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

Introduction to the model and demonstration
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 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
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.
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
We are all using HL7 FHIR, but getting the devices to interoperate is a nightmare! 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!

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

I haven't spoken enough with admins from other regions so I don't know

I don't know
Discussion/Negotiation Decision
Final Consensus