



SCIROCCO METHODOLOGY FOR TWINNING & COACHING



Co-funded by
the Health Programme
of the European Union



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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 assessment of requirements of Good Practices for the adoption and the maturity assessment of healthcare system: The outcomes of the assessment offer information about key features that are necessary for the adoption/transfer of a particular good practice. The understanding of the local conditions for integrated care (maturity of healthcare system) & the features that are necessary for the adoption of good practice in this local context can facilitate the knowledge transfer between the transferring & adopting regions.

by the assessment of maturity requirements of a Good Practice and of Local healthcare system

1. **Select a Good Practice** of strategic interest for your region/authority.

2. **Assess the requirements of Good Practice** for its adoption and transferability using SCIROCCO tool.

3. **Assess the readiness of the healthcare system** for the adoption of a Good Practice using the SCIROCCO tool.

4. **Learn about the requirements** of the healthcare system to adopt a particular Good Practice by using the SCIROCCO tool.

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

(2) Twinning & Coaching informed by the assessment

of maturity requirements of a Good Practice and of the local health and care system

Maturity assessment of healthcare system in adopting region



Maturity Requirements of Good Practice for adoption



1. Compare the HS assessment with requirements of the Good Practice

Legend

Region X saved by soa@staffmail.ed.ac.uk 2017-06-08 00:00:00

Pain Clinic SOA saved by soa@staffmail.ed.ac.uk 2018-03-04 22:45:38

Description* Features* Questionnaire

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 broadly accepted
- ☐ 5- Full, integrated programme established, with funding and a clear mandate

Please justify your rating:

Already fully planned and implementation has begun.

There needs to be a commitment to governance that allows innovative practice that supports integration. To support this practice we need to see good primary/acute integrations supported and the possibility of non-present consultation.

Please select appropriate features:

Non-present care

Primary-acute integration

How confident are you of your rating?

High

confident



2. Invite 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. Please use this page to record the discussion between your teams.

Kind regards,

Twinning & coaching informed by the assessment of maturity requirements of a Good Practice and of the local health and care system

6. **Contact the identified region(s)** and express an interest in learning about the Good Practice and its transferability to other health and care settings.

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

8. **Organise an introductory webinar(s)** for the transferring and receiving regions, and exchange available resources on a Good Practice 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.

3. Learn about the feasibility to transfer the features of Good Practice to local context

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

4. Discuss the feasibility to transfer the features of Good Practice to local context

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 assessment of maturity requirements of a Good Practice and of local 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 adoption of the Good Practice.

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 upon the Good Practice.

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.