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SELF-ASSESSMENT PROCESS IN THE BASQUE COUNTRY

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OSAKIDETZA



Co-funded by
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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 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

13th 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		



19th 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 – 22nd June

Osakidetza's General Headquarters, Vitoria

AGENDA

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

- ▶ Finalize 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!

