USE OF THE SCIROCCO TOOL TO ASSESS THE MATURITY REQUIREMENTS OF CCBT

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Introduction

- ► **cCBT in Scotland:**
  - Online treatment for depression and anxiety
  - Full national implementation completed in July 2018
  - 15,500 referrals received in last 12 months

- ► **Approach of national implementation:**
  - Once for Scotland approach
  - Defined objectives
  - Understand the now
  - Think about wider impact

cCBT Good Practice

emerging vision, leaders and champions, local buying and partnerships building, need for the service is widely recognised, high demand for the service

expertise and experience is retained, capacity-building support and training, systematic learning in place

governance established at national level, dedicate funding, wide acceptance of the need for the governance, national mandate

sharing of learning key to introduction of innovation, needs appetite for change

ability to analyse and share the data, universal agreement on the product, national infrastructure in place to be able to benchmark the data, consistent approach to improvement and shared learning

cohesive infrastructure to maximise the links between health and social care integration of primary and secondary care

clearly defined strategic approach to standardisation, consolidation and simplification, where possible national approach to the development and adoption of standards

continuous and systematic evaluation of the service, articulation of the best evidence and added value of the service, context of the evaluation is critical, inclusive evaluation

dedicated funding to ensure stability of service provision but also potential expansion, commitment at national level , needs to go beyond the operational costs, cCBT license is based on the size of population

citizen empowerment is recognised in day to day service delivery, feedback mechanisms, upload and sharing of the health information and health data, cCBT is a self-management tool itself increasing the benefits and engagement of citizens

strategies in place to remove inhibitors, communication on information governance is critical, collective approach to removal of inhibitors

delivering the same quality of the service to all; except the adults below 16 standardised aproach to cCBT in place standardised access to the service

Radar chart with axes: READINESS TO CHANGE, STRUCTURE & GOVERNANCE, INFORMATION & eHEALTH SERVICES, STANDARDISATION & SIMPLIFICATION, FINANCE & FUNDING, REMOVAL OF INHIBITORS, POPULATION APPROACH, CITIZEN EMPOWERMENT, EVALUATION METHODS, BREADTH OF AMBITION, INNOVATION MANAGEMENT, CAPACITY BUILDING

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Completing the Assessment

► **Online questionnaires:**

- All participants completed questionnaire through online tools

- Took about 30 minutes to complete

► **Whose was involved:**

- National Implementation Lead

- Local cCBT Service Manager

- X2 Local Service Coordinators

- From across 3 service of different ages

Understanding the Differences

READINESS TO CHANGE	STRUCTURE & GOVERNANCE	INFORMATION & eHEALTH SERVICES	STANDARDISATION & SIMPLIFICATION	FINANCE & FUNDING	REMOVAL OF INHIBITORS	POPULATION APPROACH	CITIZEN EMPOWERMENT	EVALUATION METHODS	BREADTH OF AMBITION	INNOVATION MANAGEMENT	CAPACITY BUILDING
1	0	3	2	4	2	5	2	3	3	5	4
2	3	4	3	4	1	3	4	3	3	1	1
3	3	3	4	4	2	5	2	0	3	2	1
3	5	5	5	5	3	3	5	5	4	5	4

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Different Perspectives

Local Implementation Perspective

National Implementation Perspective

Building a Consensus

► **Starts with a discussion:**

- All participants meet to discuss

- Meeting was moderated

- Took about 2 hours to discuss the 12 dimension

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Differences and Similarities

► **Biggest Differences:**

- Structure & Governance

- Standardisation & Simplification

- Evaluation Methods

- Innovation Management

► **Biggest Similarities:**

- Finance and funding

- Breadth of ambitions

- Population approach

- Capacity building

No consensus reached in any of the domains

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What a Consensus Looks Like

Builds the baseline from where you start while identifying the way forward

Learning From Building

- ► **Reflect on different perspectives:**

    - Developing understanding of different perspectives

    - Shared understanding of roles involved

    - Helps identify organisational attitudes, infrastructure and limitations that will affect the implementation

    - Identifies perceptions of those involved in the implementation that can hinder implementation approach

    - Unifies approach and provides direction at local and national level

Appling the Results

► **Using the results to better inform cCBT:**

- Helps defines and shape infrastructure required to implement at scale

- Focused efforts on partnership and leadership

- Identifies elements of robust evaluation and benchmarking

- Highlights elements of Once for Scotland approach i.e. approach to product procurement

- Strategies that outcome specific barriers

Take Home Messages

► **Supports development of understanding between members of implementation team**

► **Focuses on elements easily forgotten in implementation planning and service development**

► **Makes you think beyond standard project management approach i.e. citizen empowerment**

► **Will help find the genuine barriers to implementation**

► **Make sure members from across the team take part in process**

Thank You.

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