



Tutorial: Using the SCIROCCO Online Self-assessment Tool for Assessing the Maturity of a Healthcare System

- ▶ *Introduction to the model and demonstration*



Co-funded by
the Health Programme
of the European Union



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Introduction and aims

- ▶ There is a wide acknowledgement nowadays that existing systems of care need to be re-designed to provide a more integrated set of services
- ▶ The Scirocco Online Self-Assessment Tool promotes development towards integrated care by allowing people involved in healthcare to:
 - Assess the maturity of their healthcare system with regards to integrated care
 - Assess the maturity needs of their good practice in integrated care
- ▶ It is based on the EIP on AHA Maturity Model (MM)

The EIP on AHA Maturity Model

Based on interviews with Health and Care systems across Europe.

- ▶ **Maturity Model** for Integrated Care has 12 dimensions
- ▶ Each dimension is rated on a 0-5 scale
- ▶ The rating scale has face validity via a Delphi process
- ▶ Each point on the rating scale has a brief explanation.
- ▶ Each dimension has an explanatory Narrative

EIP on AHA Maturity Model – Dimensions

- ▶ The 12 dimensions of the MM indicate the level of maturity for adoption of Integrated Care.
- ▶ These dimensions were the outcome of 12 structured interviews with representatives of health and care systems across Europe.
- ▶ Apart from the rating scale, each dimension also has associated:
 - ▶ A narrative which can help better understand the objectives of the dimension
 - ▶ A set of indicators which are pertinent to the dimension (which were derived from interviews)

SCIROCCO MM Self-Assessment 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

The Maturity Model



MM Dimensions: Assessment Scales

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

- 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

- 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.

MM Dimensions: Narratives

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

If the existing systems of care need to be re-designed to provide a more integrated set of services, this will require change across many levels, the creation of new roles, processes and working practices, and new systems to support information sharing and collaboration across care teams. This will be disruptive and may be viewed negatively by workers, press and public, so a clear case needs to be made for those changes, including a justification, a strategic plan, and a vision of better care.

- Creating a compelling vision, with a real sense of urgency, and enlisting stakeholder support including political leadership, management, care professionals, public and press.
- Accepting the reality that care systems are unsustainable and need to change.
- Publishing a clear description of the issues, the choices that need to be made, and the desired future state of the care systems, stating what will be the future experience of care.
- Creating a sense of urgency to ensure sustained focus, and building a 'guiding coalition' for change.

Using the Tool for Assessing the Maturity of a Healthcare System

A Multidisciplinary Team



Doctor



IT Specialist



Nurse



Administrator

The doctor



The nurse



The IT Professional



The Administrator



Discussion/Negotiation



Yes, but getting the devices to interoperate is a nightmare!



We are all using HL7 FHIR



This will all be resolved soon, as we are joining an international standards group for devices



Discussion/Negotiation Decision



Discussion/Negotiation



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

Discussion/Negotiation Decision



Final Consensus

