

Chapter 5

Delivering Integrated Care across Hospital Groups and Community Healthcare Organisations

Though health and personal social services are operationally delivered through separate organisational structures for hospital services and community services and non-statutory service providers, there is a strategic and co-ordinated approach to the development of integrated programmes of care to deliver improved patient care, improved access and better use of resources. The first phase of this has been based around developing excellence in individual specialties to manage specific diseases and stages of care with an emerging emphasis on the integration of these to provide a more effective end to end patient journey particularly where patient needs are complex and involve multiple encounters delivered across a range of providers.

Integrated Care simply means that all services work together in a well co-ordinated way around the assessed needs of the person. This working together deals with two key issues for any person, community or the population.

- ▶ The first is the ease, through which a person can go through the different healthcare services to meet their needs.
- ▶ The second is the quality of outcome they get at the end of that patient journey.

The first point of contact for most people is their GP in Primary Care Services who will arrange, as appropriate, urgent and routine referral to speciality services including acute hospital, mental health services, elderly services or disability services as well as providing primary care services.

Work is underway on the development of standardised models and care pathways nationally, which, will support effective integration between all aspects of community services across primary care, social care and mental health services. Work is also underway to support integration between these Community Healthcare services and the Hospital System.

5.1 HSE's Clinical Strategy and Programmes Division – Integrated Care Programmes

The HSE's Clinical Strategy and Programmes Division is leading a large-scale programme of work to develop a system of Integrated Care within our health and social care services. This is an ongoing programme of change which will continue, in the long term, to drive improvements across all health and social care services. This will involve staff at every level of the health service working together to create improved experiences and outcomes for the patients, clients and carers.

The Five Integrated Care Programmes are working with the existing National Clinical Programmes, Service Divisions, and other key support functions including Finance, HR and ICT to ensure the correct business supports are available to deliver seamless patient-centred services. The five Integrated Care Programmes established are:

1. Patient Flow
2. Older Persons
3. Prevention and Management of Chronic Disease
4. Children
5. Maternity

These five areas will allow the HSE to tackle the most pressing challenges in our health and social care systems, and improve outcomes and experiences for the greatest number of patients – and for our staff. Each of the five programmes will develop a framework and implementation plan.