



## DEPLOYMENT OF INTEGRATED CARE SYSTEMS: SCIROCCO: A 12 DIMENSION-MATURITY MODEL

[WWW.SCIROCCO-PROJECT.EU](http://WWW.SCIROCCO-PROJECT.EU)

Diane Whitehouse / EHTL

With help and support from Tamara Alhambra /

Polibienestar Research Institute



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@ SCIROCCO\_EU

## Helping regions get started and make progress

- **SCIROCCO tool:  
contextual challenges**
- **Process**
- **Key findings and messages**
- **Next steps:  
including twinning and coaching**

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## **SCIROCCO: contextual challenges**

# SIROCCO MATURITY MODEL TOOL

- ▶ Based on the Maturity Model developed by the Action Group on Integrated Care of



European Innovation  
Partnership on Active  
and Healthy Ageing

- ▶ Eases the adoption of Integrated Care by:
  - Defining **Maturity** to adopt Integrated Care
  - Assessing the **Maturity** of Healthcare Systems
  - Assessing **Maturity Requirements** of Good Practices
  - Supporting **Twinning** and **Coaching** to transfer good practices

 @eHealthWeekEU #eHealthWeek



# SCIROCCO Maturity Model for Integrated Care

12 dimensions

(with an explanatory narrative)

- each with a rating scale (0-5)

[www.scirocco-project.eu](http://www.scirocco-project.eu)

<https://www.scirocco-project.eu/maturity-model-in-practice-scirocco-assessment-tool/>



# Dimensions and Assessment Scales @ SCIROCCO\_EU

## 1. Readiness to Change (to enable more integrated care)

<https://www.scirocco-project.eu/maturitymodel/readiness-to-change/>

0 – No acknowledgement of compelling need to change

1 – Compelling need is 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.**

## 2. Structure and Governance

<https://www.scirocco-project.eu/maturitymodel/structure-governance/>

0 – Fragmented structure and governance in place

1 – Recognition of the need for structural and governance change

2 – Formation of task forces, alliances and other informal ways of collaborating

3 – Governance established at a regional or national level

**4 – Roadmap for a change programme defined and broadly accepted**

**5 – Full, integrated programme established, with funding and a clear mandate.**

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# **Process: self-assessment**

# Self-Assessment Conversations: SCIROCCO as an On-Line Tool (1/2)



# Self-Assessment Conversations: SCIROCCO as an On-Line Tool (2/2)



So much of what we do **still**  
**uses paper.**



I haven't spoken enough with  
**administrations** from other  
regions, so I don't know



This is true, but our **plans for**  
**integration** between and across  
levels are more **ambitious** than in  
neighbouring regions



**I don't know . . .**



# Video report from Olomouc, Czech Republic



*“It is much more comfortable for a patient as well as a physician, because the number of check-ups decreases.”*

<https://www.scirocco-project.eu/video-reports/#olomouc>  
<https://www.scirocco-project.eu/good-practices/>

**Events coming up:**

<https://www.scirocco-project.eu/events-calendar/category/scirocco-event/>

# Individual self-assessment surveys

## Managerial

Personal Health folder's manager



Director of integration of the ICO



Head of the Anaesthesiology Department



## Practitioner

Head of the Pain Unit





# Workshop in the Basque Country, Spain

## System team



Personal Health folder's manager



Director of integration of the ICO

## Practice team



Head of the Anaesthesiology Department



Head of the Pain Unit




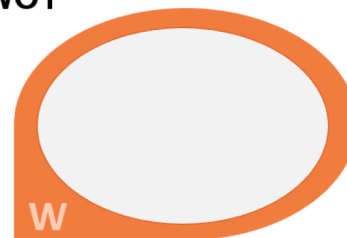

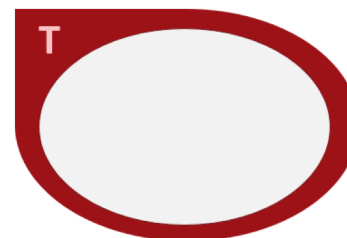


**WP:**      **USE CASE:**

### SCOPE

Central features	Reasons
High-level local requirements	Reasons
Prioritized central features	Reasons
Selected elements	Reasons

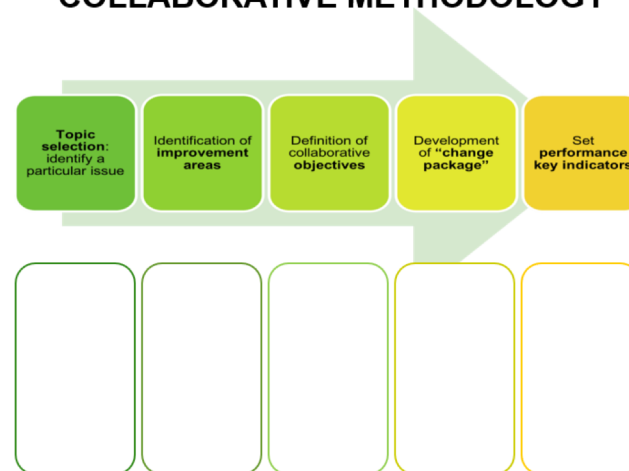
### SWOT

 S	 W
 O	 T

### MATURITY MODEL



### COLLABORATIVE METHODOLOGY







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## Organisation of SCIROCCO focus groups in three example regions

### FOCUS GROUP IN NORRBOTTEN

#### *Background*

- 23rd August 2017
- Region Norrbotten headquarters in Luleå (Sweden)
- FG duration: 1h 15'

#### *Attendees*

- **2 attendees**
- Profiles: a business developer and an associate professor in knowledge management.



#### *Description*

- FG took place 2 months after the self-assessment.
- FG session was facilitated by DW and 2 local SCIROCCO team members (A-CK and LL) attended.



# Other European regions have got involved too



**Example regions who are members of EUREGHA <http://www.euregha.net>:  
Catalonia, Spain; Flanders, Belgium, Skane, Sweden.**

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## Key findings and messages

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## Key findings and messages from the focus groups

Team has developed a matrix to enable analysis of focus group outcomes

	Norrbotten	Puglia	Basque Country	Scotland	Olomouc
<b>Background</b> <i>(Date, place and duration of the FG)</i>					
<b>Attendees</b> <i>(Number and profile of the attendees. Cross-refer if needed to the numbers of attendees in the previous meetings)</i>					
<b>Description</b> <i>(Brief description of the FG session, e.g. if it took place immediately following the consensus-building on self-assessment workshop)</i>					
<b>Experiences</b> <i>(Brief description on how the tool was used for the self-assessment + attendees' observations /feedback on the use of the tool)</i>					
<b>Enhancement of tool</b> <i>(Attendees' suggestions made on how the SCIROCCO tool could be improved)</i>					
<b>Comparison with other tools</b> <i>(Attendees' observations about how SCIROCCO compares with other 'integrated care' assessment tools they have used)</i>					
<b>Impact and outcomes</b> <i>(Brief description of the outcomes of the use of the tool, attendees' reflections on the (potential) impact of using the tool, and wider implications of using the tool)</i>					
<b>Lessons learned</b> <i>(Preliminary set of "lessons learned" from this exercise by WP8, the project consortium, and for policy directions and content in general)</i>					

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## Key findings and messages: **LESSONS LEARNED** All focus groups agreed that SCIROCCO tool:

- is **easy to use**.
- **covers all the relevant dimensions**  
(with one exception: Puglia reported that **inequalities** on access to care and to innovative technologies are not adequately considered).
- is good at **consensus-building**, enables **discussion and dialogue**.
- helps to **reflect on the strengths and weaknesses** of the regional healthcare system.
- **provides different points of views** which give a **broader view**  
(however, for example, the Basque Country pointed out **the subjective character of these views** - and thus the **importance of knowing the respondents' profiles** when doing and looking at the self-assessment(s)).
- **generates knowledge** and **helps to gain an overview** of the maturity of the healthcare system.

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## Key findings and messages of WP8: LESSONS LEARNED - **Wider (policy) implications** of the SCIROCCO tool:

- **Useful in terms of **policy-making****  
(accompanied by a clear explanation/presentation, a complementary narrative).
- **Use in a diversity of organisations (at different organisational and system levels (e.g. local vs.regional), and with different stakeholders (e.g., patients, managers)).**
- **Presents good arguments to managers.**
- **Can be **used regularly****  
(e.g., every year or so, but **not to be used over frequently**).
- **Indicates which **dimensions are improving or worsening**.**
- **Could be used as a tool **prior e.g., to starting on certain projects or initiatives**.**



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## Next steps

# How can the tool be enhanced? Examples

- By being available in the **local language(s)**.
- By refining the **quantitative measurement(s)** (e.g. insert numbers into the spider diagram; add extra scoring options; make clear differences between some scores).
- By clarifying some of the dimensions: e.g., the **“breadth of ambition” and the standards dimensions.**

# Twinning and coaching of regions

**The Maturity Model can be used by policy makers of two regions to analyse weaknesses and strengths between regions and activate coaching processes**

Region 1



Region 2



# Twinning and coaching - Next Steps

- To define the approach to collect lessons learned on **coaching and twinning**
- To refine the overall findings especially around **“lessons learned”**  
(e.g., by gathering opinions in Arad, Romania, in Utrecht [May 2018] and through the Policy Advisory Group).
- Tool due to be fully ready by **October 2018!**

# One other interesting project – PROGRESSIVE

<http://platform.progressivestandards.org>



Local resident, Ingeborg SCHULTZ, aged 74, enthused: *“A big advantage is the networking of this apartment with residents and service providers in the quarter. I may not be able to use [the network] at the moment, but I have the option to use it when the time comes – if I am restricted to my bed or the like. That provides me with a great deal of reassurance.”*

This project makes a nice link with Sandra Evans’ initiative on: “Helping the Elderly to Enjoy Long and Complete Lives (HELP)”

**Any questions?**

**[www.scirocco-project.eu](http://www.scirocco-project.eu)**

**Please feel free to look at the tool:**

**<https://www.scirocco-project.eu/maturity-model-in-practice-scirocco-assessment-tool/>**

**And, ultimately, to apply it!**

**Contact – Project Coordinator  
– Donna Henderson**

**[donna.henderson1@nhs.net](mailto:donna.henderson1@nhs.net)**