MEASURING MATURITY OF INTEGRATED CARE

► A first validation study

Liset Grooten, Liesbeth Borgermans
Bert Vrijhoef
Context study

► Maturity of integrated care

“an evolutionary path of progress towards achieving integrated care”

► To test content validity Maturity Model
Context study

Maturity Model assessment scale

Readiness to Change

0 No acknowledgement of crisis
1 Crisis recognised, but no clear vision or strategic plan
2 Dialogue and consensus-building underway; plan being developed
3 Vision or plan embedded in policy; leaders and champions emerging
4 Leadership, vision and plan clear to the general public; pressure for change
5 Political consensus; public support; visible stakeholder engagement

Diagram for Scotland
Test content validity of MM

 ► The SCIROCCO project: to develop the Maturity Model into a validated and tested self-assessment tool

 ► Content validity: the degree to which the content of the Maturity Model is an adequate reflection of what the model aims to measure

 ► Literature review and Delphi study

 ► Articles retrieved from systematic review Bautista et al. (2016)* and narrative review

## Test content validity of MM

### 12. Capacity Building

<table>
<thead>
<tr>
<th>Item</th>
<th>Extremely irrelevant</th>
<th>Very irrelevant</th>
<th>Moderately irrelevant</th>
<th>Slightly irrelevant</th>
<th>Neither irrelevant nor relevant</th>
<th>Slightly relevant</th>
<th>Moderately relevant</th>
<th>Very relevant</th>
<th>Extremely relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.1 No plan for capacity-building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.2 Single organisational initiatives engaged in process improvement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.3 Some mechanisms for sharing knowledge among organisations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.4 Systematic learning about IT, integrated care and change management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.5 Knowledge shared, skills retained and lower turnover of experienced staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.6 A ‘learning healthcare system’ involving reflection and continuous improvement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Results literature review

All 12 dimensions and the related indicators described by the MM corresponded with the content of the 11 retrieved articles.
Results Delphi study round 1

► Agreement on relevance of all dimensions of the MM

► Insufficient agreement on first maturity indicators

Assessment scale Information and eHealth services:

0 No connected health services, just isolated medical record systems
1 No integrated services used, only pilots/local services
2 eHealth deployed in some areas, but limited to specific organisations or patients
3 Voluntary use of regional/national eHealth services across the healthcare system
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.
Results Delphi study round 2 & 3

- Sufficient agreement on almost every rephrased indicator, except for first indicators of CE and EM

- Full agreement among experts after the third Delphi round
Conclusion

- Maturity measurement in integrated care is not yet strongly developed.

- MM is found to be a comprehensive instrument.

- The dimensions, maturity indicators of MM showed satisfactory content validity.

- Additional testing is needed to evaluate the robustness of the MM.
Further steps SCIROCCO

- Self-assessment in five European regions
- Matching of regions with complementary strengths and weaknesses
- Knowledge-sharing to facilitate the exchange of good practices and scaling-up of integrated care processes in Europe
THANK YOU!

www.scirocco-project.eu
fagrooten@vub.ac.be