



# SELF-ASSESSMENT PROCESS IN THE BASQUE COUNTRY

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# Healthcare System in the Basque Country

- ▶ Population: 2.17M
- ▶ Financed by taxes: 3,605 M€ in 2018
- ▶ Universal Healthcare coverage
- ▶ Healthcare providers
  - Basque Public Health Service-Osakidetza
    - ▶ 13 Integrated Care Organisations
    - ▶ 2 Sub-acute Hospitals
    - ▶ 3 Mental Health Nets
    - ▶ +30,000 Healthcare professionals



# Integrated Care in The Basque Country

## ► **Integrated Care Organisation (ICO)**

- To achieve less fragmented, more coordinated, more efficient and higher quality care

## ► **Integrated care is based on three pillars:**

- Integrative governance
  - Create synergies between different levels of care
- Population approach
  - Coordination with social and public health actors
- Culture and values
  - Change from the culture of fragmentation to a culture of integration

# Self-assessment - Process

## 1. Identification of regional/local stakeholders

10 experts

## 2. Self-assessment survey

Meeting to introduce the project and the “Scirocco Tool”

## 3. Data collection/data analysis

10 spider diagrams

## 4. Stakeholder workshops

Consensus → Final spider diagram of the Basque Country

## 5. Summary of results and feedback on the process

# Local Stakeholders

Multidisciplinary and multi-level group of 10 experts:

- ▶ Insurance & Procurement unit's technician
- ▶ Health & social care coordinator
- ▶ Economic director of an ICO
- ▶ Director of integration of an ICO
- ▶ Deputy Director of Quality and Information Department of the General Directorate
- ▶ Integration and chronicity service's technician of the General Directorate
- ▶ Internal medicine department manager
- ▶ Primary care unit manager
- ▶ Primary care nurse
- ▶ Hospital nurse



# “Stakeholders’ Perspective”

Insurance & procurement unit’s technician

Director of Integration of an ICO

Social and Health care Coordinator



# Self - Assessment in The Basque Country

## “Outcomes”



Areas of strengths

Areas of weaknesses

# Key findings

- ▶ The spider diagram for the Basque Country is quite homogeneous
- ▶ Not very difficult to agree on discrepancies in stakeholders' individual scoring
- ▶ The outcomes provide very harmonised approach to integrated care in the region. The outcomes show that there is a progress towards integrated care in all of the dimension.
- ▶ There are areas for improvement e.g. citizen participation and empowerment and innovation management that needs to be further promoted.
- ▶ It is also necessary to create right environments between the different agents involved in order to improve their collaboration.
- ▶ Stakeholders valued the assessment process as very positive





**THANK YOU!**



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