LESSONS LEARNED AND POLICY RECOMMENDATIONS

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Lessons Learned and Policy Implications

OBJECTIVE

To present the lessons learned and

policy recommendations on how to address the issues

of scaling-up using the experience of five European

regions with the SCIROCCO tool to facilitate

knowledge-sharing in integrated care.

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Lessons Learned and Policy Implications

HOW WERE THE LESSONS LEARNED AND POLICY IMPLICATIONS CAPTURED?

Use of Focus Groups to capture the experiences of the SCIROCCO regions on:

- Assessment of **maturity of each regional context** for integrated care.

- Assessment of **maturity requirements of good practices** implemented in the regional context.

- Process of **twinning and coaching** among regions.

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FOCUS GROUPS:

Key findings and messages

The lessons learned from the Focus Groups were on:

The tool itself and on the process of using the tool

Potential enhancements of the tool

Future uses/ wider(policy) implications of the tool

The tool itself and on the process of using the tool

- **Facilitates constructive collaboration** between different professionals for the purpose of consensus-building.

- **Enables dialogue.**

- **Generates knowledge and promotes reflection** on the 'object of assessment' (health system or a good practice).

- **Provides support to make decisions** or to present rationale to decision-makers and policy-makers with regard to integrated care.

USE OF THE TOOL:

There has been some discussion about whether the tool is easy or complex to use. This may be explained by:

- 1) The evolution of the SCIROCCO model and tool;

- 2) The purpose of using the tool;

- 3) Professionals' knowledge of the topic at hand "the object of analysis";

- 4) Familiarity with the SCIROCCO tool.

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Potential enhancements of the Tool

POTENTIAL ENHANCEMENTS TO THE TOOL:

- **Language was an issue when using the tool. There needs to be cross-cultural adaptation of the Tool.**

- **Some difficulties in understanding some dimensions (these may be due to language issues).**

- **Make the Tool friendlier at a visual level and offer fewer features.**

- **Use brighter colours.**

- **Produce the final consensus diagram in only one colour.**

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Future uses/ wider (policy) implications of the Tool

- **The SCIROCCO Tool can be used in a great diversity of organisations, at different organisational and system levels, and with different stakeholders.**

- **Particularly useful when used at a high organisational level (e.g. from a strategic perspective, with management and decision-makers).**

- **Potentially useful in terms of determining areas of policy-making.**

EXAMPLES OF FUTURE USES PROPOSED BY FOCUS GROUPS:

1) **To follow up on the progress towards integrated care or scaling-up of good practices;**
2) **To be used as a management tool for health and care partnerships;**
3) **To be used in areas of change management;**
4) **To develop digitalisation strategies and to test the shift from analogue systems to digital systems.**

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POLICY IMPLICATIONS

► **Reflect together on:**

- **The SCIROCCO process**
- **The SCIROCCO Tool**
- **SCIROCCO for decision-making**

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The SCIROCCO process

► Builds **learning and knowledge transfer** step-by-step, in phases.

► Is **systematic**, and builds **consistency and coherence** of findings.

► Assists **constructive collaboration**.

► Shows the importance of **group work and sharing**, including good facilitation of meetings.

► Shows how useful **twinning and coaching** can be in the sharing of mutual experiences and good practices.

The SCIROCCO Tool

► Points to the importance of **readiness**.

► Is about **people understanding their context**.

► Can be used in a **wide range of settings with broad ranges of people**, from patients/citizens themselves to high-level decision-makers.

SCIROCCO for decision-making

► Provides **reassurance** on what is happening in local regions.

► Provides **evidence** and confirms **trends** on what is happening in local regions.

► Helps with **change management**.

► Helps with **building strategies**, and may be especially effective in developing digitisation strategies.

Potential policy recommendations

► **"Get ready!"**
Assess the capacity and readiness of European regions for integrated care.

► **"Speed up"**
Move towards faster adoption and scaling-up of integrated care.

► **"Use SCIROCCO"**
Expand the use of the SCIROCCO Tool in the process of scaling-up.

► **"Look for the evidence"**
Improve informed decision-making on the local, national, and European levels.

Potential policy recommendations

► **"Work together"**
Co-design and provide "personalised assistance" to health and care authorities.

► **"Learn from others"**
Apply effective knowledge transfer (i.e. through twinning and coaching).

► **"Share our good practices"**
Improve access of European regions to capacity-building support.

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Sustainability development goals

"While SCIROCCO – the tool, process, and knowledge transfer – have all concentrated on the scaling-up of integrated care, it is highly possible that these initiatives could be applied to a far **wider range of social/societal challenges** as Europeans, and global citizens, **work together** to fulfil the 17 **sustainable development goals** that the world has set itself for 2030".

https://www.un.org/sustainabledevelopment/sustainable-development-goals/

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Thanks for your attention.

Your feedback
and questions very welcome.

SCIROCCO SELF-ASSESSMENT TOOL BEYOND THE PROJECT

Marc Lange, EHTEL

Co-funded by
the Health Programme
of the European Union

By November 2018, we will have exploitable outcomes

Tested and Validated

➢ A Maturity Model

➢ A on-line Tool to facilitate collaboration and a website to promote its functionalities

➢ A set of methodologies for:

- Assessing the maturity requirements of a Good Practice for Integrated Care

- Assessing the maturity of a health and care system

- Matching potential partners for twinning and coaching activities

➢ Experience of regions in using the Tool

➢ A set of policy recommendations

+ A brand And a number of candidate users

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Using the Project Outcomes

➢ Pilot regions – and those regions who already used <mark>them</mark> – want to continue using the SCIROCCO Tool for:

- Assessing the evolution of their health and care system for integrated care and/or the maturity requirements of Good Practices.

- Assessing what needs to be done on their context for scaling-up other integrated care good practices.

- Twinning and coaching to allow knowledge transfer and exchange of learning.

❑ But

- What will be the availability of the <mark>service</mark> in short, medium and long term?

- Who owns the assessment data?

- Who is securing them and ensuring GDPR compliancy of the service?

Exploiting Project Outcomes

➢ The consortium has identified a demand

- From other regions/organisations working on integrated care

- For organising or supporting new twinning/coaching activities

- From organisations interested in applying the SCIROCCO approach to other domains where disruption/transformation applies

Over-arching principle
for future operations

➢ **The project has been set-up for serving the "common good"**

❑ As a consequence, operation and expansion plans should
- not serve a commercial interest
- but may operate on a revenue generation basis for cost recovery.

What is needed to secure future use and exploitation?

Key Partners	Key Activities	Value Proposition	Customer Relationships	Customer Segments
	► **Our vision for SCIROCCO**			
	► **The Value Proposition?**			
	► **For WHO?**			
	► **With WHO?** Key Resources		Channels	
	► **How to deliver?**			

Cost Structure	Revenue Streams
	https://strategyzer.com/canvas

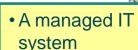# What is needed to secure future use and exploitation?

Key Partners

- A host organisation for IT services

+
- SCIROCCO Beneficiaries
- Organisations interested in exploring the potential of applying the tool beyond IC

Key Activities

- Managing the IT infrastructure & service

+ Knowledge Hub
- Communication campaigns
- User community

Key Resources

- A managed IT system
- Owners' rights or usage licence
- A pool of experts

Value Proposition

- Multi-stakeholder conversations on how to progress towards IC by
- Sharing experience
- Assessing progress
- Defining action plans and managing a transformation process in health and/or care

Customer Relationships

- Trust in service availability and data safety

+ working relationship
- Dynamic user community

Channels

- Standard communication
- + Informative and educational workshops and webinars

Customer Segments

- Decision makers working on IC
- Politicians
- Managers

+
- Decision makers working on other transformational aspects of health and/or care systems

Cost Structure

- Yearly operational budget
- Investment budget

Revenue Streams

- Usage fee or fixed annual fee per user
- Project money during a transition period
- EU-Funded project: SCIROCCO Exchange

The SCIROCCO Exchange Project

(Grant Agreement under discussion)

➢ Facilitating the maturity assessment for more regions

➢ Developing a knowledge management hub on integrated care to facilitate

- An easier access to personalised assistance and capacity-building support for integrated care
- Knowledge transfer (i.e. twinning & coaching)
- Co-design of improvement plans

+

➢ Exploring the potential expansion of SCIROCCO Tool to other relevant areas; e.g. health promotion, prevention and digital maturity.

And Beyond 2021?

➤ SCIROCCO Exchange is a transition solution

➤ How to sustain the knowledge management hub and its operation as well as the user community management?

➤ What revenue stream can be put in place to cover operational costs?

➤ How to materialise the identified extension in scope possibilities?

CONCLUDING REMARKS

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