SELF-ASSESSMENT PROCESS IN THE BASQUE COUNTRY

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OSAKIDETZA
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”
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!