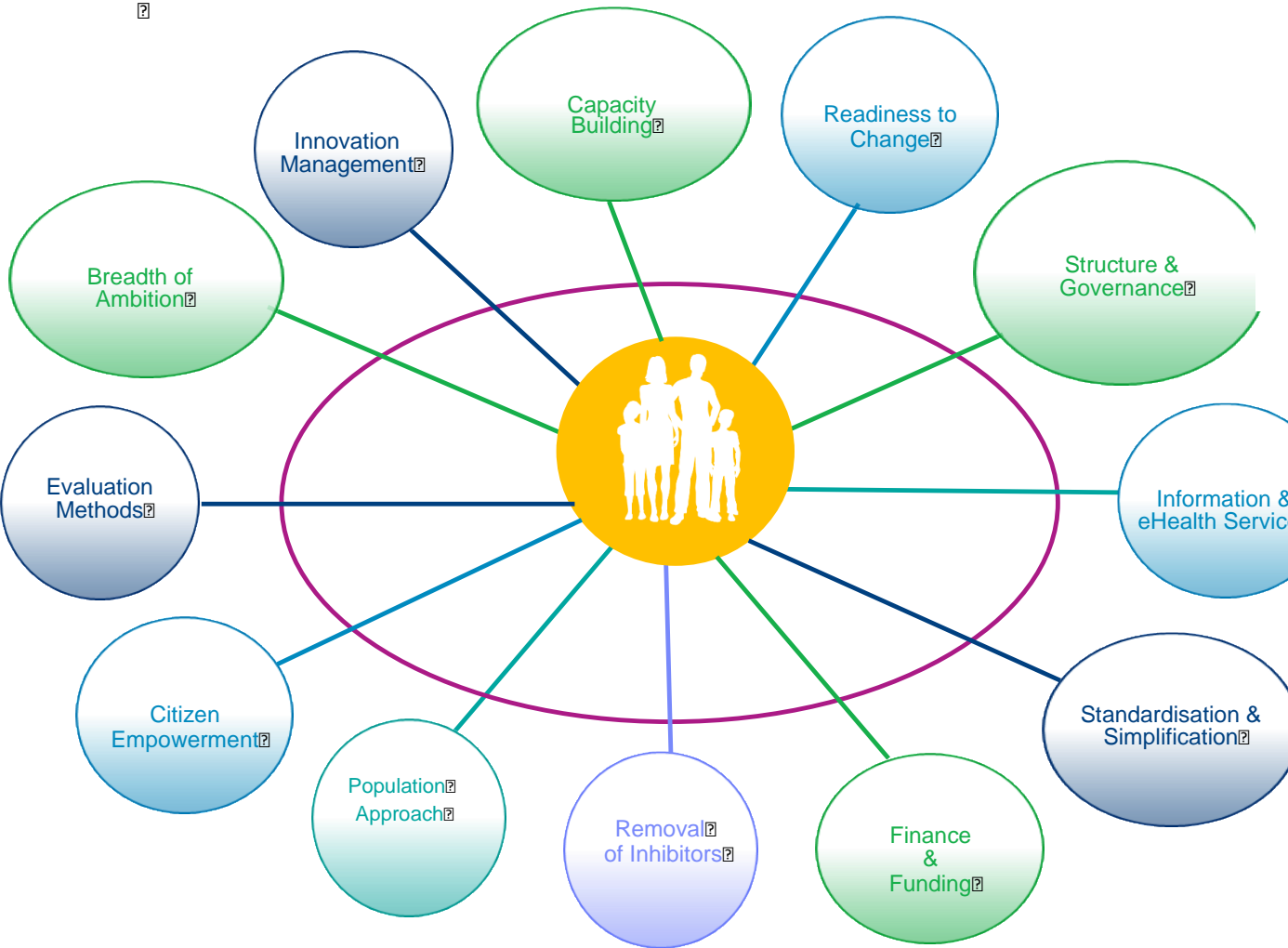
- Systematic use of different types of **evidence**;
- Understanding the **context** of scaling-up – features of the intervention need to “fit” into the context appropriately;
- Identification of **transferable elements** of good practice/intervention for scaling-up;
- **Flow of appropriate information** between adopting and transferring entities



**Framework models/tools for scaling up are needed**

# Development of SCIROCCO Tool

## B3 Maturity Model (Conceptual Framework)



European Innovation  
Partnership on Active  
and Healthy Ageing

- Interviews with 12 European regions
- Analysis /Identification of “indicators” or “characteristics of maturity
- Development of an assessment scale



# Information & eHealth Services

## ► Objectives:

- Integrated care requires, as a foundational capacity, sharing of health information and care plans across diverse care teams that leads progressively to systems for enabling continuous collaboration, measuring and managing outcomes and enabling citizens to take a more active role in their care. This means building on the existing eHealth services, connecting them into new ways to support integration, and augmenting them with new capabilities, such as enhanced security and mobility.



# Information & eHealth Services

## Assessment:

- 0 – Information systems are not designed to support integrated care
- 1 – Information and eHealth services to support integrated care are being piloted
- 2 – Information and eHealth services to support integrated care are deployed but there is not yet region wide coverage
- 3 – Information and eHealth services to support integrated care are available via a region-wider service but use of these services is not mandated
- 4 – Mandated or funded use of regional/national eHealth infrastructure across the healthcare system
- 5 – Universal, at-scale regional/national eHealth services used by all integrated care stakeholders

# From Conceptual Model to an Online Self- Assessment Tool for Integrated Care





# Scirocco Project Maturity Assessment

[HOME](#)[MATURITY MODEL QUESTIONNAIRE](#)[ACCOUNT](#)[LOGOUT](#)

## Maturity Model Questionnaire

[Create a new questionnaire](#)

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# New Maturity Model Questionnaire

Please reply to all of the questions

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

## 2. Structure & Governance \* Required

- ☐ Fragmented structure and governance in place
- ☐ Recognition of the need for structural and governance changes
- ☐ Formation of task forces, alliances and other informal arrangements
- ☐ Governance established at a regional or national level
- ☐ Roadmap for a change programme defined and agreed
- ☐ Full, integrated programme established, with full governance

If someone asked you to justify your rating here write a few short sentences):

How confident are you of your rating?

Who do you think could provide a more confident judgement?

Questionnaire name: \*

ALEC DEMO

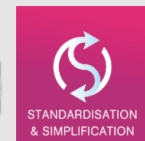
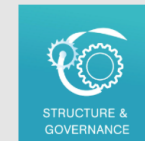
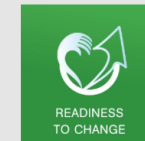
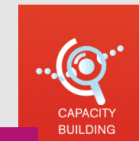
Save questionnaire

### 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.

Ok



# New Maturity Model Questionnaire

Your questionnaire was successfully saved

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

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):

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

Update questionnaire



## How to use SCIROCCO tool?



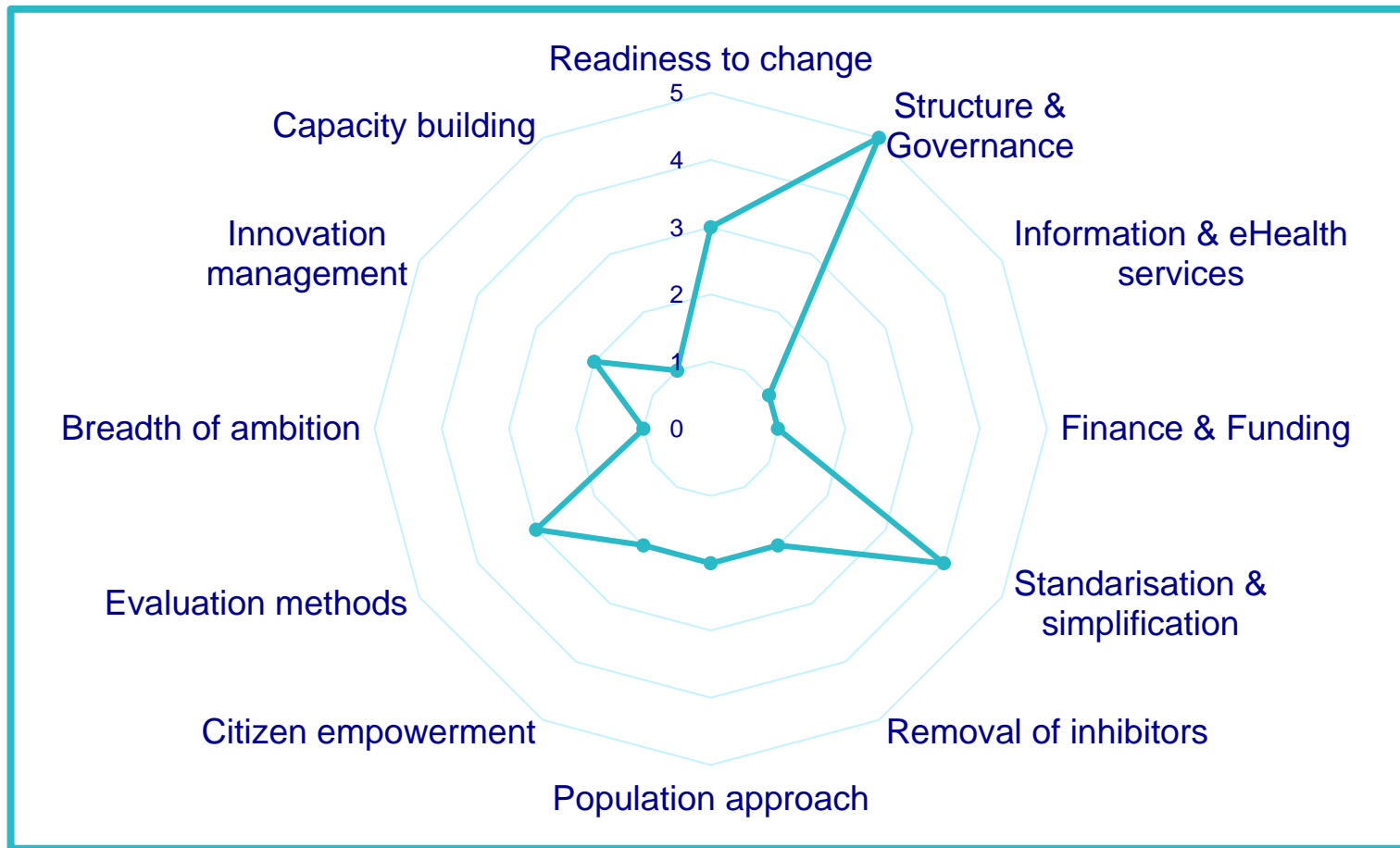
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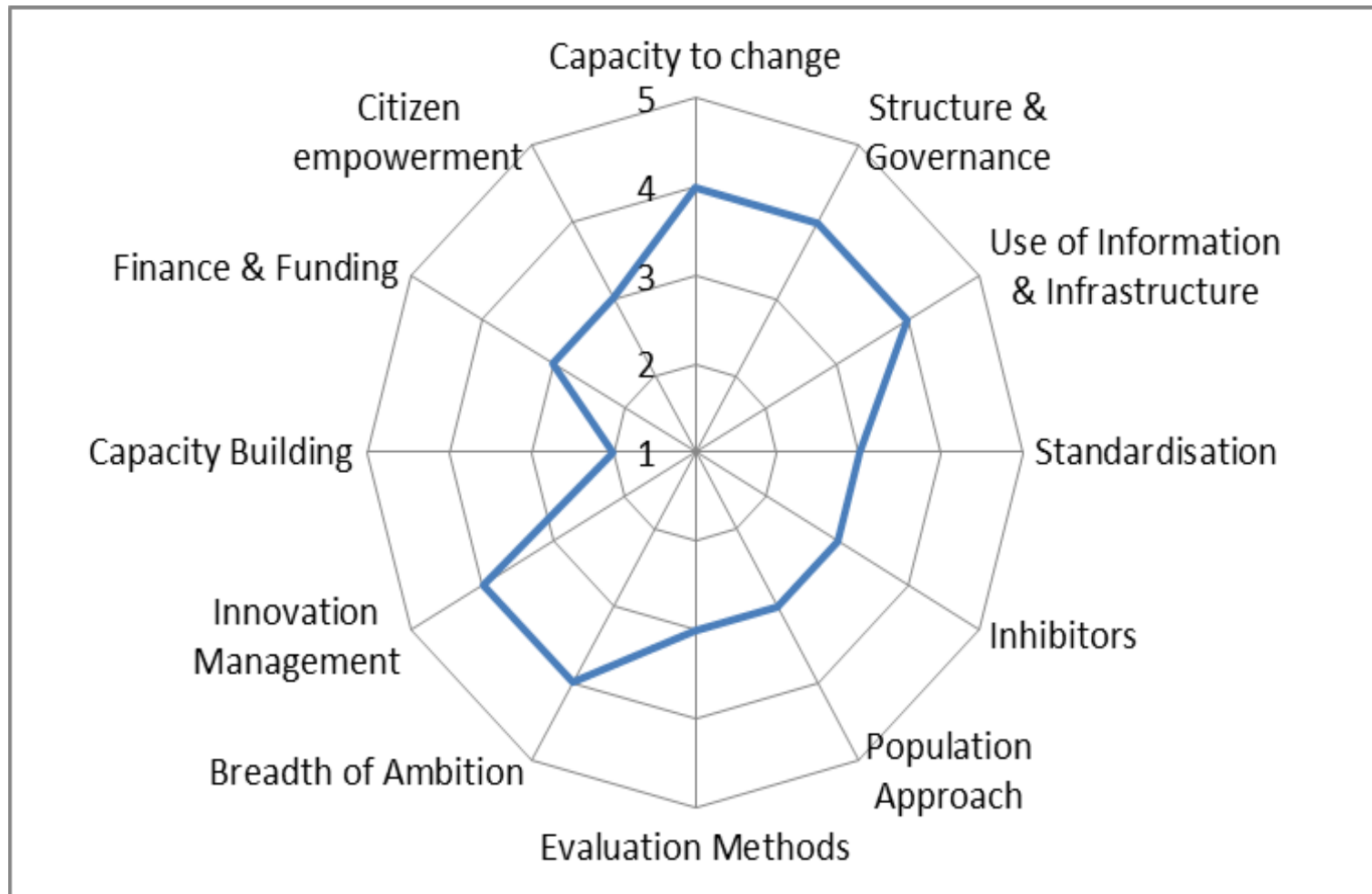
# Tool to assess maturity requirements of Good Practices

## “Technology Enabled Care Programme” - Scotland



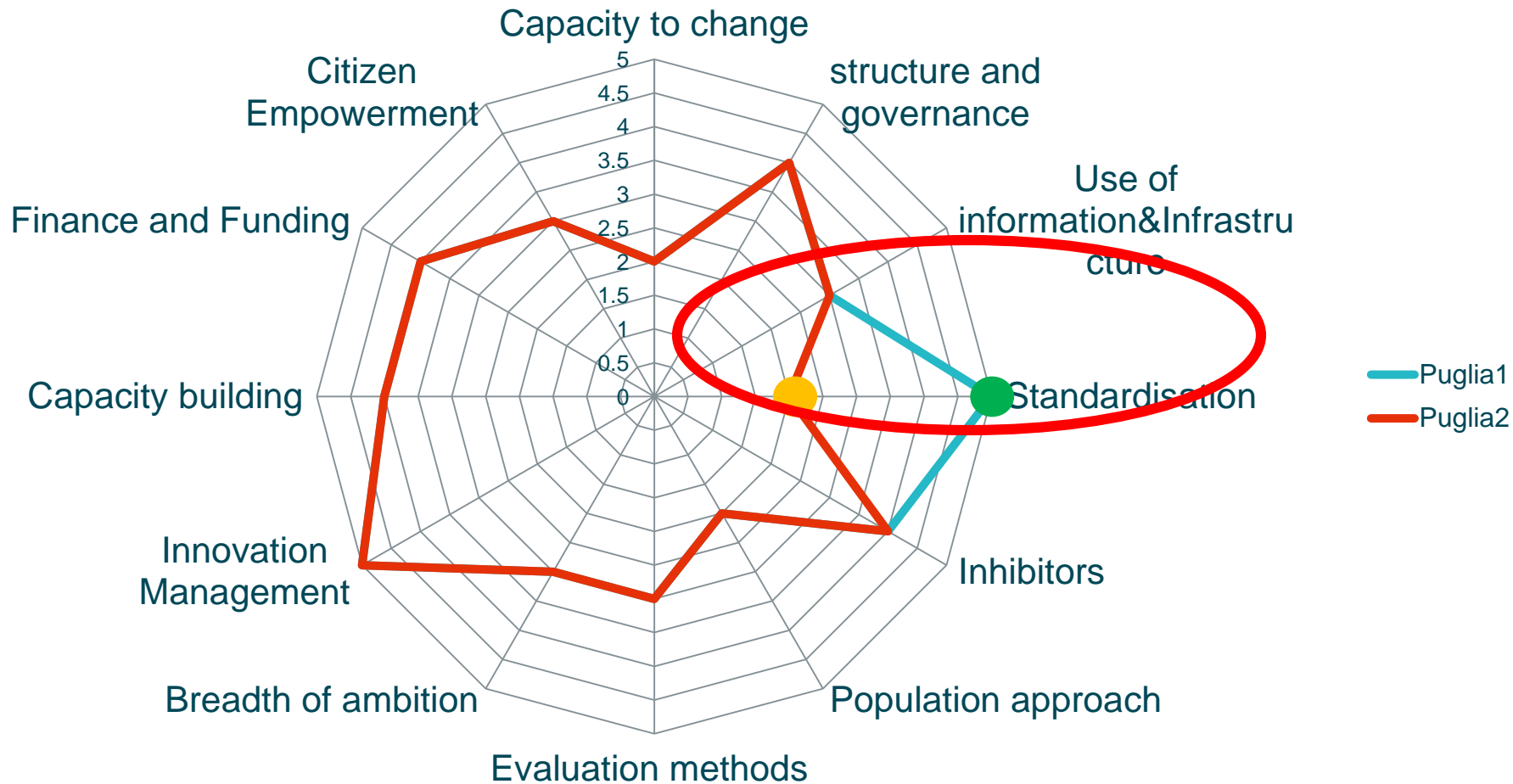
# Tool to assess maturity of the healthcare system

## Example of Scotland

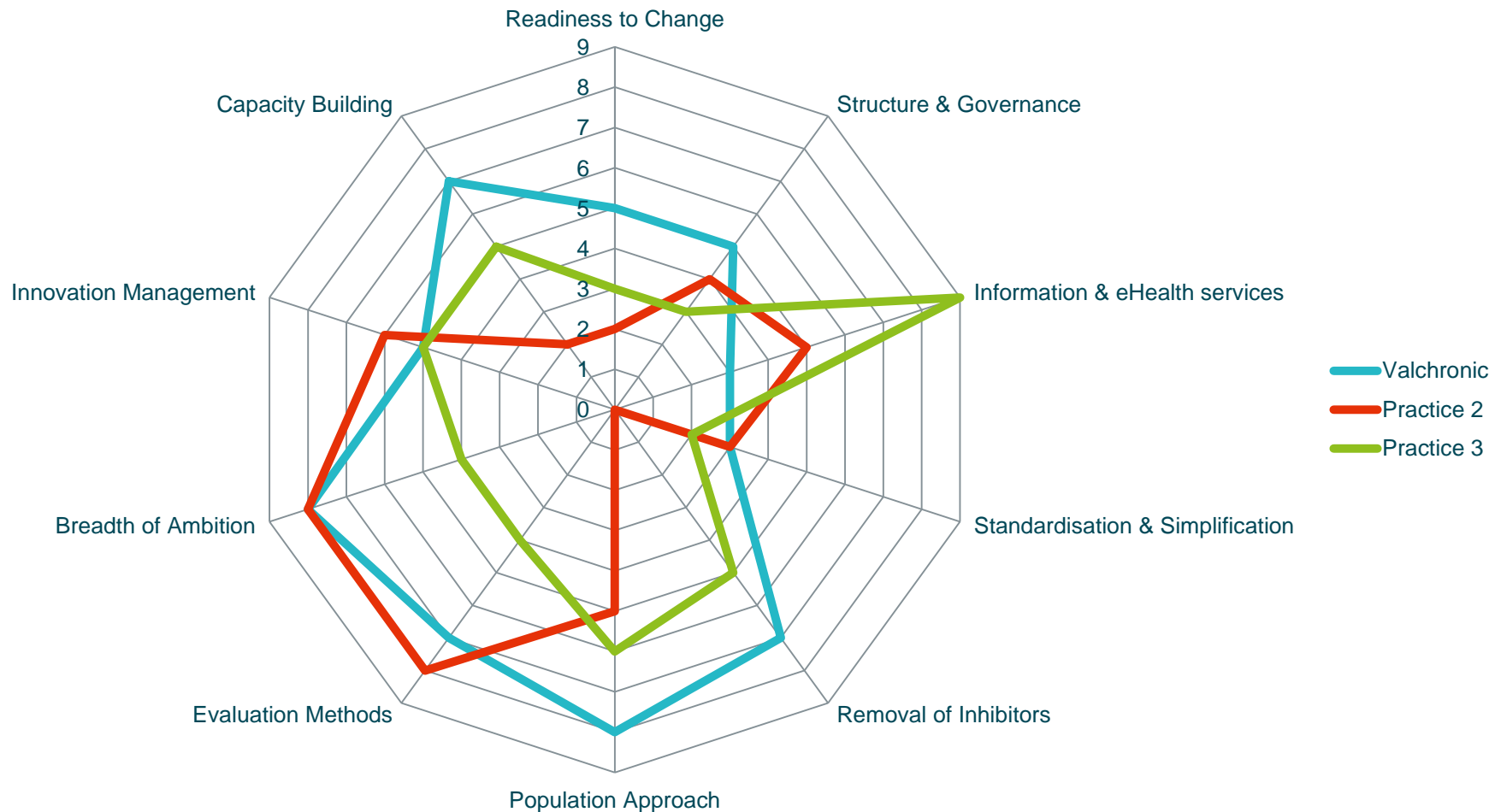


# Tool to detect the gaps in the system

One example

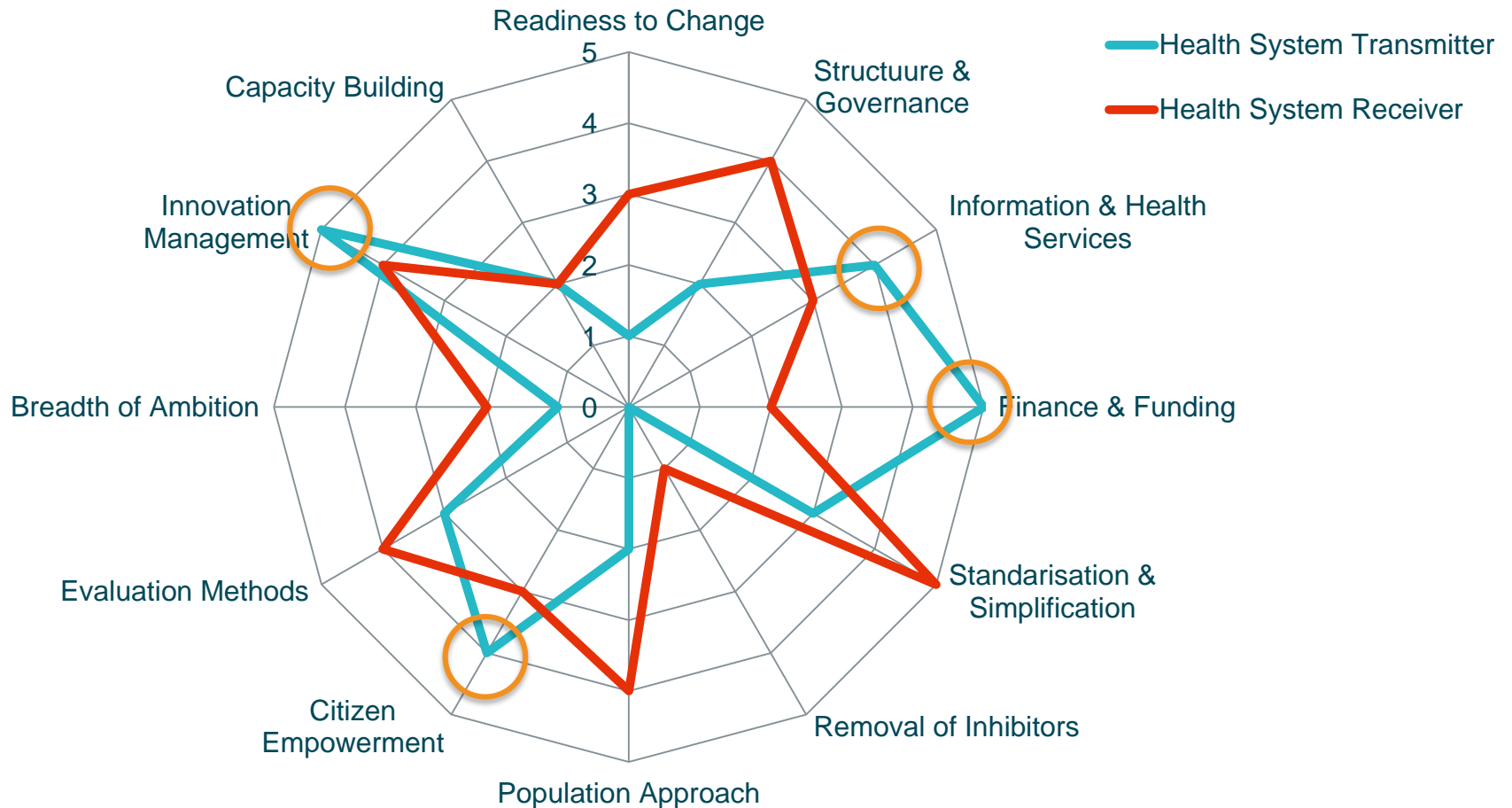


# Tool to facilitate the twinning / coaching





# Tool to facilitate the knowledge transfer & scaling-up



# Multidisciplinary team delivering integrated care...



# Tool to facilitate discussion/negotiation to reach the consensus



# Experience of stakeholders so far...

- ▶ “SIROCCO tool I is an effective tool to analyse the state of the art of the context. It enables **easy and quick detection of** areas of improvement, **gaps, and strengths**. It is a great tool to drive and **facilitates multidisciplinary discussions**” – Puglia region, Italy
- ▶ “This is a very valuable tool, useful for all stakeholders to reveal weaknesses, make comparative evaluations and **orientate efforts to the most effective collaborations**” – Attica region, Greece
- ▶ “This is **an easy to use model** that is understandable **to a broad spectrum of stakeholders** and beneficial for interregional and international comparison of integrated care” – Olomouc region, Czech Republic
- ▶ “SCIROCCO tool gives a clear list of aspirational goals to aspire to, **has allowed systematic consideration** and could also be considered for assessment at a local level” - Scotland

# Achievement to date...

- ▶ Testing of SCIROCCO tool in over 20 European regions / organisations in Europe
- ▶ WHO Collaboration / Endorsement
- ▶ Contribution to the Report on Health System Performance Assessment
- ▶ Contribution of SCIROCCO tool to European Blueprint “Digital Innovation for an Ageing Society”



**THANK YOU!**

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