

1-Day Seminar @St Mary's  
12.09.2017 10.00 - 15.45

**Change  
Management**



# SELF-ASSESSMENT PROCESS IN THE BASQUE COUNTRY

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@ SCIROCCO\_EU

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AATE Conference – 12 September 2017, Sheffield

# Basque Country's Health System

- ▶ Population: 2,17M
  - ▶ Financed by taxes: 3.422M€ in 2016
  - ▶ Universal Healthcare coverage
  - ▶ Healthcare providers
- Basque Public Health Service-Osakidetza
- ▶ 13 Integrated Care Organisations
    - 14 Acute Hospitals, 313 Primary Care Centers
    - +30.000 Healthcare professionals
  - ▶ 2 Sub-acute Hospitals
  - ▶ 3 Mental Health Nets
- Private health centres



# Integrated Care in the Basque Country

## ► Integrated Care Organisation (ICO)

- Create synergies between different levels of care
- To achieve less fragmented, more coordinated, more efficient and higher quality care

## ► Integrated care is based on three pillars:

### □ Integrative governance

- Establishes
  - The actors responsible for the organization and provision of services
  - The services and units required to manage the care process

### □ Population approach

- Assuming responsibility for the health of the entire population of a given geographic area, which implies coordination with social and public health actors.
  - Extend "Osabide" digital record in all nursing homes
  - Develop primary health and social care teams in all the ICOs
  - Ensure the interoperability of health and social information systems ("InterRAI CA")

### □ Culture and values

- Change from the culture of fragmentation to a culture of integration

# Progress on the self-assessment

## 1. Identification of regional/local stakeholders

10 experts

## 2. Self-assessment survey

Meeting to introduce the project and the “Scirocco Tool”

## 3. Data collection/data analysis

10 spider diagrams

## 4. Stakeholder workshops

Consensus → Final spider diagram of the Basque Country

## 5. Summary of results and feedback on the process

# Local Stakeholders

Multidisciplinary and multi-level group of 10 experts:

- ▶ Decision maker of the Basque Health Department
- ▶ Health & social care coordinator
- ▶ Economic director of an ICO
- ▶ Director of integration of an ICO
- ▶ Subdirector of Quality and Information services of the General Directorate of Osakidetza
- ▶ Technician of the service of integration and chronicity service of the General Directorate of Osakidetza
- ▶ Internal medicine service manager
- ▶ Primary care unit manager
- ▶ Primary care nurse
- ▶ Hospital nurse



# Self-assessment Survey

13<sup>th</sup> June: Introductory meeting – Kronikgune

June 2017						
Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



19<sup>th</sup> June → Link to the “Scirocco Tool”

# “Stakeholders’ Perspective”

Decision maker of the  
Basque Health Department



Director of Integration  
of an ICO



Social and Health care  
Coordinator



# “Stakeholders’ Perspective”

Subdirector of Quality  
and Information services

Primary care unit  
manager

Hospital  
nurse





# Stakeholder Workshop – 22<sup>nd</sup> June

Osakidetza's General Headquarters, Vitoria

## AGENDA

Time	Session Title
09.30	<b>Welcome, Meeting Objectives &amp; Methodology</b> <ul style="list-style-type: none"> <li>Presentation of the first individual spider diagram results</li> <li>Split stakeholders into two working groups, and selection of a representative for each one</li> </ul>
09.45	<b>Negotiation &amp; Consensus Building</b> <ul style="list-style-type: none"> <li>Facilitated discussion on the outcomes of the self-assessment process for the region in the two groups, and reach an agreement resulting in a group-diagram.</li> </ul>
11.15	Coffee break
11.30	<b>Negotiation &amp; Consensus Building. Final diagram for the Basque country</b> <ul style="list-style-type: none"> <li>Presentation of the agreed group-diagrams to the whole group by the representatives of each group.</li> <li>Agreement on the final diagram of the Basque Country. Consensus on the final scoring per each dimension, including the rationale for scoring.</li> </ul>
13.00	<b>Reflection of the stakeholders on the self-assessment process</b> <ul style="list-style-type: none"> <li>Moderated discussion on the experience of local stakeholders with the self-assessment process.</li> </ul>
13.25	Conclusion and next steps



# Agreed Spider Diagrams – 2 Groups

Group 1



Group 2



# Agreed Spider Diagram – Basque Country



# Maturity Assessment – “Experience”

- ▶ Stakeholders enjoyed the assessment process
- ▶ The tool is perceived as useful for the process of negotiation, reaching consensus and change management
- ▶ At first, it seems too complicated; then, not so much
- ▶ Some refinement is needed in the scales
- ▶ 10 professionals willing to participate in two sessions in June addresses the interest in assessing the maturity of the Basque Health System in relation to integrated care

# Next Steps

- ▶ Finalise the analysis of the outcomes
- ▶ Share findings with stakeholders and present results to General Directorate of Osakidetza
- ▶ Explore the application of the tool in other contexts, eg. analyze potential differences between professionals from different care levels
- ▶ Study the transferability of good practices within the Basque Health Service using the information gathered in the Scirocco tool

# THANK YOU!

