Integrated Care in Ireland
Part of an International Family

Dr Nick Goodwin, CEO
International Foundation for Integrated Care
Forum for National Clinical & Integrated Care Programmes, Royal Hospital Kilmainham, Dublin, 18th October 2016
Integrated Care is a Global Movement For Change

“A transformation In health services that puts people first and is aligned with the principles of primary health care is needed to reduce fragmentation, increase efficiencies, and improve health outcomes”

Key message from Margaret Chan, Director General of the WHO, at ICIC16 in Barcelona, 23-25 May 2016

Integrated people-centred health services means putting the needs of people and communities, not diseases, at the centre of health systems, and empowering people to take charge of their own health.

WHO Framework on integrated people-centred health services website (http://www.who.int/servicedeliverysafety/areas/people-centred-care/en/)
WHO Framework on Integrated People-Centred Health Services

Five core strategies:

1. Empowering and engaging people
2. Strengthening governance and accountability
3. Reorienting the model of care
4. Coordinating services
5. Creating and enabling environment

The interdependency of the five strategic directions to support people-centred and integrated health services with key actions (WHO/HQ, 2016)
The WHO European Framework for Action on Integrated Health Services Delivery

See: http://www.euro.who.int/en/health-topics/Health-systems/health-service-delivery/publications
A Policy Priority in Regions and Countries Across the World

• There are many different examples of policies and innovation on integrated care around Europe

• The political agendas, however focus on:
  – Financial reform
  – Cost containment
  – Legislative change
  – Structural reorganizations
  – Personalised care
  – New funding streams
  – Pilot programmes

• Not enough on change management and the ‘how to’ of integrated care

Some Examples of National Strategies across Europe

• Denmark & Norway: Coordination Reform
• Sweden: Joint agencies link funding and delivery (e.g. Jönköping & Nortaelje)
• England: The Five Year Forward View – MCPs and PACs
• Germany: Versorgungsstrukturgesetz (care structure law) supports interdisciplinary and cross-sector models of care
• Netherlands: Managed care organizations and bundled payments for certain diseases
• Health and social care integration in Northern Ireland, Scotland and Wales
• Spain: vertically and horizontally integrated care organizations care (e.g. Basque Country, Catalonia, Valencia)
• Switzerland: physician networks / HMOs
The Integrated Care Response in US and Canada

USA

• Integrated delivery systems for enrolees
  – e.g. Kaiser Permanente and Veterans Health
• HMOs & group practice models
  – e.g. Mayo, Geisinger, Seattle
• Managed care or disease management programmes
  – e.g. PACE
• ACOs and Primary Care Medical Homes (ObamaCare)
• Integrated delivery systems for populations:
  – e.g. Nuka, Alaska
  – e.g. Massachusetts

Canada

• Health Canada – Health Accord, 2004
  – Sets 10 plans to overcome duplications, improve access and promote efficiency
  – Emphasis on care transitions hospital-home to reduce ‘bed blockers’
• Provincial application leads to decentralisation and variation
  – PRISMA, Quebec
  – GP group practices, Alberta
  – ICCPs in Ontario
  – Community-oriented primary care centres, Newfoundland and others
  – SPOR networks
Innovations in the Western Pacific Region

Japan: Integrated community care

Short-hour regular home-visits are conducted alongside home-visit long-term care services and home-visit nursing care services in close cooperation or in an integrated manner.

Notification from users are responded to via the telephone or by visiting their homes at any time (utilization of ICT devices).

New Zealand: Healthy families and communities

Health promotion programmes aimed at schools, workplaces etc.

Coordination and funding

Reports against performance and outcome indicators

Tools and resources

Data, research and evaluation

Other community-level programmes and funding

Singapore: Regional Health System

A Healthy Families NZ Community

Schools, ECE, tertiary education settings

Sports trusts

Local health promotion workforce supports and encourages healthy actions in different settings

Sports and leisure settings

School Principals

Local Government

NGOs inc. PHOs

DHBS and PHUs

Local business

Employers

ECE providers

Other community settings

Sports and leisure settings

Other community settings

A movement for change
The Underlying Rationale for this Transformational Change

Care Systems are Failing to Cope

The complexity in the way care systems are designed leads to:

- lack of ‘ownership’ of the person’s problem;
- lack of involvement of users and carers in their own care;
- poor communication between partners in care;
- simultaneous duplication of tasks and gaps in care;
- lack of holistic care by treating one condition without recognising others;
- poor outcomes to person, carer and the system
The Promise of Integrated Care: Supporting The Triple Aim

The hypothesis for integrated care is that it can contribute to meeting the “Triple Aim” goal in health systems

- **Improving the user’s care experience** (e.g. satisfaction, confidence, trust)
- **Improving the health of people and populations** (e.g. morbidity, mortality, quality of life, reduced hospitalisations)
- **Improving the cost-effectiveness** of care systems (e.g. functional and technical efficiency)
“The experience of organisations that have made the transition from fragmentation to integration demonstrates that the work is long and arduous. [Managers responsible for achieving change] need to plan over an appropriate timescale (at least five years and often longer) and to base their actions on a coherent strategy”

[Ham & Walsh, 2013, p.7]

Key issues for success include:
- A sound and objective understanding of health needs of a populations and why integrated care will add value to people’s health and wellbeing;
- A shared vision with a common set of objectives;
- New ways of working with joint accountability for outcomes and mutual gain;
- Relationship-building and service innovation comes before structural reform; and
- An open and transparent learning system
17th International Conference on Integrated Care

Building a platform for integrated care: delivering change that matters to people
ICIC17 (and WCIC5) is coming to Dublin! 8-10 May 2017 @ University College Dublin

Building a platform for integrated care: delivering change that matters to people

- 1200 Delegates
- 3 Days
- Over 500 Oral & Poster Presentations
- 50 Countries Represented
- 1.25 Million Tweet Reach
- 10 International Keynotes
- Pre-conference Webinar Series

www.integratedcarefoundation.org/ICIC17

@IFICinfo #ICIC17
5 Core Themes

Theme 1: Promoting the health and welfare of people, families and communities

- Engaging and empowering people and communities
- Improving population health and supporting families to live well
- Bridging the gap between mental and physical health services
- Managing the integrated delivery of better public health services and working with community assets to improve health outcomes
- Integrated early childhood development: working with schools and children’s services and integrating care across the whole life course
- Understanding the social determinants of health
- Tackling inequalities and improving access to health and care services for minorities and hard-to-reach groups
5 Core Themes

Theme 2: Timely transitions: optimizing patient flow across care settings
- Reducing length of hospital stay
- Tackling delayed transfers of care, handoffs, sequences and early discharge
- Risk stratification and tools for reducing unnecessary readmissions
- Optimising patient flow in hospital settings and during emergencies; overcoming blockages in acute services
- Hospital-to-Home services
- Patient flow and improving care pathways across care settings and multiple organisations
- Intermediary care
- Managing complexity; Whole system patient flow
- Defining roles and responsibilities
5 Core Themes

Theme 3: Preventing and managing chronic disease: engaging and empowering people

- Supporting self-care and improving health literacy
- Care planning; Care/Case Management
- Telehealth/Telecare Support
- Access to Healthcare Records
- Enhancing primary care and community services
- Managing ambulatory care sensitive conditions
- Multi-morbidities, Cancer and HIV; Survivorship
- Congenital conditions and transitions from paediatrics to adult services
- Medications management/polypharmacy and the role of community pharmacy, integration with other providers and integration with the multi-disciplinary team
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<thead>
<tr>
<th>Theme 4: Preventing and managing chronic disease: engaging and empowering people</th>
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<tbody>
<tr>
<td>• Geriatric conditions</td>
</tr>
<tr>
<td>• Age-friendly environments</td>
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<tr>
<td>• Resilience/coping in old age</td>
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<td>• Supporting Carers</td>
</tr>
<tr>
<td>• Active Ageing</td>
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<tr>
<td>• Involving communities</td>
</tr>
<tr>
<td>• Dementia/Alzheimer’s</td>
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<tr>
<td>• Older people’s care in the home environment</td>
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<td>• Extra-care housing</td>
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<tr>
<td>• Supporting families to care for older adults</td>
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<td>• Integrated care in residential and nursing homes</td>
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<td>• Promoting dignity, preventing elder abuse and reducing social isolation</td>
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<td>• Palliative and end-of-life care</td>
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5 Core Themes

Theme 5: Implementing integrated care

- Leading and managing change
- Building blocks of integrated care
- Co-design and co-production
- Financing integrated care
- Toolkits and guides for promoting and delivering integrated care
- Measurements, indicators and evaluation tools
- Policy-making
- Developing the business case
Call for Papers Now Open Until Friday, 2 December!

The ICIC17 and WCIC5 Scientific Committee is now accepting abstracts of good practice, projects, development of policy, and research and theory relating to the themes of the conference:

- Promoting the health and welfare of people, families and communities
- Timely transitions: optimizing patient flow across care settings
- Preventing and managing chronic disease: engaging and empowering people
- Ageing health and wellbeing
- Implementing integrated care

For more information on the conference themes and further information on how to submit an abstract visit www.integratedcarefoundation.org/icic17

Deadline for receiving abstracts is Friday, 2nd December 2016

Special Launch Week Discount - €100 off all tickets - 18 October to Midnight, Monday 24 October
Use Code ***LAUNCH***

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www.integratedcarefoundation.org/ICA

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