SCIROCCO: STIMULATING, SUPPORTING AND SPREADING INNOVATIVE GOOD PRACTICES

WWW.SCIROCCO-PROJECT.EU

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On behalf of Andrea PAVLICKOVA / NHS National Services Scotland
– Edinburgh, Scotland
Helping sites get started and make progress

- Context
- Process
- Key findings
- Twinning and coaching
Helping sites get started and make progress

SCIROCCO tool: context
SCIROCCO – The project

EU Health Programme (CHAFEA)

- **Budget**: €2,204,631.21
- **Start**: 1 April 2016
- **10 Partners**:

  - NHS 24
  - Region Norrbotten
  - Kron-Ikgune
  - Osakidetza
  - University Hospital Olomouc
  - ARéS Puglia
  - Polibienestar Universitat de València
  - Vrije Universiteit Brussel
  - Scirocco
European Innovation Partnership on Active and Healthy Ageing (EIP-AHA)

A European Blueprint connecting existing initiatives

- A European map of Scaling up
- Repository of Proven Practices/guidelines
- Mobilising Investments, Silver Economy
- Innovation Reference Framework, Standards

- Training & New Skills

- EIP-AHA
- AAL
- EIT-KIC
- H2020

- Technology Roadmaps, Research & Innovation
SCIROCCO MATURITY MODEL 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
SCIROCCO Maturity Model for Integrated Care

12 dimensions
with an explanatory narrative
- each with a 0-5 rating scale

www.scirocco-project.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.
From selecting a good (innovative) practice …

1. Select a Good Practice

2. Identify the local stakeholders (4-8 stakeholders) & introduce the SCIROCCO project and the tool.

3. Self-assessment survey to collect individual responses of stakeholders

4. Consensus-building workshop to agree the maturity requirements of good practices, including the features

5. Analysis of outcomes & feedback on the process
Helping sites get started and make progress

SCIROCCO tool:
process of self-assessment
Steps: Performing an Individual Assessment

Scirocco Self-Assessment Tool for Integrated Care

Maturity Assessment Questionnaire

The objective of the questionnaire is to assess the maturity of healthcare systems with regards to integrated care.

<table>
<thead>
<tr>
<th>Questionnaire</th>
<th>Description*</th>
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<tbody>
<tr>
<td>Q1</td>
<td>1. Readiness to Change</td>
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<tr>
<td>Q2</td>
<td>0: No acknowledgement of compelling need to change</td>
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<td>Q3</td>
<td>1: Compelling need is recognised, but no clear vision or strategic plan</td>
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<td>Q4</td>
<td>2: Dialogue and consensus-building underway; plan being developed</td>
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<td>Q5</td>
<td>3: Vision or plan embedded in policy; leaders and champions emerging</td>
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<td>Q6</td>
<td>4: Leadership, vision and plan clear to the general public; pressure for change</td>
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<td>Q7</td>
<td>5: Political consensus; public support; visible stakeholder engagement</td>
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Please indicate the features of the domain which justify your reply.

How confident are you of your rating? *

- Please select: [ ]

Who do you think could provide a more confident judgement?
Steps: Sharing Individual Questionnaires

Scirocco Self-Assessment Tool for Integrated Care

Share questionnaire

Sharing options for questionnaire ConsensusBCGP

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<thead>
<tr>
<th>USER</th>
<th>ROLE</th>
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<tr>
<td><a href="mailto:Cristina.Alexandru@ed.ac.uk">Cristina.Alexandru@ed.ac.uk</a></td>
<td>Owner, originator</td>
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</tbody>
</table>

The questionnaire is not currently shared with other users.

Please indicate the email address of ONE (other) user whom you would like to share the questionnaire with:

[Input field for email address]

[Share button]
Steps: Negotiating and Reaching Consensus

Consensus Maturity Assessment Questionnaire

This questionnaire allows you to reach a consensus amongst your team as to the level of maturity of your healthcare system with regards to integrated care, considering the views of the different individual respondents or sub-teams.

Legend
- 1: Compelling need is recognized, 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

If someone asked you to justify your rating here what would you say (please provide a few short sentences):

justifDoctor
justifAdmin
justifNurse
justifIT

How confident are you of your rating?

- Please select -

Who do you think could provide a more confident judgement?
Individual self-assessment surveys e.g., Pain Clinic, Basque Country, Spain

Managerial viewpoint

Practitioner viewpoint

Personal Health folder’s manager

Director of integration

Head of the Anaesthesiology Department

Head of the Pain Unit

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BEVAN COMMISSION, INTERNATIONAL CONFERENCE 2018 - INNOVATIVE THINKING IN SERVICE DELIVERY

Wed, 4 July 2018
Systems and Practice Teams work together: 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
Self-Assessment Conversations: SCIROCCO as an On-Line Tool

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 . . .
SCIROCCO: process of building to wider scale
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**
- Profiles: a business developer and an associate professor in knowledge management.

**Description**
- Focus group took place 2 months after the self-assessment.
WP: USE CASE:

SCOPE

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<th>Central features</th>
<th>Reasons</th>
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<th>High-level local requirements</th>
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MATURITY MODEL

COLLABORATIVE METHODOLOGY

- Topic selection: identify a particular issue
- Identification of improvement areas
- Definition of collaborative objectives
- Development of “change package”
- Set performance key indicators

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Wed, 4 July 2018
Plenty of European sites have got involved

Example regions that are members of EUREGHA http://www.euregha.net: e.g., Catalonia, Spain; Flanders, Belgium; Skane, Sweden.
SCIROCCO: 40+ sites
Engagement & Sustainability

- Flanders, Belgium
- Catalonia, Spain
- Skane, Sweden
- Wales, UK
- Attica, Greece
- Saxony, Germany
- Iceland
- Lombardy, Italy
- Kaunas, Lithuania
- Netherlands
- Stawanger, Norway
- Lodz, Poland
- Region of South Denmark
- Asturias, Spain
- Northern Ireland, UK
- Amadora, Spain
- Gesundes Kinzigtal, Germany
- Murcia, Spain
- Valencia, Spain
- Extremadura, Spain
- Carinthia, Greece
- Badalona, Spain
- Sofia, Bulgaria
- Campania, Italy
Helping sites get started and make progress

Key messages
Helping sites get started and make progress

- Is easy to use.
- Covers all the relevant dimensions.
- Is good at consensus-building, enables discussion and dialogue.
- Helps to reflect on the strengths and weaknesses of the region’s / country’s healthcare system.
- Provides different points of views which give a broader view.
- Generates knowledge and helps to gain an overview of the maturity of the healthcare system.
Helping sites get started and make progress

- Useful in terms of policy-making.
- 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.
- Indicates which dimensions are improving or worsening.
- Could be used as a tool prior e.g., to starting on certain projects or initiatives.
Helping sites get started and make progress

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

- Defining the approach to collect lessons learned on coaching and twinning
- Refining the overall findings especially around “lessons learned”
- Getting tool fully ready by October 2018!
- Meeting the group of sites/regions in Brussels at their final conference

How to Accelerate Scaling up of Integrated Care in Europe
Wednesday, 24 October 2018
Scotland House Conference Centre, Rond point Schuman 6, 1040
www.scirocco-project.eu
Please feel free to look at the tool:
and, ultimately, to apply it!

Any questions?
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andreapavlickova@nhs.net