Scirocco

Scaling Integrated Care in Context

SCIROCCO METHODOLOGY FOR TWINNING & COACHING

Co-funded by the Health Programme of the European Union

Objectives

- To facilitate **the process of knowledge transfer and information sharing** among the European regions/authorities using the SCIROCCO tool.

- The twinning and coaching is informed by:
  - the understanding of the **requirements of good practices for their adoption** and transferability using the SCIROCCO tool;
  - the findings on **the readiness of national/regional healthcare systems to adopt** a particular a good practice and/or to improve a particular aspect of integrated care as identified by SCIROCCO tool.

General approach

- **One twinning and one coaching activity** is envisaged for **each of the five** SCIROCCO regions.

- The twinning and coaching activities will be organised as **study visits, webinars and various other online tools and meetings**.

- The experience of regions with twinning & coaching activities will be captured through **face-to-face interviews** to inform the refinement of the Tool and improvement of the process.

Definitions

- **Transferring region** – this is a region/authority which has already made progress on implementing integrated care and which possesses essential know-how and good practice. This region/authority will act as a “coaching” partner in the knowledge transfer activities.

- **Receiving region** – this is a region/authority which is ready to embark on the transition to integrated care and seek support and know-how in order to deploy a particular good practice and/or improve a specific aspect of integrated care. This region/authority will act as the “learning” partner in the knowledge transfer activities.

Twinning & Coaching Process

Twinning and coaching informed by the maturity assessment of healthcare systems: The outcomes of the self-assessment process offer information about the strengths & weaknesses of a specific region in integrated care and can facilitate the knowledge transfer in a particular domain / aspect of integrated care.

Planning for the twinning & coaching informed by the maturity assessment of healthcare systems

1. **Assess the maturity of healthcare system** for integrated care using the SCIROCCO tool to identify the strengths and weaknesses in integrated care.

2. **Identify the area(s)** of integrated care **for improvement** using the outcomes of the self-assessment process. Each region should choose one domain.

3. **Seek support for the improvement** from other region(s) by using the SCIROCCO tool to identify the region(s) which demonstrates significant progress in that particular area(s).

4. **Learn about the maturity of identified healthcare system(s)** by using the SCIROCCO tool.

5. **Initiate** the twinning & coaching process.

1. Assess the maturity of healthcare systems

Maturity Assessment of healthcare system in Region 1

Maturity Assessment of healthcare system in Region 2

2. Identify 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 processe 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

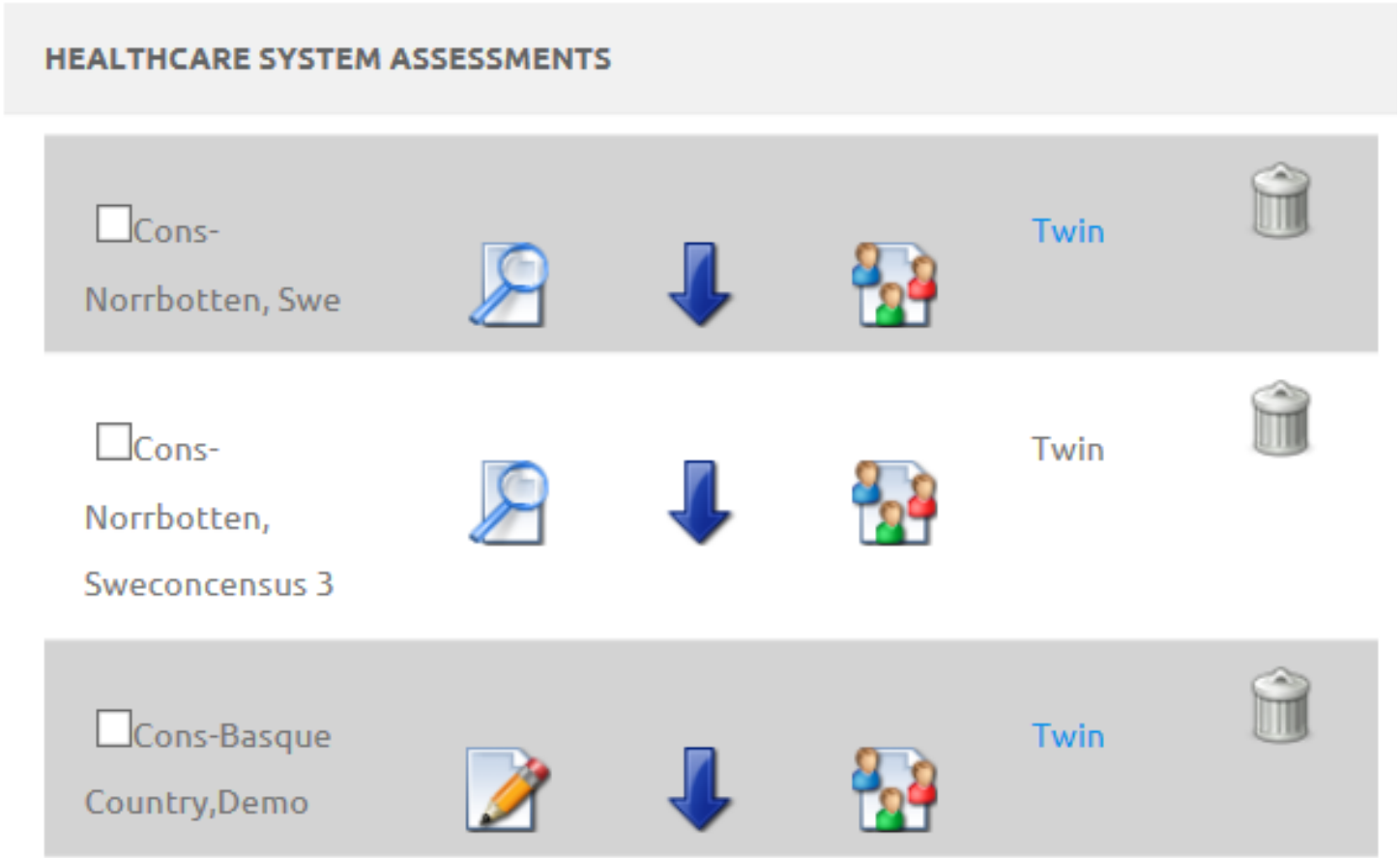
Mark 'Citizen Empowerment' as your number one priority

Update composite questionnaire

Share

3. Seek support for the improvement by reviewing maturity of other healthcare systems

Consensus assessments:



4. Compare visually two maturity assessments

Assessment Comparison

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

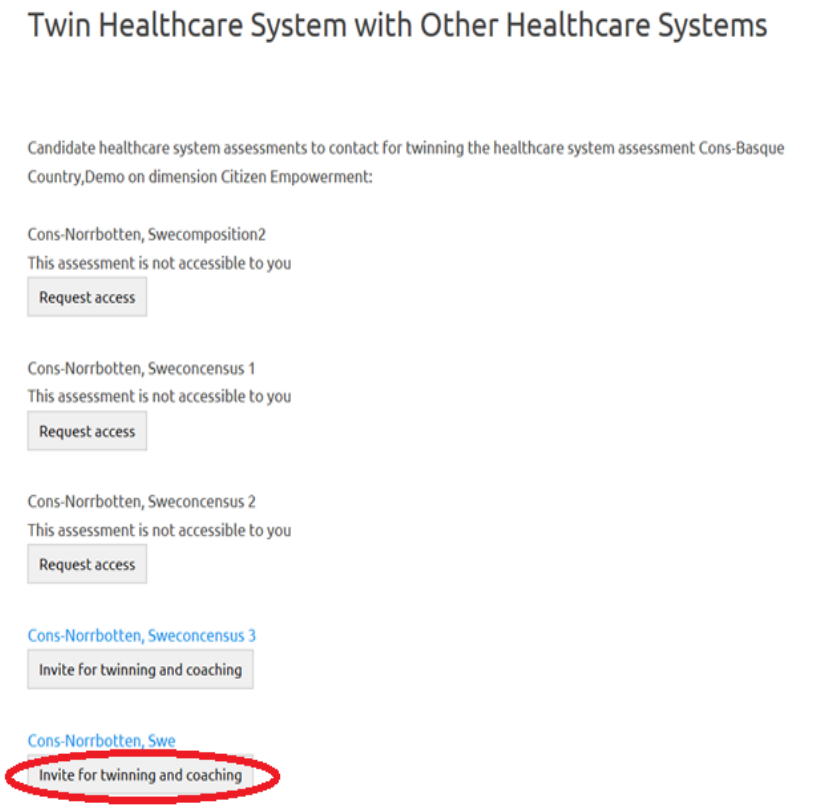
Q1 Q2 Q3 Q4 Q5 Q6 Q7 Q8 Q9 Q10 Q11 Q12

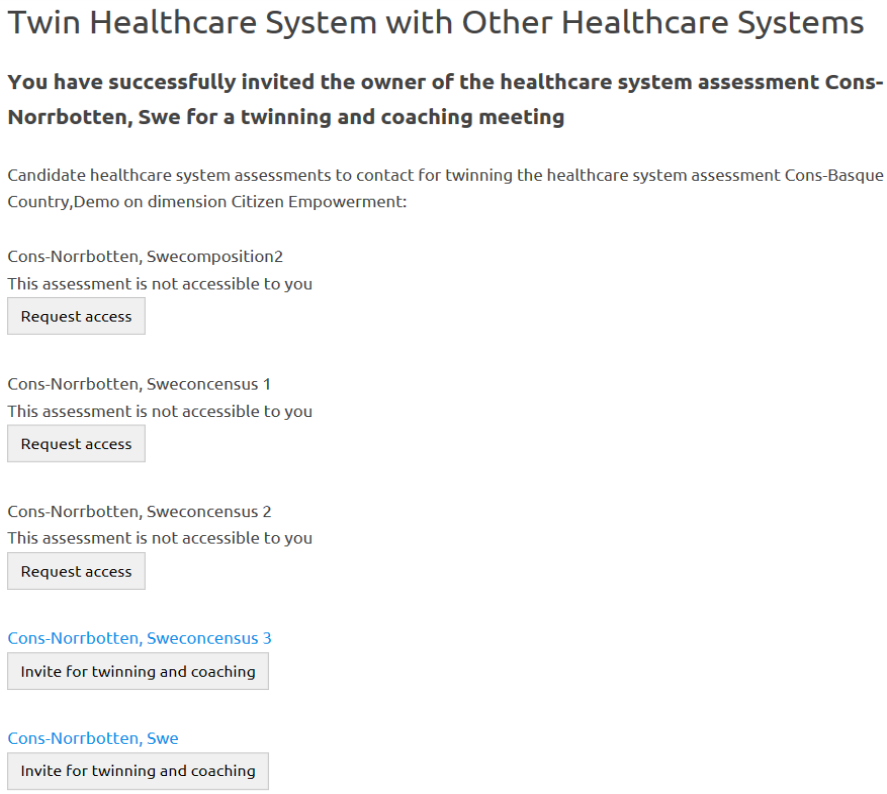
1. Readiness to Change

- 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
jNorrbotten1

5. Invite for knowledge transfer





Dear Cristina Alexandru,

You have successfully invited the owner of the healthcare system assessment entitled Cons-Norrbotten, Swe, wpadmin, for a twinning and coaching meeting between your teams. The comparison between your assessment entitled Cons-Basque Country,Demo and Cons-Norrbotten, 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. Please use this page to record the discussion between your teams.

Kind regards,

The Scirocco Project Team

Twinning & coaching informed by the maturity assessment of healthcare systems

6. **Contact the identified region(s)** and express an interest in learning about the region's progress in a particular area(s) of integrated care.

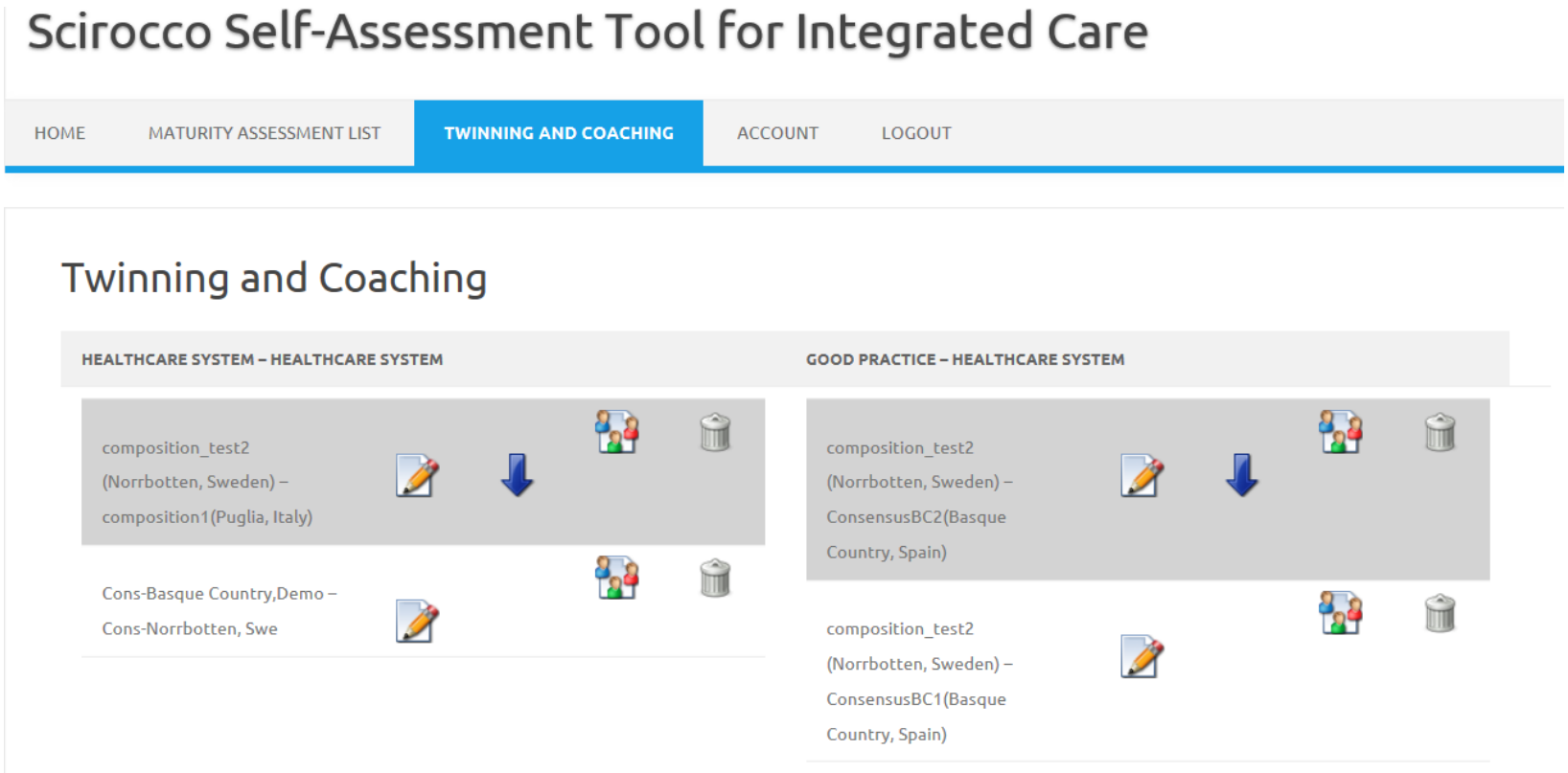
7. **Identify local experts** to be involved in the twinning & coaching activities.

8. **Organise introductory webinar(s)** for the transferring and receiving regions, and exchange available resources to initiate the coaching.

9. **Organise a study visit** to the transferring region. The study visit should include a maximum of five experts from the receiving region. The duration of the visit can be up to two days.

10. **Capture the experience** of the regions in the twinning & coaching process through face-to-face interviews.

6. Learn about the features required for the adaptation in the local context to enable creation of conditions for improvement



3. Discuss 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

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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...	

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Outcomes - Planning for twinning & coaching informed by the maturity assessment of health and care system

11. **Capture the learning** from the webinars and study visit and populate the SCIROCCO tool, in terms of the features necessary for the improvement of a particular dimension.

12. **Organise a local meeting** with the experts in the receiving region to reflect on the learning from the twinning and agree on the measures/actions on how to transfer and implement or improve a particular dimension.

13. **Develop an Action Plan** using the SCIROCCO template.

14. **Populate the Action Plan** in the SCIROCCO tool.

15. **Disseminate the learning** from the twinning and coaching process.

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.