



# MEASURING MATURITY OF INTEGRATED CARE

- ▶ A first validation study

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# Context study

- ▶ Maturity of integrated care

*“an evolutionary path of progress towards achieving integrated care”*

- ▶ To test content validity Maturity Model

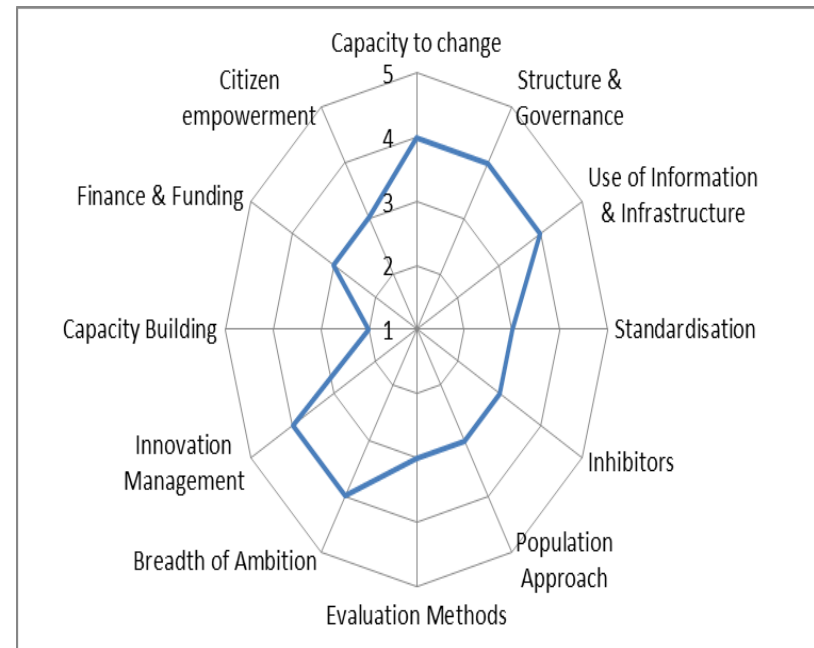
# Context study

## 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

\*Bautista, M, Nurjono, M, Lim, Y, Dessers, E and Vrijhoef, HJM (2016). Instruments measuring integrated care: a systematic review of measurement properties. Millbank Quarterly

# Test content validity of MM

## 12. Capacity Building

	Extremely irrelevant	Very irrelevant	Moderately irrelevant	Slightly irrelevant	Neither irrelevant nor relevant	Slightly relevant	Moderately relevant	Very relevant	Extremely relevant
12.1 No plan for capacity-building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.2 Single organisational initiatives engaged in process improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.3 Some mechanisms for sharing knowledge among organisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.4 Systematic learning about IT; integrated care and change management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.5 Knowledge shared, skills retained and lower turnover of experienced staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.6 A 'learning healthcare system' involving reflection and continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# 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!**

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