



## HOW TO USE SCIROCCO TOOL TO FACILITATE KNOWLEDGE TRANSFER

Dr Cristina-Adriana Alexandru,  
University of Edinburgh



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@ SCIROCCO\_EU

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# Twinning & Coaching and Knowledge Transfer

- **Twinning and coaching** is the process by which:
  - one healthcare system learns what it needs to create in local context to enable the adoption of a Good Practice (**HS-GP**).
  - one healthcare system learns from another more progressive healthcare system in order to improve its maturity in a particular dimension of integrated care (**HS-HS**);
- **Knowledge transfer** is a central component, and widely recognised as effective for accessing evidence and learning on integrated care
- **The functionality of the tool for knowledge transfer** was designed iteratively, following initial experiences in 3 SCIROCCO regions and active partner participation

# The Knowledge Transfer Process: Healthcare System & Good Practice

Experts who have previously assessed the maturity of their healthcare system can use the SCIROCCO tool to:

1. Visually compare the level of maturity of their healthcare system with the maturity needs of Good Practices viable for scaling-up



2. Select a candidate Good Practice for knowledge transfer with the purpose of adoption within their healthcare system and invite the owners of the Good Practice for further knowledge transfer.



3. Facilitate a discussion on the features required for the transferability of the Good Practice, their feasibility and adaptation needed in the local context.

# 1. Visually comparing the HS assessment with assessments of Good Practices

## GOOD PRACTICE ASSESSMENTS

☐ Cons-Czech

Republic:ConsensusBC



Transfer



☐ Cons-Norrbotten: An

Demo



Transfer



## Transfer Good Practice to Healthcare System

Choose the healthcare system assessment to compare with the good practice assessment Cons-Norrbotten: An Demo:

[Cons-Basque Country,Demo \(of healthcare system Basque Country, Spain\)](#)

Invite the owner of Cons-Basque Country,Demo for twinning and coaching

# 1. Visually comparing the HS assessment with requirements of the Good Practice

## Assessment Comparison

### Legend

Cons-Norrbottn: An Demo saved by cristinutza0107@yahoo.com 2018-10-22 17:51:20

Cons-Basque Country, Demo saved by cristinutza0107@yahoo.com 2018-10-22 10:52:29

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

### 1. 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

Please indicate the features of the domain which justify your reply: ⓘ

Feature1

jcons1



## 2. Selecting / inviting owner of the Good Practice for knowledge transfer

### Transfer Good Practice to Healthcare System

Choose the healthcare system assessment to compare with the good practice assessment Cons-Norrboten: An Demo:

Cons-Basque Country,Demo (of healthcare system Basque Country, Spain)

Invite the owner of Cons-Basque Country,Demo for twinning and coaching

### Transfer Good Practice to Healthcare System

**You have successfully invited the owner of the good practice assessment Cons-Norrboten: An Demo for twinning and coaching with your healthcare system**

Choose the healthcare system assessment to compare with the good practice assessment Cons-Norrboten: An Demo:

Cons-Basque Country,Demo (of healthcare system Basque Country, Spain)

Invite the owner of Cons-Basque Country,Demo for twinning and coaching

Dear Cristina Alexandru,

You have successfully invited wpadmin, the owner of the good practice assessment entitled Cons-Norrboten: An Demo from the Norrbotten, Sweden healthcare system and the Norrbotten: An Effective Palliative Care Process good practice, for a twinning and coaching meeting between your teams. The comparison between your healthcare system assessment entitled Cons-Basque Country,Demo and their good practice assessment entitled Cons-Norrboten: An Demo has also been shared between you, and is available here: [http://scirocco-project-msa.inf.ed.ac.uk/tc-meeting?view=HS\\_GP&meeting=6](http://scirocco-project-msa.inf.ed.ac.uk/tc-meeting?view=HS_GP&meeting=6). Please use this page to record the discussion between your teams.

Kind regards,

# 3. Recording adaptation of features needed in HS for adoption of Good Practice

## Scirocco Self-Assessment Tool for Integrated Care

HOME

MATURITY ASSESSMENT LIST

TWINNING AND COACHING

ACCOUNT

LOGOUT

### Twining and Coaching

HEALTHCARE SYSTEM – HEALTHCARE SYSTEM

GOOD PRACTICE – HEALTHCARE SYSTEM

composition\_test2  
(Norrbottn, Sweden) –  
composition1(Puglia, Italy)

Cons-Basque Country,Demo –  
Cons-Norrbottn, Swe

composition\_test2  
(Norrbottn, Sweden) –  
ConsensusBC2(Basque  
Country, Spain)

composition\_test2  
(Norrbottn, Sweden) –  
ConsensusBC1(Basque  
Country, Spain)

Cons-Basque Country,Demo –  
Cons-Norrbottn: An Demo

### 3. Recording adaptation of features needed in HS for adoption of Good Practice

#### Twinning and Coaching Meeting

##### Legend

Cons-Basque Country Demo saved by cristinutza0107@yahoo.com 2018-10-22 10:52:29

Cons-Norrbotten: An Demo saved by cristinutza0107@yahoo.com 2018-10-22 17:51:20

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

##### 2. 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 accepted by stakeholders involved
- 5- Full, integrated programme established, with funding and a clear mandate

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

jcons2

feature1

Which features need to be implemented/improved in the receiving healthcare system (Basque Country, Spain) for the 'Structure & Governance' dimension in order to respect the good practice requirements and thus make the transfer of the good practice possible?

Feature name	Already partially implemented?	Feasibility	Adaptation	
Governance via	no ▼	possible ▼	We need to change...	✗
	▼	▼		✗
	▼	▼		✗

Add more features

Save/update meeting notes





# The Knowledge Transfer Process: Healthcare System & Healthcare System

Experts who have previously assessed the maturity of their healthcare system can use the SCIROCCO tool to:

1. Identify one priority dimension in the healthcare system for improvement of its maturity



2. Facilitate the access to other healthcare systems which scored higher in a particular dimension and visually compare their level of maturity.



3. Invite a candidate healthcare system for knowledge transfer.



4. Facilitate a discussion on the features required for the improvement of particular dimension, their feasibility and adaptation needed in the local context.

# 1. Recording one priority dimension for improvement

Assessment
Description\*

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

8. Citizen Empowerment ⓘ

☐ 0- Citizen empowerment is not considered as part of integrated care provision  
☐ 1- Citizen empowerment is recognised as an important part of integrated care provision but effective policies to support citizen empowerment are still in development  
☒ 2- Citizen empowerment is recognised as an important part of integrated care provision, effective policies to support citizen empowerment are in place but citizens do not have access to health information and health data  
☐ 3- Citizens are consulted on integrated care services and have access to health information and health data  
☐ 4- Incentives and tools exist to motivate and support citizens to co-create healthcare services and use these services to participate in decision-making processes about their own health  
☐ 5- Citizens are fully engaged in decision-making processes about their health, and are included in decision-making on service delivery and policy-making

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

jdoctor8  
jadmin8  
jnurse8  
jIT8  
jcons8

Mark 'Citizen Empowerment' as your number one priority

Update composite questionnaire

Share





# 2. Facilitate access to healthcare system with higher maturity


## Consensus assessments:

HEALTHCARE SYSTEM ASSESSMENTS


☐ Cons-Norrbotten, Swe










Twin




☐ Cons-Norrbotten, Sweconsensus 3










Twin




☐ Cons-Basque Country,Demo







Twin



## 2. Compare visually two maturity assessments

### Assessment Comparison

#### Legend

Cons-Basque Country, Demo saved by cristinutza0107@yahoo.com 2018-10-22 10:52:29

Cons-Norrbottnen, Swe saved by wpadmin (you) 2018-10-22 12:44:32

Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

#### 1. 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

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

jcons1

jNorrbottnen1



# 3. Invitation for knowledge transfer

## Twin Healthcare System with Other Healthcare Systems

Candidate healthcare system assessments to contact for twinning the healthcare system assessment Cons-Basque Country,Demo on dimension Citizen Empowerment:

Cons-Norrboten, Swecomposition2  
This assessment is not accessible to you

Request access

Cons-Norrboten, Sweconsensus 1  
This assessment is not accessible to you

Request access

Cons-Norrboten, Sweconsensus 2  
This assessment is not accessible to you

Request access

Cons-Norrboten, Sweconsensus 3

Invite for twinning and coaching

Cons-Norrboten, Swe

Invite for twinning and coaching

## Twin Healthcare System with Other Healthcare Systems

**You have successfully invited the owner of the healthcare system assessment Cons-Norrboten, Swe for a twinning and coaching meeting**

Candidate healthcare system assessments to contact for twinning the healthcare system assessment Cons-Basque Country,Demo on dimension Citizen Empowerment:

Cons-Norrboten, Swecomposition2  
This assessment is not accessible to you

Request access

Cons-Norrboten, Sweconsensus 1  
This assessment is not accessible to you

Request access

Cons-Norrboten, Sweconsensus 2  
This assessment is not accessible to you

Request access

Cons-Norrboten, Sweconsensus 3

Invite for twinning and coaching

Cons-Norrboten, Swe

Invite for twinning and coaching

Dear Cristina Alexandru,

You have successfully invited the owner of the healthcare system assessment entitled Cons-Norrboten, Swe, wpadmin, for a twinning and coaching meeting between your teams. The comparison between your assessment entitled Cons-Basque Country,Demo and Cons-Norrboten, Swe has also been shared between you, and is available here:[http://scirocco-project-msa.inf.ed.ac.uk/tc-meeting?view=HS\\_HS&meeting=5\\_](http://scirocco-project-msa.inf.ed.ac.uk/tc-meeting?view=HS_HS&meeting=5_)Please use this page to record the discussion between your teams.

Kind regards,

The Scirocco Project Team

# 4. Recording the features for adaptation required in the local context to enable creation of conditions for improvement

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### Twinning and Coaching

#### HEALTHCARE SYSTEM – HEALTHCARE SYSTEM

composition\_test2  
(Norrbotten, Sweden) –  
composition1 (Puglia, Italy)



Cons-Basque Country,Demo –  
Cons-Norrbotten, Swe



#### GOOD PRACTICE – HEALTHCARE SYSTEM

composition\_test2  
(Norrbotten, Sweden) –  
ConsensusBC2 (Basque  
Country, Spain)



composition\_test2  
(Norrbotten, Sweden) –  
ConsensusBC1 (Basque  
Country, Spain)



## 4. Recording the features for adaptation required in the local context to enable creation of conditions for improvement

### Twinning and Coaching Meeting



#### Legend

Cons-Basque Country, Demo saved by cristinutza0107@yahoo.com 2018-10-22 10:52:29

Cons-Norrbotten, Swe saved by wpadmin (you) 2018-10-22 12:44:32

Q1 Q2 Q3 Q4 Q5 Q6 Q7 **Q8** Q9 Q10 Q11 Q12

#### 8. Citizen Empowerment



- ☐ 0- Citizen empowerment is not considered as part of integrated care provision
- ☐ 1- Citizen empowerment is recognised as an important part of integrated care provision but effective policies to support citizen empowerment are still in development
- ☐ 2- Citizen empowerment is recognised as an important part of integrated care provision, effective policies to support citizen empowerment are in place but citizens do not have access to health information and health data 
- ☐ 3- Citizens are consulted on integrated care services and have access to health information and health data
- ☐ 4- Incentives and tools exist to motivate and support citizens to co-create healthcare services and use these services to participate in decision-making processes about their own health 
- ☐ 5- Citizens are fully engaged in decision-making processes about their health, and are included in decision-making on service delivery and policy-making

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

jcons8

JNorrbotten8

Which features need to be implemented in the receiving healthcare system (Basque Country, Spain) in order to improve its maturity assessment for the 'Citizen Empowerment' dimension?

Feature name	Already partially implemented?	Feasibility	Adaptation	
Offering incentiv	yes ▼	possible ▼	We need to change..	
	▼	▼		



# Outcomes of Knowledge Transfer SCIROCCO Action Plans

The outcomes of the twinning & coaching process will be captured in the form of Action Plans.

## The Action Plans:

- Make recommendations / agree actions for modifying measures/interventions to be taken in the regions, including policy recommendations & potential impact(s).
- Inform the decision-makers about the priority actions necessary for the adoption of a particular good practice and/or improvement of a specific aspect of integrated care.

**Note:** The implementation of the Action Plans is not considered to be the scope of the project.





Cristina.Alexandru@ed.ac.uk

<https://www.sciocco-project.eu/>