



Outline of the SCIROCCO Methodology to Assess Maturity of the Health System



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Summary

- ▶ This is a very brief overview of the SCIROCCO methodology for the use of the MM to assess the maturity of a health system for integrated care
- ▶ There is a one slide description for each of:
 1. Planning for the self-assessment process
 2. Scoping the assessment
 3. Constructing the assessment team
 4. Operation of the team
 5. Online questionnaire
 6. Assessing each dimension
 7. Reaching consensus
 8. Stakeholders workshop

Planning for Self-assessment Process


1. Identification of regional/local stakeholders

Outcome: 10 experts maximum



2. Self-assessment survey

Outcome: Stakeholders' perceptions on current state of art in integrated care



3. Data collection/data analysis

Outcome: 10 spider diagrams – weakness and strengths in integrated care



4. Stakeholder workshops

Outcome: Consensus on 10 spider diagrams



5. Summary of results and feedback on the process

Scoping the Assessment

- ▶ There has been an active discussion over the question “What is a health system?”
- ▶ For the moment we suggest this can’t be answered definitively because systems differ e.g. Insurers play almost no role in the NHS systems but a considerable role in German health system.
- ▶ We advocate scoping the system to be considered by:
 - Identifying key functions agencies, services that you want to include and that fit the identified purpose of the self-assessment.
 - Identify any specific exclusions you want to make.
 - Use this as the basis to identify the key stakeholders.

Constructing an Assessment Team

- ▶ The integrated care is designed and deployed by the multidisciplinary teams. As such, we need diversity of perspective in making the assessment.
- ▶ On the basis of the stakeholder analysis carried out in the scoping activity:
 - Select a team – probably no more than 10 people
 - Select them for diversity of perspective:
 - ▶ Discipline – decision-maker, healthcare professional, IT specialist, regulators, payers, users group, innovation agencies
 - ▶ Sector – health care, social care, housing and voluntary sector.
 - ▶ Position in organisation – seniority, front-line, back-office.

Operation of the team

- ▶ Each member of the team constructs their responses to the MM questionnaire independently using the online SCIROCCO tool.
- ▶ In the second phase, the team gets together to discuss the individual responses and agree the consensus.
- ▶ The group's decision is recorded as a single response to the questionnaire.

Online MM Questionnaire

- ▶ Invite the selected stakeholders to register to use SCIROCCO tool and answer an online questionnaire reflecting 12 dimensions of the Maturity Model
- ▶ <http://scirocco-project-msa.inf.ed.ac.uk/login/>
- ▶ Inform / Distribute the various supportive documentation to inform stakeholders about the self-assessment process, including the online tutorials
- ▶ <http://www.scirocco-project.eu/maturity-model-in-practice-scirocco-tools-demos/>
- ▶ Each stakeholder is asked to fill questionnaire individually at this stage.

Assessing each Dimension (1)

- ▶ The dimensions can be considered in any order there is no need to do in any prescribed order.
- ▶ Start with an “easy” dimension but don’t leave the hard ones to the end.
- ▶ Some group members will have more “ownership” of some dimensions than others which is reflected in the box “justification”. This should be taken into account during the negotiation process.
- ▶ Each dimensions has:
 - A narrative description that overviews the dimension
 - A set of “prompts” designed to prompt discussion
 - The assessment scale

Assessing each Dimension (2)

- ▶ Assessing the dimension involves reading the narrative.
- ▶ Considering the prompts and recording anything they suggest may be important for the dimension
- ▶ Deciding on a level in the assessment scale.
- ▶ Justifying the decision on the assessment scale by describing **why you think** this is the right level – this may involve mentioning some of the features of the system that came up when considering the prompts.
- ▶ Remembering **this is the self-assessment process** and the intention is to capture your individual perceptions / opinions on the way the integrated care is designed and deployed.

Spider diagrams

- ▶ The outcomes of the self-assessment process are visually captured in the form of spider diagrams.
- ▶ The diagrams provide the quick detection of your strengths and weaknesses in the integrated care.
- ▶ The diagrams provide the basis for the discussion / negotiation with other stakeholders to reach the consensus on the current state of art.
- ▶ The involvement of the multi-disciplinary team in the assessment process implies the different perceptions / spider diagrams from each stakeholder.

Reaching Consensus

- ▶ If you have several different responses to the questionnaire (completed by different individuals or groups) the tool lets you overlay the responses and see the justifications dimension by dimension.
- ▶ The idea of this is to support reaching consensus in a structured way.
- ▶ The follow up workshop is organised to facilitate the discussions / negotiations.

Reaching Consensus



So much of what we do still uses paper!



I haven't spoken enough with admins 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

Organisation of the workshops

- ▶ The follow up workshop is organised with the participants of the self-assessment process to discuss the preliminary findings of the process.
- ▶ The discussion is mainly focused around the dimensions with the greatest diversity of scoring.
- ▶ The workshop is facilitated by SCIROCCO partner in a particular region.
- ▶ At least one moderator and one person to take the notes from the meeting is needed.
- ▶ Outcomes of the workshop:
 - Commonly agreed spider diagram
 - Agreement on the priority areas for action to take forward

Structure of the workshop (1)

1. Welcome & Introduction – 10 minutes
 - To explain meeting objectives, expected outcomes & agenda for the day
2. Introduction to the SCIROCCO project – 10 minutes
 - Slides will be provided
3. Self-assessment process in XX region – 40 minutes
 - Brief introduction to the process in XX region
 - Presentation of the outcomes for XX region
 - Feedback & reflection from the partners
4. Coffee Break – 15 minutes

Structure of the workshop (2)

5. Negotiation & Consensus building – 1hour 30 minutes – 2 hours (depending on the size of the group)
 - Facilitated discussion on the outcomes of the self-assessment process for XX region.
 - Moderator will introduce the outcomes per each dimension and seek the consensus from the partners on the final scoring per particular dimension, including the rationale for scoring.
 - It is recommended to start with the dimensions with the biggest differences in scoring.
 - The note taker will record all the final scoring.
6. Coffee break – 15 minutes
 - To allow the facilitators of the session to produce the final spider diagram for the XX region based on the discussion of local stakeholders.

Structure of the workshop (3)

6. Presentation of the final diagram for XX region – 15 minutes
 - The facilitator will present the final diagram for the region to the local stakeholders and seek the feedback from the partners if the spider diagram reflects the outcomes of the discussion and if there are any amendments necessary.
7. Brief reflections from the local stakeholders on the self-assessment process and outcomes – 15 minutes
8. Conclusions and next steps – 10 minutes
 - The facilitator will summarise the day and outline the next steps:
 - Short term - (1) local focus groups to capture the experience of the stakeholders with the tool; (2) participation in the online survey to validate the SCIROCCO tool;
 - Mid term – Identification of priority areas / domains for the action
 - Longer term – Development of the Action Plans to reflect the outcomes of the self-assessment process and inform the twining & coaching activities between the 5 regions participating in SCIROCCO project.

Analysis of the outcomes

- ▶ Analysis of the outcomes (gap analysis) of the self-assessment process is conducted to identify the strengths and weaknesses of the European regions in integrated care.
- ▶ The format / methodology to capture the outcomes of the analysis still needs to be agreed.

Next steps

- ▶ The focus group is organised after the workshop to capture the experience and lessons learned of the stakeholders from the assessment process.
- ▶ Participation in the online survey to validate the SCIROCCO tool.

**For more information about SCIROCCO methodology
for self-assessment process please contact
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